



## PREPARE | RESPOND | RECOVER

### Water & Wastewater Utilities

#### Incident Action Checklist - Hurricane

Hurricanes and Tropical Storms have the potential to cause a great deal of damage to drinking water and wastewater utilities due to heavy rainfall and inland flooding, coastal storm surge and high winds. The following sections outline actions Water & Wastewater Utilities can take to Prepare for, Respond to and Recover from storm damages.

FMIT TurnKey Recovery Program  
[www.synergyfmit.com](http://www.synergyfmit.com)



**FMIT TurnKey Recovery**  
➤ Member Direct Repair Program

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PREPARE | RESPOND | RECOVER  
Water & Wastewater Utilities



**TURNKEY RECOVERY**  
Member Direct Repair Program

**PRE PLANNING – Actions to Prepare**

- Review and update your utility’s emergency response plan (ERP), and ensure all emergency contacts are current. Update the information in your online simpliCity<sup>SM</sup> Account profile ([www.simplicityfl.com](http://www.simplicityfl.com))
- Conduct briefings, training and exercises to ensure utility staff is aware of all preparedness, response and recovery procedures. Know what you need before you’re need it!
- Review your current Schedule of Values (SOV) that lists your insured property and assets at the specific location address. This up-to-date list can be accessed online from your simpliCity<sup>SM</sup> Account Page. This will help you better understand eligible insurance coverage and reimbursable extra expense. Additionally, this will identify property &/or damages that may be applicable for federal disaster funding (FEMA Public Assistance).
- Understand how a loss may impact your operational components and what funding GAPS may exist with Insurance Deductibles or FEMA PA Cost Share.
- Identify priority water customers (e.g., hospitals), obtain their contact information, map their locations and develop a plan to restore those customers first.
- Develop an emergency drinking water supply plan and establish contacts (County EMA, FEMA or Mutual Aid Network) to discuss procedures, which may include bulk water hauling, mobile treatment units or temporary supply lines, as well as storage and distribution.

- Conduct a hazard vulnerability analysis in which you review historical records to understand the past frequency and intensity of hurricanes and how your utility may have been impacted. Consider taking actions to mitigate hurricane impacts to the utility, including those provided in the “Actions to Recover from a Hurricane: Mitigation” section,
- Complete pre-disaster activities to support applicable Insurance &/or FEMA funding requirements (e.g. report loss to all involved parties, setup a system to document damage and costs, take photographs of the facility for comparison to post-damage photographs).
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**IMPORTANT NOTE:**

Your FMIT Insurance Provider is your first level of support and is responsible to help mitigate timely response and recovery initiatives on damages sustained to scheduled property by a covered peril.

Additional Pre-Planning Resources are available to you through your simpliCity<sup>SM</sup> Marketplace, EPA, FEMA.Gov and University of Florida Center for *Training*.

## COORDINATION – Actions to Prepare

Join your state’s Water/Wastewater Agency Response Network (WARN) or other local mutual aid network.

Review your SOV Critical Asset List stored in simpliCity<sup>SM</sup> with your Risk Manager or individual responsible for placing your Insurance. Go to [www.simplicityfl.com](http://www.simplicityfl.com) to log-in into your User Account.

Coordinate with WARN members and other neighboring utilities to discuss:

- Outlining response activities, roles and responsibilities and mutual aid procedures (e.g., how to request and offer assistance)
- Conducting joint tabletop or full-scale exercises
- Obtaining resources and assistance, such as equipment, personnel, technical support or water
- Establishing interconnections between systems and agreements with necessary approvals to activate this alternate source. Equipment, pumping rates and demand on the water sources need to be considered and addressed in the design and operations.
- Establishing communication protocols and equipment to reduce misunderstandings during the incident.

Coordinate with other involved parties &/or key response partners, such as your FMIT Insurance Provider or local EMA, to discuss:

- How restoring system operations may have higher priority than establishing an alternative water resource

- Potential points of distribution for the delivery of emergency water supply (e.g., bottled water) to the public, as well as who is responsible for distributing the water

Understand how the local and utility emergency operations center (EOC) will be activated and what your utility may be called on to do, as well as how local emergency responders and the local EOC can support your utility during a response. If your utility has assets outside of the county EMA’s jurisdiction, consider coordination or preparedness efforts that should be done in those areas.

Ensure credentials to allow access will be valid during an incident by checking with local law enforcement.

Sign up for mobile and/or email notifications from FMIT-Alert &/or local EMA, if available. FMIT Members can access alerts through their simpliCity<sup>SM</sup> Account or by going to [www.synergyfmit.com](http://www.synergyfmit.com) for more program information.

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## COMMUNICATIONS – Actions to Prepare

Review how your Department or Personnel will communicate internally and externally during an event whereby standard communications may be impacted.

- Verify available internal communication capabilities and back-up emergency systems &/or devices. This includes redundant cell phone plans/carriers, satellite phone availability and radios.
- What tools and devices are in place for Personnel to communicate in the field or with other Departments?
- How will you communicate and report damages timely to EOC and Insurance?
- Consider alternative forms of communication using social media or twitter.

Confirm available supplemental Insurance Endorsement &/or Extra Expense Cost Reimbursement as it relates to damages at an insured location whereby communications may be impacted.

Develop outreach materials to provide your customers with information they will need during a hurricane (e.g., clarification about water advisories, instructions for private well and septic system maintenance and information about hurricane mitigation).

