



Community Accountability and Engagement Plan

**Lake Morena Views Mutual Water Company
29856 Mallard Drive
Campo, CA 91906**

July 2024

Completed by Ryanna Fossum, Stantec

Approved by: California State Water Resources Control Board | August 1, 2024

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State Water Resources Control Board | SAFER Program

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Abbreviations

American Community Survey	ACS
Community Accountability and Engagement Plan.....	CAEP
Division of Drinking Water	DDW
Lake Morena County Park.....	LMCP
Lake Morena's Oak Shores Mutual Water Company.....	LMOS
Lake Morena Views Mutual Water Company.....	LMV
Maximum Contaminant Level	MCL
Maximum Day Demand	MDD
Median Household Income	MHI
Mutual Water Company	MWC
Office of Public Participation	OPP
Stantec Consulting Services, Inc.	Stantec
State Water Resources Control Board.....	State Water Board
Technical, Managerial, and Financial	TMF

Executive Summary

This Community Accountability and Engagement Plan (CAEP) was prepared by **Stantec Consulting Services, Inc. (Stantec)**, the current Administrator for Lake Morena Views Mutual Water Company, located at **29856 Mallard Dr, Campo, CA 91906**.

This Plan provides a framework for the appointed Administrator to engage meaningfully with the community served by **Lake Morena Views Mutual Water Company (LMV)**. The draft CAEP was presented to the community at the June 27, 2024 public meeting, with an opportunity to hear feedback on the Plan.

Sustainable and successful water solutions are ones that the members of the community believe in, support, and feel ownership over. Stantec's approach as LMV's Administrator is to honor community expertise and advise the Lake Morena Village community as they make decisions about their community's future. Stantec is dedicated to implementing an inclusive planning process that emphasizes engagement with the Lake Morena Village community and, wherever possible, community decision-making, while fulfilling the goals of the State Water Board and LMV.

The CAEP summarizes how Stantec will engage in meaningful outreach and engagement with the community served by LMV and outlines the pathways for community members to access information about LMV, the Administrator program, and the actions and priorities that will be undertaken by the Administrator to address key deficiencies and set the water system on a path to provide reliable, safe, and clean drinking water.

The main means of communication on a regular basis will include:

- Regular business hours at the LMV office: **29856 Mallard Dr, Campo, CA 91906**. Hours: **Monday – Friday from 6:30am – 2:30pm**.
- Quarterly public meetings will be held at the **Lake Morena Community Church** located at **29765 Oak Dr, Campo, CA 91906**. Public meetings will be announced at least 14 days in advance of the meeting by distributing bilingual public notices in billing stuffers, hanging an informational banner in town, posting on the [LMV Website](#), and by posting public meeting notices at the LMV office and at the Lake Morena Community Church. Spanish translation and interpretation services will be available if requested in advance during all public meetings.
- Other written informational materials (bottled water program information, public meeting notices, public meeting summaries, factsheets, newsletters, etc.) will be distributed in customer billing stuffers and be made available in-person at the LMV office and during public meetings.
- Written communication can be made via the LMV's main email address at lmvwater@gmail.com or by contacting the Administrator at LMVAdmin@stantec.com.
- The Administrator will work to establish a monthly newsletter, which will include regular updates on upcoming meetings, and information to address other frequently

asked questions about the Administrator program, water quality, and the progress of planned projects. The newsletter will be posted on the LMV website, under the [Bulletin Board](#) tab.

- The Administrator will be available personally at community meetings and other project meetings.
- If a need is demonstrated or a specific request is made, the Administrator will also provide Spanish translation and interpretation services for all community engagement and outreach activities.

The Administrator will be reviewing questions and comments:

- Community members will have the opportunity to share feedback and ask questions via phone, email, and in-person during public meetings. Written comments or questions submitted to the Administrator will be answered in a timely manner.
- Community feedback, questions, and concerns will be documented as part of the public meeting summaries. High-level public meeting summaries will be shared via billing stuffers and be made available at the LMV office and posted on the LMV website. Questions shared during public meetings that cannot be readily answered will be addressed in a timely manner. Frequently asked questions will be documented and addressed in an FAQ section on the LMV website.
- Feedback will be reviewed by the Administrator, Board members, and staff with advice taken from the Board members on any feedback provided by the community.

