

LAS DELTAS MUTUAL WATER COMPANY

COMMUNITY ACCOUNTABILITY AND ENGAGEMENT PLAN

FIREBAUGH, CA

AUGUST 2024

PREPARED FOR:

**Las Deltas Mutual Water Company
4282 N. San Diego Avenue, Firebaugh, California 93622**

APPROVED BY:

**State Water Resources Control Board
265 W. Bullard Avenue, Suite 101, Fresno, CA 93704**

PREPARED BY:

**Provost & Pritchard Consulting Group
455 W. Fir Avenue, Clovis, California 93611**

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Report Prepared for:

Las Deltas Mutual Water Company

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ABBREVIATIONS

ACS	American Community Survey
DDW	Division of Drinking Water
LDMWC	Las Deltas Mutual Water Company
LRAA	Locational Running Annual Average
mg/L	milligrams per liter
OPP	Office of Public Participation
P&P.....	Provost & Pritchard Consulting Group
Plan.....	Community Accountability and Engagement Plan
SAFER	Safe and Affordable Funding for Equity and Resilience
SWRCB.....	State Water Resources Control Board
TTHM.....	Total Trihalomethanes

EXECUTIVE SUMMARY

This Community Accountability and Engagement Plan (**Plan**) was prepared by Provost and Pritchard Consulting Group (**P&P**), the current Administrator for Las Deltas Mutual Water Company (**LDMWC**), located at 4282 N San Diego Avenue, Firebaugh, CA 93622.

This Plan provides a framework for the appointed Administrator to engage meaningfully with the community served by the Las Deltas MWC.

The purpose of this Plan: As Administrator, P&P is responsible to act in the best interests of the Las Deltas MWC and the community it serves including ratepayers, renters, and property owners. As part of carrying out its responsibility, P&P will ensure transparent, accurate, and timely communications regarding plans, actions, and priorities to bring the community water system into compliance. In addition to developing and distributing meaningful communications to the community, P&P will ensure regularly occurring opportunities exist for community members to provide input and feedback.

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

- Website posting on admin.provostandpritchard.com/communities/las-deltas-mutual-water-company/ including but not limited to emergency drinking water notices, meeting notices, meeting agendas, and meeting summaries.
- Direct mail to water customers.
- Email newsletters to community members providing project updates and other key information as needed.
- Water bill inserts to share billing and other regulatory information.
- In-person at J&J Farms' shop located 35585 W. Ashlan Ave, Firebaugh, CA 93622, or virtually via tele/video conference.
- Community members can ask questions or provide comments by mail to Provost & Pritchard Consulting Group c/o Hamish Kellam, 455 W. Fir Ave., Clovis, CA 93611, by phone Monday – Friday during business hours between 8:00 AM and 5:00 PM at (559) 449-2700, or by email at lasdeltasadmin@ppeng.com
- Video recordings will be posted to the LDMWC webpage on the [P&P Administrator website](#) within two weeks following the meeting date.

The Administrator will be reviewing questions and comments:

- Submitted by community members via mail, phone, email, and in-person at Community Engagement Meetings and will make reasonable efforts to respond within two weeks after receipt.
- Community Engagement Meetings will include a designated time for public comment and Q&A with P&P. P&P will field and respond to questions at the meeting or will make reasonable effort to follow-up within two weeks if additional information is needed to respond.