Review public information protocols with local EMA and public health/primacy agencies. These protocols should include developing water advisory messages (e.g., boil water, warnings that service disruptions are likely) and distributing them to customers using appropriate mechanisms, such as reverse 911 calling. Keep in mind that the

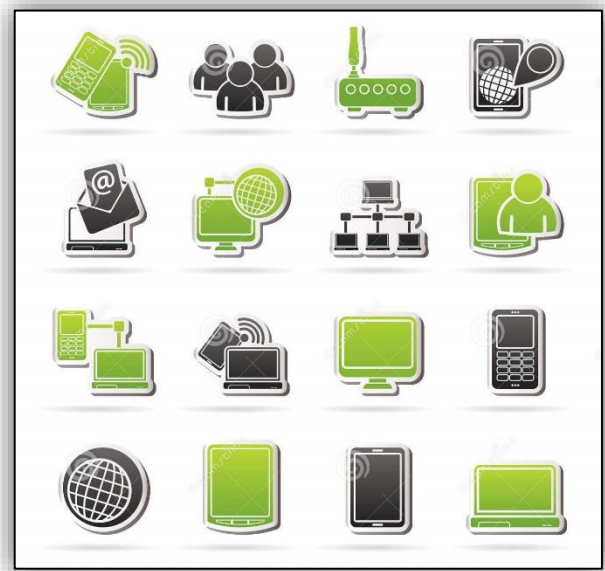
notice may need to be delivered prior to the storm to be effective. \*Keep in mind that incurred direct messaging expense may be eligible for FEMA PA funding reimbursement under CAT-B description.

Review your Public Outreach Communication Plan with your organization’s Public Information Officer (PIO).

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**FACILITY & SERVICE AREA**  
**(Actions to Prepare)**

- Based on the forecasted impact model of a Named Storm Event, you should consider inventorying and ordering extra equipment and supplies, as needed:
  - Chemicals (ensure a two week supply)
  - Fuses
  - Motors
  - Communication Devices (e.g., cell/sat phones, wireless equipment and radios).
  - Emergency Supplies
    - Tarps / tape / rope
    - Cots / blankets
    - First aid kits
    - Foul weather gear
    - Plywood
    - Flashlights / flares
    - Sandbags / Sand
    - Bottled water
    - Batteries
    - Non-perishable food
- Ensure communication equipment (e.g., radios, satellite phones) works and is fully charged.
- Compare your FMIT AssetID Survey against your GIS map of all system components and update a list of coordinates for each facility. [Go to simplicityfl.com to access your account information.](http://simplicityfl.com)
- Record current storage levels of all liquids (raw and treated) in tanks &/or holding facilities/areas. This should include fuel tanks and reserves.
- Document pumping requirements and available storage capabilities, as well as critical water/waste treatment components and parameters.

**POWER, ENERGY & FUEL**  
**(Actions to Prepare)**

- Confirm and document generator connection type, capacity load and fuel consumption. Test regularly, exercise under load and service backup generators.
- Contact fuel vendors and inform them of estimated fuel volumes needed if utility is impacted. Determine your ability to establish emergency contract provisions with vendors and your ability to transport fuel if re-fueling contractors are not available. Develop a backup fueling plan and a prioritization list of which generators to fuel in case of a fuel shortage.
- Collaborate with your local power provider and EOC to ensure that your water utility is on the critical facilities list for priority electrical power restoration, generators and emergency fuel.
- Ask the local power utility to trim tree branches near power lines.
- Evaluate condition of electrical panels to accept generators; inspect connections and switches.
- Document power requirements of the facility; options for doing this may include:
  - Using the US Army Corps of Engineers on-line Emergency Power Facility Assessment Tool (EPFAT): <http://epfat.swf.usace.army.mil/>
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PREPARE | RESPOND | RECOVER  
Water & Wastewater Utilities



**TURNKEY RECOVERY**  
Member Direct Repair Program

**PLANNING**

**Pre-Landfall | Actions to Respond**

- Actively monitor hurricane activity and projected 5-day & 3-day Storm Track (Cone) by utilizing the following:
  - National Hurricane Center Advisories
  - Local Weather Services
  - Local EMA Notifications
  - FMIT-Alerts<sup>SM</sup>
  - USGS WaterNow

**FACILITY & SERVICE AREA**

**Pre-Landfall | Actions to Respond**

- Establish and review procedures (according to your ERP) to document all Force Account Labor & Equipment to be utilized during pre-landfall protective services. This will be necessary to qualify for eligible FEMA PA funding reimbursements during a declared event. Refer to simpliCity<sup>SM</sup> MarketPlace for printed FEMA resources, reference guides and other FMIT specific material.
- Secure equipment; move electronics, equipment and important data to a water-tight facility or out of flood-prone areas. Determine areas outside of the floodplain where vehicles/equipment can be moved.
- Check that back-up equipment and facility systems, such as controls and pumps, are in working order, and ensure that the utility has a two week supply of all chemicals on hand.
- Fill storage tanks to full capacity to maximize storage and fill empty chemical storage tanks with water if a heavy precipitation event is anticipated, to prevent floating.

- Wastewater utilities should empty holding tanks, ponds and/or lagoons to prepare for an increase in flow and to minimize the chance of a release during heavy weather incidents.
- Protect exposed lines or pipes that may become vulnerable due to flooding &/or riverbank erosion.
- Clear storm drains and set up sandbags to protect facilities in flood-prone areas. Place sandbags on the top of tanks so that backwash water is directed away from plant structures.