The Community Accountability and Engagement Plan will include:

- Quarterly public meetings starting in June 2024. These meetings will provide the community with an update on the Administrator's completed, current, and planned activities, and will discuss LMV's ongoing projects and operational updates. An example agenda and meeting notice are included in Attachments A and B, respectively.
- The LMV office will maintain regular hours Monday-Friday from 6:30 AM – 2:30 PM, where customers and members of the community may contact staff in-person. Business hours will be posted so that the community knows when they may be able to reach LMV staff:
 - Office address: 29765 Oak Dr, Campo, CA 91906
 - Office phone: 619-975-7323
 - Email: lmvwater@gmail.com

SAFER Drinking Water Program

Roles and Responsibilities

Administrator

All actions taken by an Administrator shall be in the best interests of the community served and are intended to ensure the designated water system has adequate technical, managerial, and financial capacity to deliver an adequate supply of affordable, safe drinking water so that the services of the Administrator are no longer necessary in the long-term.

The specific Administrator responsibilities are detailed in the [Administrator Policy Handbook](#) Section 9: Obligations of Full-Scope Administrators in the Administrator Policy Handbook. For a copy of this handbook, please contact DDW-Administrator@Waterboards.ca.gov.

State Water Board

The SAFER Program is a set of tools, funding sources, and regulatory authorities designed to ensure Californians who currently lack safe and affordable drinking water receive it as quickly as possible.

Through its Division of Drinking Water (DDW), the State Water Board is responsible for enforcing federal and state drinking water statutes and regulating over 7,400 public water systems.

Through its Office of Public Participation (OPP), the State Water Board provides community engagement assistance to support effective public participation in State Water Board decisions and actions.

1.0 Introduction

This Community Accountability and Engagement Plan (CAEP) describes the activities **Stantec Consulting Services, Inc. (Stantec, or the Administrator)**, will take to meaningfully engage with the community, how the Administrator will communicate and provide project information to the community, a timeline for public participation activities and public meetings, how the Administrator will incorporate input from the community, and how the Administrator will be held accountable. The Administrator will update the CAEP, as necessary, to reflect changes in this process or surrounding community. This plan is organized in the following sections:

- Section 2.0: Lake Morena Views Mutual Water Company
 - 2.1 Water System Issues
 - 2.2 Community Profile
- Section 3.0: Community Engagement and Communications
 - 3.1: Public Meetings
 - 3.2: Public Meeting Logistics
 - 3.3: Recommendations
 - 3.4 Communication Strategies
 - 3.5 Accountability
- Section 4.0: Appendices
 - Appendix A – Sample Meeting Notification
 - Appendix B – Sample Meeting Agenda
 - Appendix C – Sample Water Bill Insert
 - Appendix D – Sample Community Survey