The Community Accountability and Engagement Plan will include:

- Community Engagement Meetings will be held quarterly at J&J Farms' shop located 35585 W. Ashlan Ave, Firebaugh, CA 93622, or other appropriate locally accessible venue, with the first meeting taking place in September 2024. The community will be informed of meetings via a mailed meeting notice and agenda that will also be posted on admin.provostandpritchard.com/communities/las-deltas-mutual-water-company/.
- Community members can provide feedback and comments via multiple channels including by mail, phone, email, and in person at Community Engagement Meetings. P&P will be available to address public questions and concerns on an ongoing basis.
- A spreadsheet matrix will be created and used to record and organize comments and questions from community members. If it is determined that a comment needs to be addressed, the action or response will be recorded in the matrix. A summary matrix will be made available through a web-based sheet and linked from the LDMWC webpage. The matrix will be updated on an ongoing basis.
- Development of a webpage to house public information related to the project. This may include but is not limited to Community Engagement Meeting information, outreach flyers, past Community Engagement Meeting resources, contact information for questions, comments, and feedback, and a digital survey to solicit information for regarding communication methods and preferences. The webpage is a sub-page on the P&P Administrator website.
- P&P will notify community members of upcoming Community Engagement Meetings via direct mail notification to community members' residences, a newly created community member email distribution list, water bill inserts, and via website posting to LDMWC webpage at admin.provostandpritchard.com/communities/las-deltas-mutual-water-company/. P&P will make reasonable efforts to provide a ten-day minimum notice to members via one or any combination of the methods listed.
- A survey will be developed and distributed to community members in person at Community Engagement Meetings and online at the LDMWC webpage to solicit feedback from community members. The purpose of the survey is to understand community members' communication channel preferences, gather demographic information, collect email addresses for an email distribution list for meeting notices and newsletters, and obtain other general outreach method feedback.
- Development of a project factsheet to provide community members with key project information and background.

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.

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.

Roles and Responsibilities – State Water Resources Control Board

The Safe and Affordable Funding for Equity and Resilience (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 Resources Control Board (SWRCB) 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 SWRCB provides community engagement assistance to support effective public participation in SWRCB decisions and actions.

1 INTRODUCTION

This Community Accountability and Engagement Plan describes the activities P&P 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 Plan, as necessary, to reflect changes in this process or surrounding community

This plan is organized in the following sections:

- *Section 2.0: Las Deltas 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 LOS DELTAS MUTUAL WATER COMPANY

2.1 WATER SYSTEM DEFICIENCIES

The LDMWC water system is located at 4282 N San Diego Avenue, Firebaugh, CA 93622.

Table 2-1 - Water System Deficiencies

Primary MCL Violations	Above the Total Trihalomethanes (TTHM) maximum contaminant level (MCL) set by the California Code of Regulations. <u>Total Trihalomethanes</u> LDMWC was issued a compliance order by the DDW in May 2017 for violation of the Stage 2 Disinfection Byproduct Rule Total Trihalomethanes MCL. The system sampled a locational running annual average (LRAA) of 0.095 which exceeds the MCL of 0.080 mg/L.
Other Compliance Issues	LDMWC was issued a compliance order in April 2012 for failure to maintain system pressure requirements set by the California Waterworks Standards.
Governance or Board Challenges	LDMWC has failed to provide an adequate supply of affordable, safe drinking water. LDMWC has not taken any steps necessary to address these deficiencies and provide an adequate supply of affordable, safe drinking water for its residents. LDMWC lacks technical, managerial, and financial capacity to operate the water system while meeting state and federal requirements. Additionally, the water system lacks the full board necessary to support managerial efforts. There is one volunteer resident operating the water system.

Figure 2-1 shows the service area boundaries for the LDMWC. The LDMWC is located approximately 2.3 miles south of the City of Firebaugh in Fresno County. The physical address for the water system is 4282 N San Diego Avenue, Firebaugh, CA 93622.

Figure 2-1 - Las Deltas Mutual Water Company Service Area Boundaries



Las Deltas Storage Tanks and Booster Pump



Water System Distribution Main



6-inch Transmission Main



LDMWC



Parcels



City of Firebaugh

NAIP 2020

2.2 COMMUNITY PROFILE

The LDMWC serves 375 people across 107 service connections. Information regarding the demographics of the LDMWC community was obtained from census tract data obtained from [EJScreen \(epa.gov\)](https://www.epa.gov/ejscreen) American Community Survey (ACS) Summary Report is summarized in **Table 2-2**. See attached PDF in Appendix F for full report.