**PERSONNEL**

**Pre-Landfall | Actions to Respond**

- Identify essential personnel and ensure they are trained to perform critical duties in an emergency, including the shut down and start-up of system(s).
- Establish communication procedures with essential and non-essential personnel. Ensure all personnel are familiar with emergency evacuation and shelter in place procedures
- Provide all necessary &/or anticipated emergency supplies and personal protective equipment (PPE) to applicable personnel.
- Pre-identify critical emergency operations, stabilization and clean-up crews. Establish alternative transportation strategies if roads are impassable.
- Consider how evacuations or limited staffing due to availability or transportation issues (potentially all utility personnel) will impact your response procedures.

**PERSONNEL (Continued)**  
**Pre-Landfall | Actions to Respond**

- Identify possible staging areas for mutual aid crews if needed in the response, and the availability of local facilities to house the crews.
- Encourage personnel, especially those that may be on duty for extended periods of time, to develop family emergency plans. Go to [www.FEMARReady.gov](http://www.FEMARReady.gov) for additional tools and planning resources that can assist families. If personnel aren't prepared at home, they will not be able to help you restore your operations (Lessons Learned 101).
- Review the optional FMIT Employee Support Program (ESP) that may be made available to your personnel to include:
  - Residential Insurance Adjusting Support
  - Approved Residential Insurance
  - Direct Repair Programs
  - Evacuation Support
  - Board-up & Protective Services
  - Emergency Fueling Programs
  - Temporary Housing
  - Pet Evacuations
  - ATM (dedicated access)
  - Property Security Services

\*ESP services are not covered under the FMIT Member's Insurance Policy. There may be additional program &/or service related costs that will need to be reviewed prior to personnel engagement. Go to [www.synergyfmit.com](http://www.synergyfmit.com) for more information.



**POWER, ENERGY & FUEL**  
**Pre-Landfall | Actions to Respond**

- Fuel vehicles and fill fuel tanks to full capacity and ensure that you have the ability to manually pump gas in the event of a power outage.
- Ensure staged vehicles, equipment and other hazardous stored materials are located in a safe zone.
- Determine when to activate necessary supplier retainer contracts or service agreements related to securing power generation and fuel. This should be done in accordance to your ERP and pre-planning discussion with local County EMA Officials. (Refer to Facility & Service Area section)
- Document all activities and record incurred expenses as necessary for future funding &/or Insurance and FEMA PA reimbursement consideration (eligibility).
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**COORDINATION**  
**Post-Landfall | Actions to Respond**

- Notify your Local EMA, State Regulatory Agency and FMIT Insurance (Claims Dept.) of system status.
- If needed, request or offer assistance (e.g., equipment, personnel) through mutual aid networks, such as WARN or FMIT MAPP (Managed Member Asset Program).
- Assign a representative of the utility to your organization’s Emergency Operations Center (EOC) or the designated Command Post for the Community.
- Notify customers of any water advisories and consider collaborating (through your designated PIO) with local &/or social media to distribute the message. If emergency water is being supplied, provide information on the POD Locations (points of distribution).
- Continue to communicate with all involved parties and regulatory agencies throughout an active response. FMIT Insurance (Claims Dept.) should be high priority regarding notification of damages to scheduled property as the responsible entity to help mitigate, support and respond to your critical needs. \*Refer to FMIT Rapid Assessment<sup>SM</sup> and FMIT TurnKey Recovery<sup>SM</sup> Programs for exclusive FMIT Member support information ([www.synergyfmit.com](http://www.synergyfmit.com)).



**FACILITY & SERVICE AREA**  
**Post-Landfall | Actions to Respond**

**OVERALL:**

- Conduct damage assessments of the Utility to identify and prioritize repairs, as well as other necessary action items.
  - Report all damages affecting insured property to FMIT Claims Department or other responsible Insurance Provider so that immediate needs funding can be made available (insurance reserves). Refer to the FMIT TurnKey Recovery<sup>SM</sup> Program for more specific Member information ([www.synergyfmit.com](http://www.synergyfmit.com)).
  - Breakout and categorize property and content damages by:
    - Wind
    - Flood
    - Coastal Policy
    - Mechanical Breakdown
    - Inland Marine
    - Other Peril (Fire/Vandalism/etc)
  - Share all damage assessments to both insured and non-insured property immediately with your local County EMA for additional support, resources &/or FEMA PA consideration.
  - Check that back-up equipment and facility systems, such as controls and pumps, are in working order, and ensure that chemical containers and feeders are intact.
  - Ensure that all potential safety hazards have been identified, addressed &/or secured at all Utility Locations and worksites prior to engaging further personnel & activities.