2.0 Lake Morena Views Mutual Water Company

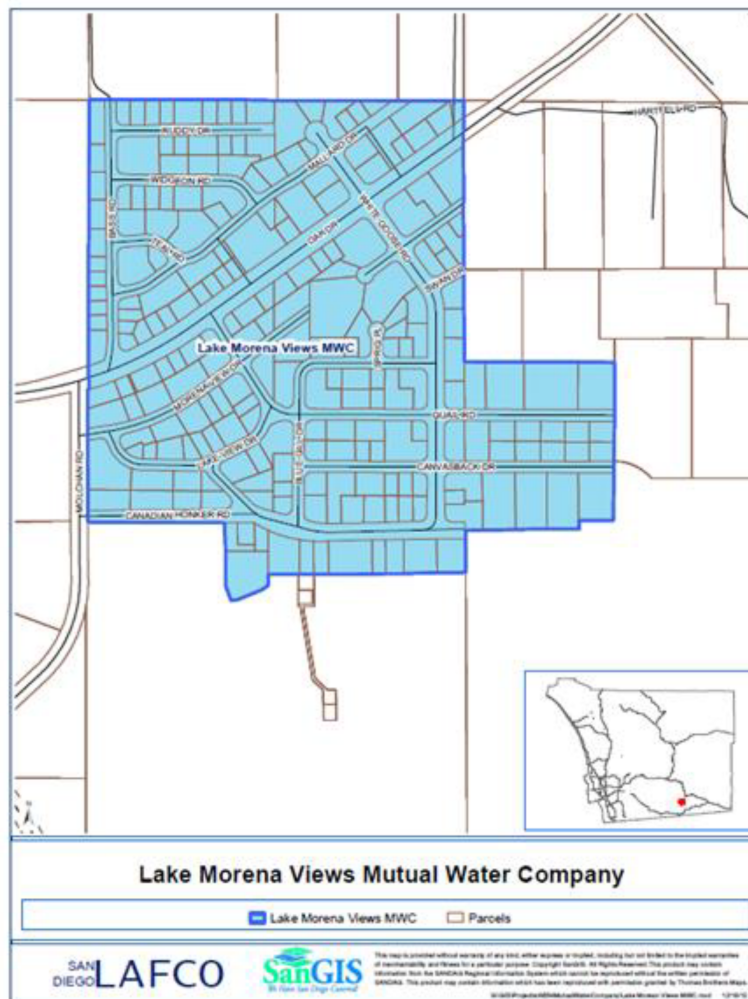
2.1 Water System Issues

The water system is located at **29856 Mallard Dr, Campo, CA 91906.**

Table 1: Water System Issues

Primary MCL Violations	LMV has three active wells and one standby well that consistently exceeds the primary maximum contaminant level (MCL) for Nitrate and Uranium. In December 2016, the prior Local Primacy Agency, County of San Diego Department of Environmental Health, issued Citation No. 05-67-16C-003 to LMV for failure to comply with Title 22 of the California Code of Regulations (CCR). Specifically, failure to meet the required MDD, the uranium MCL, and requirements of a standby well for Well 5. In December 2020, the State Water Board issued Compliance Order No. 05_14_20R_001 to LMV, asserting that LMV's wells consistently exceed the nitrate MCL of 10 milligrams per liter (mg/L). Since 2020, Drinking Water Warning notices have been sent to customers and community members served by LMV currently receive bottled water for human consumption because LMV does not meet primary drinking water standards.
Inadequate Water Supply	LMV's maximum daily demand (MDD) is approximately 41,000 gallons per day (gpd). LMV is preparing to consolidate with Lake Morena's Oak Shores (LMOS) and Lake Morena County Park (LMCP). Pursuant to Section 64554(c), Title 22 of the CCR, a community water system using only groundwater must be capable of meeting its MDD with its highest-capacity source off-line. Based on NV5's analysis, neither LMOS nor LMV complies with Section 64554(c) because each system lacks adequate source capacity to meet its MDD with its highest-capacity source off-line. According to the PER prepared by NV5, the proposed consolidation of LMV, LMOS, and LMCP will address current deficits in source capacity of the individual systems.
Monitoring and Reporting Deficiencies	LMV has failed to comply with domestic water supply permit provisions and certified operator requirements and failed to submit the 2019 electronic Annual Report.
Governance and Management Issues	LMV struggles with the technical, managerial, and financial (TMF) capacity to adequately run a public water system. The LMV Board and staff have historically struggled to maintain records and address monitoring and reporting deficiencies, and financial planning.
Legal and Financial Issues	LMV has struggled to maintain financial records; set water rates by industry standards; comply with monitoring and reporting requirements; and monitoring budgets and policies.

