



Preparing Water and Wastewater Utilities for the Future

WHO IS HAGERTY?

Hagerty Consulting, Inc. (Hagerty) is a full-service consulting firm that helps clients prepare for, respond to, and recover from disasters.

Since our founding in 2001, we have supported some of the nation's most impactful disaster recovery efforts, bringing expertise in federal grants management, crisis response, and preparedness strategies.

By blending deep programmatic knowledge with practical, results-driven solutions, we deliver lasting impacts that strengthen resilience for those we serve.

To learn more about the innovative solutions we can provide to your business or organization, contact:

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Securing Water Systems for Tomorrow

Water and wastewater utilities face a rapidly shifting landscape of rising regulatory demands and operational uncertainty. Evolving mandates around water quality, emerging contaminants, climate resilience, and digital security are expanding planning and reporting requirements. Meanwhile, aging infrastructure, severe weather, and workforce limitations increase risks of service disruptions and compliance shortfalls. Meeting these challenges requires proactive planning, technical expertise, and robust risk management.

Hagerty equips utilities to navigate this complexity with confidence.

We help organizations interpret evolving regulatory demands, strengthen systems and documentation, and enhance preparedness through actionable plans, assessments, and training. Whether your goals include compliance, contingency planning, or long-term resilience, Hagerty delivers customized solutions that safeguard operations and build community trust.

Hagerty's Trusted Expertise

Regulatory compliance is essential—but it is only the beginning. Confidence in operations depends on systems that are resilient, adaptive, and trusted. At Hagerty, we help utilities elevate their approach by strengthening infrastructure, safeguarding water quality, and fostering trust across teams and communities.

- **Risk and Resilience Assessments:** Conduct comprehensive risk and resilience assessments that pinpoint vulnerabilities, identify threats, and establish clear, actionable strategies for preparedness and compliance.
- **Emergency Action and Response Planning:** Develop customized emergency response and action plans that enable utilities to act quickly and effectively during disruptions, thus minimizing downtime, protecting infrastructure, and ensuring regulatory compliance.
- **Tabletops, Field Drills, and Functional and Full-Scale Exercises:** Design and facilitate realistic, scenario-based exercises that test emergency plans, strengthen team coordination, and align with regulatory requirements.
- **Regulatory Assessments:** Deliver targeted regulatory assessments that clarify complex requirements, identify compliance gaps, and offer practical steps to stay ahead of evolving standards.

Turning Regulations Into Readiness

Unlike traditional engineering firms that focus on infrastructure design and maintenance, we specialize in emergency management, bringing deep expertise in operational risk, regulatory compliance, and crisis response. Hagerty helps utilities anticipate and withstand disruptions from extreme weather, cyber incidents, and regulatory scrutiny. By integrating emergency planning with strategic risk mitigation, we ensure utilities are resilient, responsive, and prepared for the future.

United States Environmental Protection Agency (US EPA)

Hagerty brings programmatic expertise in US EPA-mandated emergency preparedness activities. Our team helps utilities meet complex compliance requirements, enhance resilience, and safeguard public health and the environment. We specialize in navigating the following US EPA programs:

- **American Water Infrastructure Act (AWIA):** Risk and Resilience Assessments and Emergency Response Plans (ERPs).
- **Risk Management Program (RMP):** ERPs, call drills, tabletop exercises, field drills, after-action reports (AARs), Local Emergency Planning Committee (LEPC), and other incident response coordination.
- **Safe Drinking Water Act (SDWA):** Public alerting, warning, and notification.
- **Emergency Planning and Community Right-to-Know Act (EPCRA):** Incident investigations, AARs, public alerting, warning, and notification.

Federal Energy Regulatory Commission (FERC) and State Dam Engineering

At Hagerty, we have extensive experience supporting:

- **FERC Chapter 6, Emergency Action Plans (EAPs) and State Dam Engineering Guidelines:** EAPs, notification drills, seminars, tabletop, functional, and full-scale exercises, and public education and outreach.
- **FERC Security Program for Hydropower Projects:** Physical Security Plans and tabletop exercises.

Partner with Hagerty to build resilience.

Our professionals help utilities meet evolving requirements with tailored compliance strategies, actionable plans, realistic training and exercises, and expert guidance. We ensure your team is ready, your plan is sound, and your community is protected.

OUR EXPERIENCE

Risk and Resilience Strategy

Hagerty worked with a water and wastewater utility to create a proactive resilience adaptation strategy focused on storm surge and flood inundation risks while also delivering hazard mitigation and disaster recovery support.

Emergency Action and Response Planning

Our firm helped a water and wastewater utility develop a Strategic Plan for its Office of Emergency Management (OEM), outlining response and recovery strategies for all-hazards incidents. We also created quick-reference Playbooks to provide practical guidance for rapid response and preparedness.

Exercises and Training

Hagerty partnered with an energy utility to enhance all-hazards preparedness—including wildfires and hurricanes—through Incident Command System (ICS) training and both discussion-based and operations-based exercises.

Regulatory Compliance

Our team supported a water and wastewater utility in achieving reaccreditation through the Emergency Management Accreditation Program (EMAP) by aligning all program documentation with required compliance standards.