



# KS MAP

Kansas Water, Wastewater, Gas & Electric Agency Response Network

## Request Assistance

### **Survey the damage**

Survey location and severity of damage to your system BEFORE calling your Mutual Aid Coordinator to request help.

### **Make a quick inventory of specific needs**

Put together a short list of specific personnel, equipment and materials you'll need on an immediate basis before you place the call for help. This will save response time. Identify areas of need (e.g. substation, transformer banks, distribution, service connections, pressure regulating stations, etc.) and the specific jobs for which you need assistance.

### **Call your Mutual Aid Coordinator**

Utilities should call a mutual aid coordinating entity (KMU or KRWA) or any participating utility for help. If telephone or normal radio contacts cannot be made, get assistance from the County Emergency Management Office, Highway Patrol or County Sheriff in requesting help.

#### *Describe:*

1. Nature of disaster.
2. Type of help, equipment and number of crews needed.
3. Other sources of help already contacted such as neighboring utilities or private contractors.

#### *Indicate:*

1. Where crews should report when they arrive in your city.
2. Estimated time (hours, days) they will be needed.

#### *Establish:*

1. A command center with a person and phone number to receive and return calls from a Mutual Aid Coordinating Entity.
2. Time when you will re-contact the Mutual Aid Coordinating Entity if incoming calls to your utility are not possible.
3. Method of documenting services provided and hours worked by outside utility crews.