**FACILITY & SERVICE AREA (Continued)**  
**Post-Landfall | Actions to Respond**

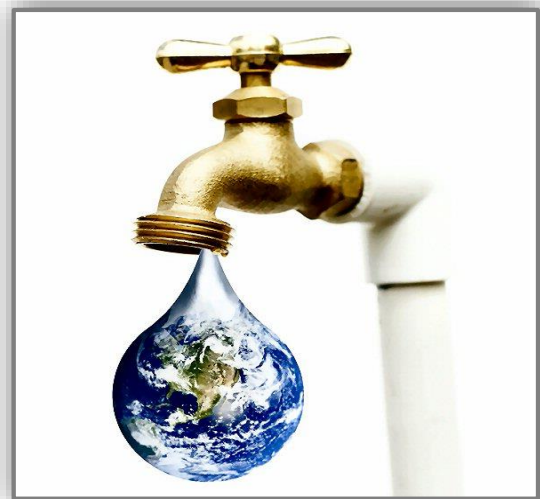
**DRINKING WATER UTILITIES:**

- Inspect the utility and service area for damage due to debris, downed trees and flood waters. Identify facility components (e.g., valve boxes) and fire hydrants that have been buried or are inaccessible.
- Ensure pressure is maintained throughout the system and isolate those sections where it is not.
- Isolate and control leaks in water transmission and distribution piping.
- Turn off water meters at destroyed homes and buildings.
- Monitor water quality, develop a sampling plan and adjust treatment as necessary.
- Notify regulatory and primacy agency if operations &/or water quality or quantity are affected.
- Utilize pre-identified emergency connections or setup temporary connections to nearby communities, as needed. Alternatively, implement plans to draw emergency water from pre-determined tanks or hydrants. Notify employees of the activated sites.

**WASTERWATER UTILITIES:**

- Inspect the utility and service area, including lift stations, for damage, downed trees, and power availability. Inspect the sewer system for debris and assess the operational status of the mechanical bar screen. If necessary, run system in manual operation.

- Inspect all manholes and pipelines in flood-prone areas for inflow and infiltration after water recedes.
- Consider suspending solid waste processing during periods of high flow to conserve bacteria and prevent it from washing out of the plant.
- Notify regulatory/primacy agency of any changes to the operations or required testing parameters.
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## DOCUMENTATION & REPORTING Post-Landfall | Actions to Respond

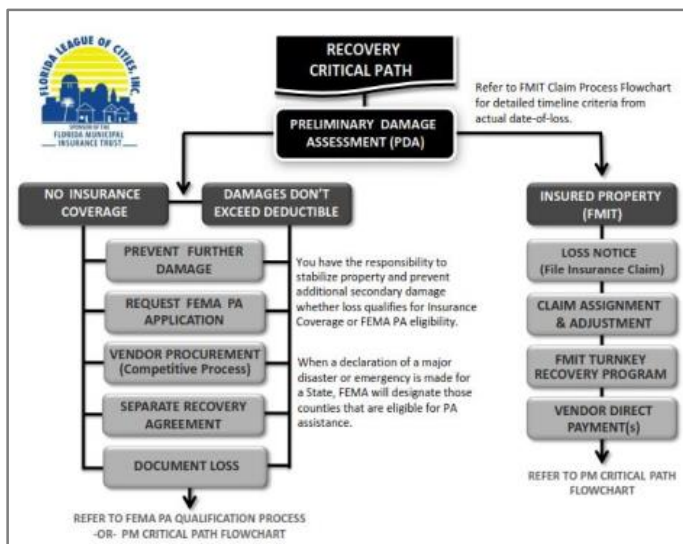
- Work with your FMIT Insurance Claims Department & local EMA on the required paperwork for anticipated insurance proceeds and FEMA PA application.
- Document all damages (in accordance to Insurance & FEMA requirements) affecting Utilities and associated operational components to include:
  - Damage Assessments Surveys
  - Photographs of Damages
  - Mutual Aid Requests
  - Emergency Repair Work
  - Force Account Labor & Equipment
  - Purchases (Incurred Expense)
  - Suppliers & Contractors Bids

\*Proper documentation is critical to maximize funding opportunities and when requesting incurred expense reimbursements.

\*[Go to your simpliCity<sup>SM</sup> MarketPlace Account \(www.simplicityfl.com\)](http://www.simplicityfl.com) or [FEMA.gov](http://FEMA.gov) to download various resource tools and printed material.

## PERSONNEL Post-Landfall | Actions to Respond

- Your Personnel are your most valuable resource and asset. Your ability to respond during a post-landfall event depends largely on the availability and sustainability of Personnel.
- Account for all personnel and provide emergency care, if needed. Caution personnel about known hazards resulting from hurricanes.
- Deploy emergency operations and clean-up crews. Identify key access points and roads for employees to enter the utility and critical infrastructure; coordinate the need for debris clearance with local emergency management or prioritize it for employee operations.
- Set-Up comfort stations &/or HR Support to help personnel cope with disaster fatigue centered around longer work hours, stress or the general psychological effects centered around loss. Keep in mind that some personnel may be suffering from their own personal losses affected by the storm.



## POWER, ENERGY & FUEL Post-Landfall | Actions to Respond

- Use backup generators, as needed, to supply power to system components.
- Monitor and plan for additional fuel needs in advance; coordinate fuel deliveries to generators.
- Maintain contact with electric provider for power outage duration estimates.



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PREPARE | RESPOND | RECOVER  
Water & Wastewater Utilities



**COORDINATION  
(Actions to Recover)**

- Continue work with response partners to obtain funding, equipment, etc.
  - FMIT Insurance Provider
  - County EMA
  - State DEM
  - FEMA

IMPORTANT REMINDER: Insurance is often times the primary 1<sup>st</sup> Party responsible for funding. Coordinate with your FMIT Claims Department if damages are affecting insured assets as listed on your SOV. FMIT Members can go to [www.simplicityfl.com](http://www.simplicityfl.com) to access your insured property schedule.
- Validate if damages to property had previous FEMA Insurance Commitment Requirements.
  - Work with your State DEM or Florida PA Representative.
  - Access your available FEMA Insurance Commitment Tracker in your simpliCity<sup>SM</sup> User Account.