Figure 1: LMV Service Area Map¹



LMV serves the upper village of Lake Morena Village, an unincorporated community located within the Campo Census Designated Place (CDP) in southeastern San Diego County. According to the 2010 U.S. Census, Lake Morena is estimated to have 609 residents, and LMV serves an approximate population of 360 people. LMV was formed in 1946 to provide potable water service to the population within its service area. The system serves an area of approximately 0.3 square miles and ranges in elevation from 3,155 to 3,275 feet above mean sea level, sloping downward generally to the west. LMV is locally known as serving the “Upper Village” while LMOS serves the “Lower Village,” making up the remainder of the community located at a slightly lower elevation. LMV has approximately 120 residential service connections and 1 commercial connection (gas station/ general store), and 0 industrial connections.

¹ San Diego County Local Agency Formation Commission website:
<https://www.sdlafco.org/resources/agencies/other-agencies/mutual-water-companies>

2.2 Community Profile

The **Lake Morena Views Mutual Water Company** serves 360 people across 120 service connections, though there are slight discrepancies in the number of people served and number of service connections between DDW data, DDW reports, and NV5 reports. Information provided verbally by LMV staff noted that the system includes 119 active meters and 9 inactive meters.

The table below summarizes census block group data for Campo, CA, which encompasses the community served by **Lake Morena Views**. This information was obtained from the [American Community Survey \(ACS\)](#). It is important to note that the Campo block group, though the smallest census geographic unit, covers an area that is slightly larger in size and population than Lake Morena Village.

EJSCREEN is an environmental justice mapping and screening tool that provides a nationally consistent dataset and approach for combining environmental and demographic indicators: <https://www.epa.gov/ejscreen/what-ejscreen>.

Table 2 – Lake Morena Views Mutual Water Company Population Details

Category	Count	Percentage
Total Population	2,978	-
Population Reporting One Race	2,978	100%
White	2,154	77%
African American	30	1%
Asian	-	-
Native American	30	1%
Native Hawaiian or Other Pacific Islander	-	-
Two or More Races	-	-
Hispanic or Latinx	655	22%
Population by Sex		
Male	1,757	59%
Female	1,221	41%
Population 25+ by Educational Attainment		

Total	2,978	-
Less than 9 th Grade	-	-
9 th – 12 th Grade, No Diploma	2,561	14%
High School Graduate (25 and Older)	-	-
Some College, No Degree	-	-
Associate Degree	-	-
Bachelor's Degree or more	-	-
Linguistically Isolated Households		
Total	2,978	-
Speak Spanish	149	5%
Speak other Indo-European Languages	-	-
Speak Asian-Pacific Island Languages	-	-
Households by Household Income		
Per capita income	\$35,239	-
Low income	1,221	41%
Household Income Base	-	-
<\$15,000	-	-
\$15,000 - \$25,000	-	-
\$25,000 - \$50,000	-	-
\$50,000 - \$75,000	-	-
\$75,000 +	-	-
Occupied Housing Units by Tenure		
Total	1,051	-
Owner Occupied	820	78%
Renter Occupied	231	22%

The larger area of Campo was and remains the home ground of the Tipai, the Kumeyaay bands of Campo, La Posta, and Manzanita Native Americans. Campo is the site of many

significant events in early San Diego County history, including the construction of John Spreckels' Morena Dam and the San Diego & Arizona Railway which subsequently led to the construction of Highway 80. The reservoir behind Morena Dam has been a major recreational destination for decades for urban San Diego, originally prompting the formation of LMOS and LMV in 1930 and 1946, respectively. The community is in an area designated as a colonia per the June 21, 2005 Statement of Proceedings, County of San Diego Board of Supervisors, Regular Meeting. Colonias are unincorporated, low-income communities located along the Mexico-US Border.

The community is primarily made up of full-time residents, with a high number of retired individuals living on fixed incomes. According to California Public Resources Code 75005, a severely disadvantaged community refers to a community with a median household income (MHI) less than 60% of the statewide MHI. In 2020, the census designated place of Campo had an MHI of \$49,709, 59% of the statewide MHI, and is therefore considered a severely disadvantaged community.

