

Disaster Recovery: Response to a Major Fire at a Water Resource Recovery Facility



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What Happened on June 12, 2018!



3 shifts to 1 shift per day back in 2014.

Building was constructed in 1989, met code of the time.

Normal morning arrival, around 6:15 am

Like any good operator beware of sights, sounds and smells!



911 Lesson Learned



I escaped the building, called 911, on my cell phone.

I briefly was connected to 3 different operators before I got to the Fire Department.

Land line would have connected me directly.

Response was quick, they are located about 1.5 miles from WRRF.

Staff Response/Fire Department



Employees just starting to arrive around 6:30.

High Speed HSI Turbo Blowers directly below fire.

Stop Firemen, describe what we know, stop them from over use of water, i.e. blowers!

Storage of all parts and tools, welding supplies and gas.

Unable to enter any other way!



Cheerios!



View from garage door



Truck problems





Disaster!



Looked like it was going to be a good day!



What is the Protocol?



Deal with Firemen and Process Control of WRRF.

Step back and assess what to do next.

SOPs! They work!

Called MIIA....our insurance people.

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Town of Billerica

**SANITARY SEWER OVERFLOW
(SSO)
RESPONSE PLAN**

Updated 3/22/2018
10/18/2018

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Billerica Water Resource Recovery
Superintendent

What I did



Called MIIA and informed them of what is happening.

SOPs, usually we deal with blockages and homeowners dealing with cleanup, now it is US who needs help.

Service Master happened to be the one, they contacted me and were on site within an hour after this call.

Confusion and Craziness are the words of the day!

Ambulance Chasers



Service Master, CleanX and ServPro SUB-agents are listening to Police and Fire scanners.

These people even though they have cards, uniforms and even trucks are all subcontractors who will receive percentage of total job if you let them start the process.

We had all of these people removed, definitely calmed things down.

Options



Town could receive a dollar amount from MIIA and then bid out the job.

Town could go thru MIIA and use their contractor, ReBuildX in this instance.

Town could bid job and then work with MIIA to settle on a dollar amount when it was all done.

We chose the go thru MIIA and ReBuildX.

How do you know what you lost



What was lost? Do you have inventory list?

Just about IMPOSSIBLE!

Shelves of parts and tools were tossed into dumpster within 48hrs by Service Master cleanup crew.

We were not allowed to go into the garage bay to survey what was there.

The Cleanup Begins



After removal of EVERYTHING, the cleaning starts.

Soot and Smoke damage thru out the entire building.

Somehow we did not disrupt any process during the entire fire or cleanup.

SCADA, Cameras, Dial out Systems and Blowers inspected on day of fire.

Administration Hallway





Replacing what you lost



Create list of lost items.

Get MONEY! More MONEY!

Track all spending and keep it separate from regular business.

Middleman for all subcontractors, i.e. heating, cooling, garage doors, lighting.

Rebuilt!



Raise the roof



What we are Changing



Inventory Lists for Parts.

Vendor Lists, Contacts for Service.

Bring Building up to Code.

Detectors/Alarms.

Updating SOPs Annually.

Questions?