**FACILITY & SERVICE AREA  
(Actions to Recover)**

- Complete damage assessment to all affected properties and ensure timely reporting to FMIT Insurance and County EMA.
- Complete permanent repairs, replace depleted supplies and return to normal service. Refer to the FMIT TurnKey Recovery Program ([www.synergyfmit.com](http://www.synergyfmit.com)) and FEMA SRIA (Sandy Recovery Improvement Act) for expedited & upfront recovery funding.

**DOCUMENTATION & REPORTING  
(Actions to Recover)**

- Compile damage assessment forms and cost documentation into well documented report(s) to facilitate the sharing of information between responsible parties (Insurance & FEMA).
- Work with assigned FLC-PACT, FDEM and FEMA Representatives to develop eligible Project Worksheets and grant application submittal.
- Explore additional funding resources:
  - Visit EPA’s web-based tool, Federal Funding for Utilities: Water/Wastewater in National Disasters (Fed FUNDS), for tailored information and application forms for various federal disaster funding programs: <http://water.epa.gov/infrastructure/watersecurity/funding/fedfunds/>
- Develop a lessons learned document and/or an after action report (AAR) to keep a record of your response activities. Update your vulnerability assessment and ERP Plans.
- Revise budget and asset management plans to address increased costs from response related activities.



*FMIT provides FLC-PACT to insured Members as necessary to support FEMA PA Process & Audits.*

## MITIGATION OPPORTUNITIES (Actions to Recover)

Identify mitigation and long-term adaptation measures that can prevent damage and increase utility resilience. Refer to various eligible grant programs

- Hazard Mitigation Program (HMGP)
- Alternate Project
- Pre Disaster Mitigation (PDM)
- Flood Mitigation Assistance (FMA)
- Repetitive Flood Claims Programs (RFC)

Consider impacts related to the increased frequency of intense hurricanes when planning for system upgrades. Examples of successful mitigation projects by water and wastewater utilities include:

- Provide protection to electrical substation and transformers that would be in danger of failing during floods, storm surges and high winds
- Retrofit sanitary sewer lift stations with electrical connections for portable generators to maintain operations during power outage
- Elevate generators, fuel tanks, critical controls, motors and blowers to protect against coastal storm surges
- Replace existing entry doors with heavy-duty, impact-resistant doors and install electric roll-down storm window shutters to protect against flying debris that is associated with hurricane force winds

FEMA Hazard Mitigation Assistance Program Eligibility for Water and Wastewater Utilities			
FEMA Program	Eligibility for FEMA Program		
	Publicly Owned	Private Not for Profit (PNP)	Private for Profit (PFP)
Pre-Disaster Mitigation Program (PDM)	YES	No, but Local Government can apply on utility's behalf <sup>2</sup>	No, but Local Government can apply on utility's behalf <sup>2</sup>
Flood Mitigation Assistance Program (FMA)	YES	No, but Local Government can apply on utility's behalf <sup>2</sup>	No, but Local Government can apply on utility's behalf <sup>2</sup>
Repetitive Flood Claims Program (RFC)	YES	No, but Local Government can apply on utility's behalf <sup>2</sup>	No, but Local Government can apply on utility's behalf <sup>2</sup>
Hazard Mitigation Grant Program (HMGP)	YES	YES	No, but Local Government can apply on utility's behalf <sup>2</sup>
Public Assistance Grant Program (PAGP)	YES	YES	NO

<sup>1</sup> Publicly owned utilities typically are part of a local government or municipality and any subapplications are submitted as a part of the local government's subapplication packet.

<sup>2</sup> While not usually an eligible subapplicant for this program, PNP and PFP utilities that are considered critical infrastructure (such as those that are sole service providers for an area) may be able to get their local governments to apply on their behalf. For more information, please contact your [State Hazard Mitigation Officer](#).



RECOVER. RESTORE. REBUILD.  
**SynergyNDS**  
Your Resource. Your Advocate. Your Partner.



## EXCLUSIVE FMIT MANAGED PROGRAMS



**simpliCity<sup>SM</sup>** is the software solution developed by Synergy ID and licensed exclusively to the FMIT for authorized use by its Members. FMIT Members face unique challenges when maintaining accurate schedule of values, tracking assets, overseeing projects, coordinating vendor services and documenting the claims process. simpliCity<sup>SM</sup> was developed for FMIT Members as a single solution to address these various needs and to support overall business continuity planning. Each individual FMIT Member is provided one free simpliCity<sup>SM</sup> user license as part of their annual insurance policy renewal. Additional user logins and Member customization is available.



**FMIT TurnKey Recovery<sup>SM</sup> Program** eliminates Member's upfront out-of-pocket expense associated with an insured property loss. Managed by SynergyNDS, TurnKey Recovery<sup>SM</sup> helps to minimize the financial burden that property claims can have on FMIT Member's net cash flow. More importantly, TurnKey Recovery<sup>SM</sup> helps expedite the overall claim and recovery process while allowing Members the flexibility to have it done their way. TurnKey Recovery<sup>SM</sup> provides real-time reporting and experienced Project Management at no additional costs to FMIT Members. Additionally, all approved claim related recovery costs, upfront material deposits and contractor progress payments are paid direct by FMIT to applicable vendors. Vendors can be those identified by the Members own procurement process or by taking advantage of TurnKey Recovery's<sup>SM</sup> pre-qualified Managed Vendor Program (MVP<sup>SM</sup>).