According to EJSCREEN data, 5% of residents that live in the census block group do not speak English well. However, local sources suggest that the census block level may not be representative of Lake Morena Village. Instead, they estimate that the percentage of linguistically isolated households is less than 5%. The top language spoken other than English is Spanish. All Administrator public meeting notices will be shared in both English and Spanish, and translation and interpretation services will be provided if a need is demonstrated.

3.0 Community Engagement and Communications

3.1 Public Meetings

It is anticipated that the community will be interested in the actions and activities of the designated Administrator because it includes work that directly impacts residents and customers within this water system. The activities described below will be conducted to provide accurate information to facilitate understanding and input.

Regular Public Meetings: The Administrator will host a public meeting at minimum once every three months. The public meetings will provide the community updates on the following items:

- The performance of the water system,
- The water system's financial health,
- Major projects or plans,
- Changes to water rates, and
- Other significant matters related to the designated water system.

Additional Public Meetings: Prior to taking any of the following actions, **the Administrator** will discuss these actions during a regularly scheduled public meeting or convene an additional meeting as needed.

- Development of Community Accountability and Engagement Plan.
- Development of Post-Administrator Drinking Water Service Plan.
- Establishing a final operating budget.
- Entering significant long-term contracts.
- Approving and/or entering contracts for significant planning projects or infrastructure improvements,
- Entering significant financing commitments, including any financing contracts with the State Water Board,
- Adoption of final system policies, and
- Altering water rates.

3.2 Public Meeting Logistics

- **Location** – Meetings will be held at Lake Morena Community Church, located at 29765 Oak Dr, Campo, CA 91906.
- **Meeting Notice** – The Administrator will provide a public notice to all affected ratepayers, renters, and property owners a minimum of ten days prior to the public meeting. (See Appendix A)
- **Meeting agenda** – The Administrator will provide a meeting agenda for each public meeting (See Appendix B)
- **Meeting summaries** – The Administrator will provide a public meeting summary in the LMV office within two weeks of the meeting.
- **Public comments** – The administrator will provide the public with an opportunity to provide public comments at every public meeting.
- **Language access services** – The Administrator will provide translated written materials and oral interpretation in a language other than English if it is known that at least 5% of the community speaks that language or another language requested by the public.

Meeting logistics:

As of **June 2024**, public meetings will be held:

- ☒ In-person at the Lake Morena Community Church ☐ Virtually
☐ Hybrid – virtually and in-person
☐ Unsure: _____

☒ **Public meeting notice:** The Administrator will provide a meeting notice at least 10-days before the meeting, in the language spoken in the community and will include details that include date, time, and location or meeting platform and point-of-contact information.

☒ **Meeting agenda:**

The Administrator will provide a meeting agenda at every public meeting.

☒ **Meeting summary:**

The Administrator will provide a meeting summary to the State Water Board at least two weeks after a public meeting has taken place.

☒ **Language access:**

Based on the census block group data for **Campo** community demographics, materials will be provided in English, and made available in Spanish by request:

- ☒ English
- ☐ Spanish
- ☐ Other_____

3.3 Recommendations

Pre-Meeting Recommendations

- While not required, the Administrator can use the sample **community survey** template to assess the level of community interest in the project, preferred ways to communicate, language(s) spoken, and most suitable dates and times to host public meetings (see Appendix D).
- Prepare **public meeting notice**, **meeting agendas**, and **water bill inserts** and/or other meeting appropriate materials (see Appendices A, B, and C).