**Asset ID<sup>SM</sup>** provides FMIT Members with a comprehensive property survey as necessary to update schedule of values (SOV) and other primary C.O.P.E characteristics. SynergyID, under the direction of the FMIT, provides Member surveys as an additional no-cost benefit of being insured by the League. Using mobile field applications, Asset Surveys are captured in real-time and shared with Members via email distribution and dashboard reporting hosted in simpliCity<sup>SM</sup>. Additionally, SynergyNDS uses field survey data to backstop response and recovery initiatives. Our proactive approach in working with FMIT Members reinforces pre-event planning to further identify geographic threats and site conditions necessary to minimize property exposure.



**FLC-PACT (Public Assistance CloseOut Team)** was formed by FMIT to help ensure Members maximize anticipated insurance proceeds and eligible FEMA Public Assistance (PA) related to insured property. FMIT has invested a great deal of time and money in the ongoing support of FLC-PACT which has benefited Members to reclaim millions of dollars. FMIT Members are encouraged to reach out to FLC-PACT during declared events, especially prior to FEMA PA Funding Application and Project Worksheet (PW) development. It is important to realize that Insurance is the responsible party when determining coverage and anticipated insurance proceeds related to damaged property. Avoid potential claim disputes or funding deobligation by turning to FLC-PACT.

## ADDITIONAL VALUE ADDED FMIT PROGRAMS...



**TrackDown<sup>SM</sup>**, developed by SynergyID, allows FMIT Members to manage people, fixed equipment and mobile assets involved in their daily operations. Additionally, TrackDown<sup>SM</sup> proves invaluable to supporting FMIT Members recovery initiatives in providing an effective tracking platform to document activities, validate project related costs and help make informed real-time decisions. Improving upon best-of-breed technology, TrackDown<sup>SM</sup> utilizes advancements in Cellular, RFID, Barcode and Mapping solutions to customize both passive and direct data collection systems to meet specific FMIT Members' needs. More importantly, TrackDown<sup>SM</sup> empowers FMIT Members to take greater control over their daily operations.



**FMIT<sup>®</sup>Alert Notification System** helps Members prepare for impending weather events by providing alert information directly to their inbox and cell phone. FMIT<sup>®</sup>Alerts are timely, brief and packed with the pre-event information (such as projected storm path and intensity data), that Members need to consider for advanced preparation. Deployed by SynergyNDS, FMIT<sup>®</sup>Alerts include pre and post-event communications delivered via email, phone and text messages that support specific FMIT recovery initiatives. Additionally, FMIT<sup>®</sup>Alerts provide Members up-to-date information detailing advanced Claim Department preparations and emergency response. FMIT Members can activate Alerts by logging into their simpliCity<sup>SM</sup> account profile.



**RAPID Assessment<sup>SM</sup>** provides FMIT Members real-time solutions to capture and report damages to insured property. Using various mobile applications, data collected in the field is uploaded simultaneously or through breadcrumb reporting to the FMIT Claims Department. Information is shared with all involved parties and is synchronized to Member's simpliCity<sup>SM</sup> dashboard in efforts to expedite preliminary damage assessments, response and initial insurance reserves. RAPID Assessment<sup>SM</sup> provides FMIT Members the tools and mobility to better support overall claim reporting and recovery.



**MMAP<sup>SM</sup> (Managed Member Asset Program)** provides an opportunity for FMIT Members' to realize a return on fixed assets (equipment) by contributing to the on-demand insurance rental program. Accessed and inventoried through the TrackDown<sup>SM</sup> database, participating Members are paid market rates direct from insurance for equipment rentals on eligible FMIT scheduled property claims. MMAP<sup>SM</sup> is utilized for both approved property claims and complies with eligible insurance and FEMA Cat B procurement guidelines. All procurement, setup and fulfillment activities are managed by SynergyNDS as a two-tiered program bringing together inventory from both the public and private sector. MMAP<sup>SM</sup> expedites the mobilization and setup of requested assets and equipment – saving time, money and unnecessary frustrations.



**ESP (Employee Support Program)** is a voluntary program designed for FMIT Members to help those within their organization whom recovery depends on. Response and recovery is only as successful as the availability of the people who are tasked with the responsibility to respond. More importantly, it helps identify employee needs before they need them. ESP works with staff's homeowners' insurance providers and qualified contractors to coordinate repair services, prioritize response and leverage FMIT group discounts. All this is done at the convenience of the Member's worksite; allowing affected employees to remain at work and focus on the recovery tasks at hand.



## FMIT MEMBER EXTRA EXPENSE: FORCE ACCOUNT LABOR

FMIT INSURED	FMIT MEMBER ID
LOCATION NAME	LOCATION NUMBER

DESCRIPTION OF WORK PERFORMED:

FMIT MEMBER		DATES & HOURS WORKED EACH WEEK					PROJECT COSTS				
FORCE ACCOUNT LABOR		DATE & HRS					TOTAL HRS	HRLY RATE	BENEFIT RATE/HR	TOTAL HR RATE	TOTAL COSTS
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									
NAME:		REG.									
TITLE:		OT.									

*I certify that the information above was obtained from payroll records, invoices, or other documents that are available for Synergy/FMIT Audit.*

**TOTAL COSTS FOR FORCE ACCT LABOR: REGULAR TIME**  
**TOTAL COSTS FOR FORCE ACCT LABOR: OVER TIME**


CERTIFIED BY	TITLE	DATE
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## FMIT MEMBER EXTRA EXPENSE: FORCE ACCOUNT EQUIPMENT

FMIT INSURED	FMIT MEMBER ID
LOCATION NAME	LOCATION

DESCRIPTION OF WORK PERFORMED:

FMIT MEMBER		DATES & HOURS USED EACH DAY						PROJECT COSTS		
TYPE OF EQUIPMENT INDICATES SIZE, MAKE, MODEL & CAPACITY/HP		DATE & HRS						TOTAL HRS	EQUIPMENT RATE	TOTAL EQUIP COST
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										
EQUIP:		HOURS								
OPERATOR:										

*I certify that the information above was obtained from payroll records, invoices, or other documents that are available for Synergy/FMIT Audit.*

**TOTAL COSTS FOR FORCE ACCT EQUIP:**

CERTIFIED BY	TITLE	DATE
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# RECOVERY CRITICAL PATH

Refer to FMIT Claim Process Flowchart for detailed timeline criteria from actual date-of-loss.

## PRELIMINARY DAMAGE ASSESSMENT (PDA)

**NO INSURANCE COVERAGE**

**DAMAGES DON'T EXCEED DEDUCTIBLE**

**INSURED PROPERTY (FMIT)**

PREVENT FURTHER DAMAGE

REQUEST FEMA PA APPLICATION

VENDOR PROCUREMENT (Competitive Process)

SEPARATE RECOVERY AGREEMENT

DOCUMENT LOSS

You have the responsibility to stabilize property and prevent additional secondary damage whether loss qualifies for Insurance Coverage or FEMA PA eligibility.

When a declaration of a major disaster or emergency is made for a State, FEMA will designate those counties that are eligible for PA assistance.

LOSS NOTICE (File Insurance Claim)

CLAIM ASSIGNMENT & ADJUSTMENT

FMIT TURNKEY RECOVERY PROGRAM

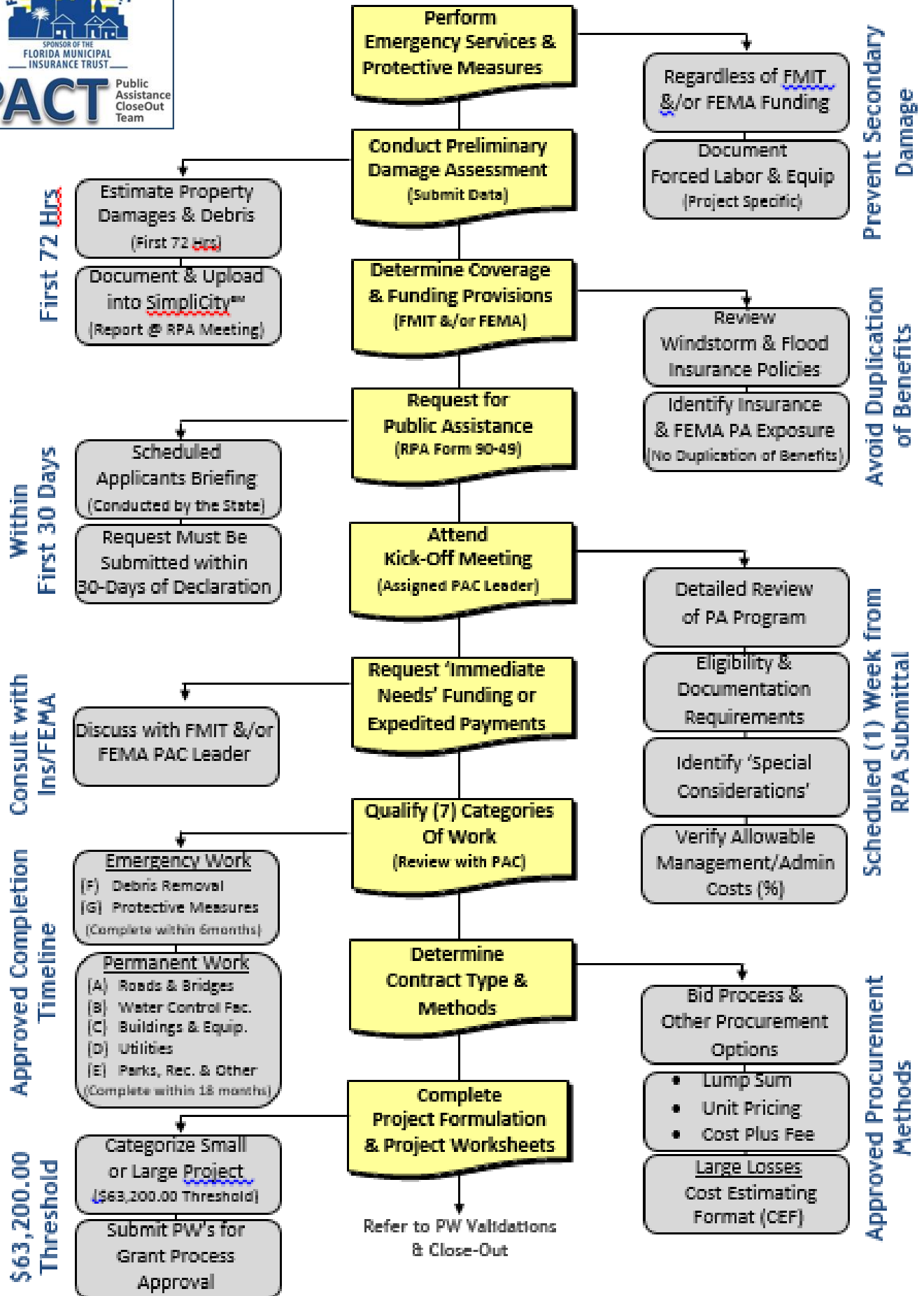
VENDOR DIRECT PAYMENT(s)