Post- Meeting Recommendations

The Administrator will take the following pre- and post-meeting actions:

- ☒ Conduct a community survey
- ☒ Use public meeting notices
- ☒ Use meeting agendas

- | |
|--|
| ☒ Use bill inserts
☐ Develop e-mail reminders
☒ Regularly update website
☒ Develop meeting summaries
☐ Upload meeting recording to website
☒ Other: Hang informational banner in town |
|--|

3.4 Communication Strategies

It is expected that the appointed Administrator implements each of the following communication strategies:

- **Means of communication:** The Administrator will provide regular updates to the community served *by the best means identified or recommended by community* and may include public meeting notices, newsletters, emails, opt-in texting notifications, the water system's website, billing flyers, posting of flyers at central locations within the community, community repository, and/or other similar means of communication.
- **Language services:** The Administrator will provide written materials in a language other than English if it is known that at least 5% of the community speaks that language or another language if requested by the public. If a need for a language other than English is identified, a member of the public can request these services by contacting the office by email: lmvwater@gmail.com, by phone: 619-975-7323, or by mail: 29856 Mallard Dr, Campo, CA 91906 at least two weeks in advance of the meeting.
- **Fact sheets/updates:** The Administrator will provide fact sheets/updates in easy-to-understand non-technical language and should contain graphics/visuals to facilitate understanding by a lay audience. As demonstrated in the community demographic information, fact sheets/updates will be provided in Spanish and in other languages spoken in the community by request.
- **Point-of-contact:** A designated point-of-contact will be listed on *all communications materials* for the public to contact for more information regarding actions and activities.
- **Mailing and key interested parties e-mail lists:** Copies of the mailing list and key interested parties list will be provided to the Administrator electronically by the State Water Board. The Administrator will use the water system mailing list and key interested party email distribution list to mail and/or email informational materials and public meeting notices. The key interested parties list consists of

representatives from community organizations and local and state agency representatives. These lists will be updated regularly by **the Administrator** to ensure accuracy and to add the addresses of individuals who request to be on the list.

The Administrator has identified the following methods as the most appropriate means of communicating with this community:

- ☒ Mail
- ☐ Email
- ☒ Text Message
- ☒ Fact sheets
- ☒ Newsletter
- ☒ Water system website
- ☒ Post flyers at identified centers of community (i.e., churches)
- ☒ Water bill inserts
- ☒ Community Partners
- ☒ Other: Hang informational banner in town

Point-of-contact name and contact information:

Name: **Ryanna Fossum**

Organization: **Stantec**

Address: **300 North Lake Avenue, Suite 400, Pasadena, CA 91101**

Phone: **office: (626) 568-6107 or cell: (626) 364 - 4758**

Email: **LMVAdmin@stantec.com**

Table 3: Community Accountability and Engagement Plan Timeline

Type of Action or Activity	Description or Purpose	Timeframe
Regular engagement and communications at the LMV office as customers and residents come in during office hours	<i>Office staff conduct timely and ongoing communication with residents who come into the office. Written informational materials will be available for</i>	June 2024

Type of Action or Activity	Description or Purpose	Timeframe
	<i>distribution and public meeting notices will be posted in the office.</i>	
Hold first public meetings quarterly starting in June 2024	<i>The first public meeting was held in-person on June 27, 2024 at 6 PM at the Lake Morena Community Church: 29765 Oak Dr, Campo, CA 91906.</i>	Quarterly
Share meeting notices, flyers, factsheets, and other informational materials in customer billing stuffers	<i>Sharing information through billing stuffers was identified by LMV Board members and staff as one of the best ways to reach the community. Informational materials will be shared in English (and Spanish if requested) and included in the bimonthly water bills.</i>	Quarterly
Post meeting notices and informational materials at community centers and at the LMV office	<i>Meeting flyers in English and Spanish will be posted in centers of community, including churches, and will be posted at the LMV office</i>	Quarterly
Hang informational banner with meeting information	<i>An informational banner will be hung in front of the general store at least 10 days in advance of public meetings.</i>	Quarterly
Share important announcements via text notifications	<i>Share information about emergencies and upcoming public meetings through opt-in text notifications. A “text-em-all” service has been established for one-way texting notifications to customers who opt-in.</i>	Quarterly
Maintain the LMV website with information about the water system, water quality, the Administrator program, and frequently asked questions	<i>Website will provide a digital communication channel for residents to access information about LMV at any time</i>	July 2024

3.5 Accountability

The administrator values community input and participation. We are accountable to LMV water users in the following ways:

- Receiving consultation and advice from elected board members,

- Providing information about the water system, water quality, management, and financials,
- Creating and maintaining channels for two-way communication and follow-up from the administrator to the community about how feedback will influence administrator decisions,
- Ensuring the provision of emergency safe water (if needed) and regular water service delivery while serving as administrator, and
- Developing a long-term solution for sustainable delivery of safe and affordable drinking water.

The administrator is also accountable to the State Water Board to serve as administrator in accordance with the signed agreements and workplans between Stantec and the State Water Board Division of Financial Assistance, as well as the Administrator Policy Handbook and all applicable laws and regulations.

Respond to and incorporate community input: Community input will be documented, considered, and incorporated in the following ways:

Community input will be received via email: LMVAdmin@stantec.com, by phone: 626-568-6107, by cell: 626-364-4758, by mail: 29856 Mallard Dr, Campo, CA 91906, and during public meetings. Responses to questions and concerns will be addressed during public meetings and summarized in public meeting summaries. High-level public meeting summaries will be distributed in billing stuffers and will be available at the LMV office. Frequently asked questions will be documented and posted on the LMV website once it is established.

Community input received via phone, office interactions, and at public meetings will be documented as they are received. Community concerns will be reviewed and evaluated by the Administrator in close coordination with LMV Board members and staff. Community concerns and questions will be addressed by the Administrator, LMV Board members, and staff during public meetings held quarterly at the Lake Morena Community Church: 29765 Oak Dr, Campo, CA 91906

- **Public access to records:** The Administrator shall make available the following documents to the public at the LMV office: 29856 Mallard Dr, Campo, CA 91906 during business hours **Monday – Friday from 6:30am – 2:30pm.**
 - The current operating budget
 - The organization chart of all designated water system employees and management
 - Ownership information for the designated water system

- Reports by auditors or other financial professionals regarding the budget or finances of the designated water system
- Current contracts for professional services
- All complaints regarding water system services to customers (water delivery, billing, etc.)
- Any State Water Board approved Post-Administrator Drinking Water Plan

Optionally, such services can be offered through the establishment of an information repository at a central location in the community such as a public library, community center, school, etc. throughout the duration of the Administrator assignment. If feasible, the Administrator shall make these documents available on the designated water system's website.

- **State Water Board Process to Submit Complaints and Petitions:** Any ratepayer, renter, or property owner who receives water from a designated water system which receives services from the Administrator is entitled to submit a complaint or file a petition to the State Water Board for the reversal or modification of a decision of an Administrator or substitution of the Administrator.

To submit a complaint contact:

Omid Rabbani, Southern Engagement Unit
 Division of Drinking Water, State Water Resources Control Board
 Phone: (909) 888-4985
 Email: DDW-Administrator@waterboards.ca.gov
 Mail: 464 W. 4th Street, Suite 437, San Bernardino, CA 92401

To submit a petition:

Petitions may be submitted the following ways:

In person:

State Water Resources Control Board, Office of Chief Counsel
 1001 "I" Street, 22nd Floor, Sacramento, CA 95814
 Attn: Pamela Downing, Legal Secretary

By mail:

State Water Resources Control Board, Office of Chief Counsel
 P.O. Box 100, Sacramento, CA 95812-0100
 Attn: Pamela Downing, Legal Secretary

By email: DrinkingWaterPetitions@waterboards.ca.gov

By fax: (916) 341-5199

For more information, visit: [Drinking Water Petitions for Reconsideration | California State Water Resources Control Board](#)

4.0 Appendices

Appendix A – Sample Meeting Notification

Appendix B – Sample Meeting Agenda

Appendix C – Sample Water Bill Insert

Appendix D – Sample Community Survey

Appendix A – Sample Public Meeting Notice

Join us!

Lake Morena Views Mutual Water Company Administrator

Public Meeting #

MEETING DATE

MEETING LOCATION

In May 2024, the State Water Board appointed Stantec to serve as the water system Administrator for Lake Morena Views Mutual Water Company (LMV). A water system Administrator is an entity or person appointed and funded by the State Water Board to help communities and water systems implement long-term solutions to have affordable, safe drinking water. We believe your feedback and involvement are critical in guiding decisions about the Lake Morena Village community.