REFER TO FEMA PA QUALIFICATION PROCESS -OR- PM CRITICAL PATH FLOWCHART

REFER TO PM CRITICAL PATH FLOWCHART



## FEMA PA WORKFLOW & TIMELINE





# FMIT RESPONSE & RECOVERY PROCESS

## NAMED STORM

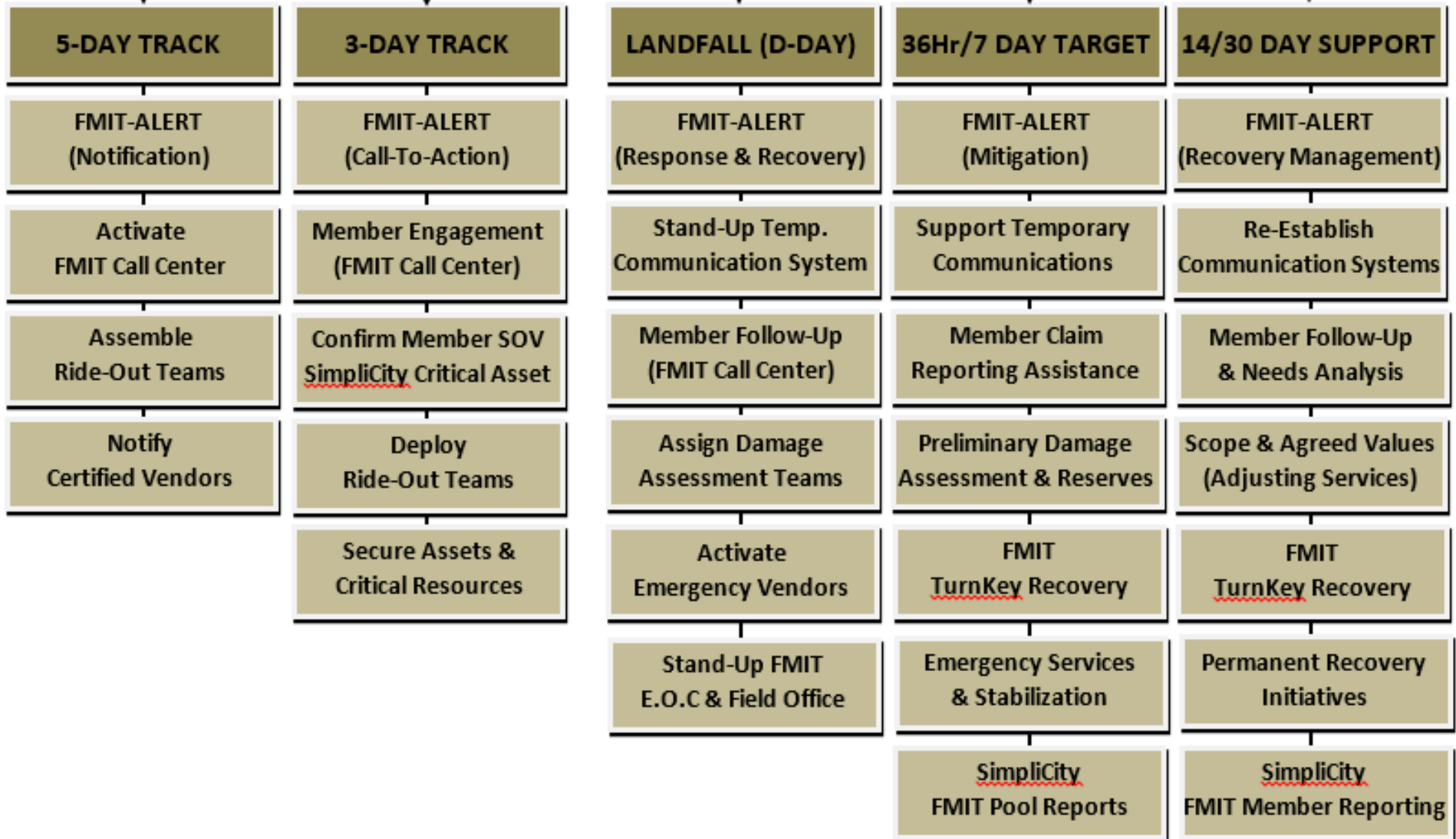
### FMIT UNDERWRITING

### SYNERGY/SIMPLICITY

### FMIT CLAIMS

#### PROACTIVE INITIATIVES

#### REACTIONARY INITIATIVES





SynergyNDS is the Recovery Program Manager for the FMIT and provides Response & Recovery Services to its 385 Public Entities with over \$9.5 Billion of insured property.

For More FMIT Member Information:

[www.synergyfmit.com](http://www.synergyfmit.com)

888.580.7080