Join us to learn more about LMV's water system Administrator and share your feedback on upcoming plans.

During the meeting, we will also share:

- **[SPECIFIC TOPICS FOR THIS PUBLIC MEETING]**
 - **[Example – Water Rate Analysis]**
 - **[Example – Pending Contract with XXXX]**

For more information, contact:

Ryanna Fossum, System Administrator, Stantec

LMVAdmin@stantec.com

Office: (626) 568-6107

Cell: (626) 364 - 4758

Raymond Leon, Chief Water Operator

lmvwater@gmail.com

Office: 619-975-7323

29856 Mallard Dr, Campo, CA 91906

Hours: Monday – Friday from 6:30 AM to 2:30 PM

Appendix B – Sample Public Meeting Agenda Template

PUBLIC MEETING # (Insert Meeting Number)

Lake Morena Views Mutual Water Company (LMV)

Hosted by: Stantec, LMV Administrator

DAY OF THE WEEK, MONTH, DAY, 2022 from 00:00 PM – 00:00PM

Meeting Venue Name and Room, Meeting Venue Address

AGENDA

- I. Introductions & Overview of Meeting Format
- II. Required Public Meeting Updates:
 - Performance of the Water System
 - Overview of the Water System's Finances
 - Update on major projects or plans
 - Update on any changes to water rates
 - Update on significant matters related to the Water System
 - *Public Comments, Questions & Answers
- III. Public Comments will be recorded and considered by the Administrator
- IV. Next Public Meeting Date and Time
- V. Adjourn

Appendix C – Sample Water Bill Insert

Dear Resident:

In May 2024, the State Water Board appointed Stantec to serve as the water system Administrator for Lake Morena Views Mutual Water Company (LMV).

A water system Administrator is an entity or person appointed and funded by the State Water Board to help communities and water systems implement long-term solutions to have affordable, safe drinking water. We believe your feedback and involvement are critical in guiding decisions about the Lake Morena Village community.

To keep you up to date on the activities taking place to improve the Lake Morena Views Mutual Water Company, Stantec will be hosting a public meeting at a minimum of every 3 months.

The first meeting will be held on DATE, TIME, LOCATION

For more information, call (626) 568-6107 or email: LMVAdmin@stantec.com

Sincerely,

Ryanna Fossum, Stantec

Ryanna Fossum, System Administrator, Stantec

LMVAdmin@stantec.com

Office: (626) 568-6107

Cell: (626) 364 - 4758

Appendix D- Community Survey Template (Optional Resource)

Lake Morena Views Mutual Water Company Community Questionnaire [MONTH YEAR]

Please Print Clearly

Full Name: _____

Street Address: _____

City, Zip: _____

E-mail: _____

Phone: Number: _____

1) Have you participated in any public meetings regarding drinking water issues for Lake Morena Views Mutual Water Company?

☐ **Yes** ☐ **No** If no, why not? _____

3) What language(s) are spoken in this community? _____

4) Would you attend an in-person meeting related to the Lake Morena Views Mutual Water Company?

☐ **Yes** ☐ **No** If no, why?, _____

5) What is the best day of the week and time to hold a public meeting?

6) What is the best way to provide you with information regarding Lake Morena Views Mutual Water Company? Please indicate your preferred top 5 communication tools (1 for most preferred):

Small group meetings/discussions ____

Mailed fact sheets ____

Web site/internet ____

Information through schools ____

Information through churches ____

Public notices in a newspaper ____

Workshops (open houses) ____

Community/public meetings ____

E-mailed information ____

Texted information ____

Social media (Facebook, Twitter, Instagram) ____

Information posted in public areas ____

Press releases/newspaper articles ____

7) Are there other ways for us to keep you better informed? ☐ **Yes** ☐ **No**

Please describe.