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 2-2** includes data from the EJSCREEN data that differs from the population reported by the Safe Drinking Water Information System

Table 2-2 - LDMWC Population Details

CATEGORY	COUNT	PERCENTAGE
TOTAL POPULATION	117	100%
Population Reporting One Race	117	100%
White	13	11%
African American	2	2%
Asian	1	1%
Native American	0	0%
Native Hawaiian or Other Pacific Islander	0	0%
Two or More Races	0	0%
Hispanic or Latinx	101	87%
POPULATION BY SEX		
Male	57	49%
Female	60	51%
OTHER COMMUNITY INFORMATION		
Educational Attainment: Less than 9th Grade	75	64%
Low income	42	36%
Unemployed	18	15%
Persons with disabilities	16	14%
Canal Structure Controls	\$660,000	8
LINGUISTICALLY ISOLATED HOUSEHOLDS		
Total Limited English households	28	51% of all households

Speak Spanish	28	100% of linguistically isolated households
Speak other Indo-European Languages	0	0%
Speak Asian-Pacific Island Languages	0	0%
HOUSEHOLDS BY HOUSEHOLD INCOME		
Number of Households	55	100%
Per capita income	\$13,568	-
OCCUPIED HOUSING UNITS BY TENURE		
Total	55	100%
Owner Occupied	39	70%
Renter Occupied	39	70%

[1] [EJ Screen Community Survey \(ACS\) Summary Report U.S. Census Bureau.](#)

The demographic information indicates within the population of the LDMWC community, 87% identify as Hispanic, 11% as White and 2% as Black. There are 55 households of which 28 are Spanish linguistically isolated households. In addition, 64% of the population have less than a ninth-grade education; the rest of the population's education is unknown. To continue, 36% of the population are low income, with a per capita income of \$13,568.

<https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30>

3 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

P&P 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, P&P 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 SWRCB,*
- *Adoption of final system policies, and*
- *Altering water rates.*

3.2 PUBLIC MEETING LOGISTICS

- **Location** – *Meetings will be held in accordance with what is convenient for the community, in-person or through a combination of in-person and virtual methods (hybrid).*
- **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 to the State Water Board within two weeks after 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 another language is requested by the public.*

☒ **Meeting logistics:** As of September 2024, public meetings will be held:

- ☐ In-person at
- ☐ Virtually via
- ☒ Hybrid – virtually and in-person

At the at J&J Farms' shop located 35585 W. Ashlan Ave, Firebaugh, CA 93622, or other appropriate locally accessible venue, and via Zoom meetings

☐ Unsure: _____

☒ **Public meeting notice:** The Administrator will make reasonable effort to 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 tract data for the Las Deltas MWC community demographics, materials will be provided in the following languages:

- ☒ English
- ☒ Spanish
- ☐ Other: (N/A)

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

While not required, the Administrator will upload meeting recordings onto the water system website.

P&P 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 _____

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, 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 another language identified, a member of the public can request these services by contacting the office by mail: Provost & Pritchard Consulting Group, c/o Hamish Kellam, 455 W. Fir Ave., Clovis, CA 93611; by phone: (559) 449-2700; or by email: lasdeltasadmin@ppeng.com 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. P&P will provide translation for updates upon request from the community.

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 stakeholder e-mail lists: P&P will request electronic copies of the mailing list and key stakeholder list from the State Water Board. If the State does not have a mailing list and key stakeholder list, P&P will work on developing their own using the customer list provided. P&P will use the water system mailing list and key stakeholder email distribution list to mail and/or email informational materials and public meeting notices. The key stakeholder list consists of representatives from community organizations and local and state agency representatives. These lists will be updated regularly by P&P to ensure accuracy and to add the addresses of individuals who request to be on the list. Copies of the mailing list and key stakeholder list will be provided to the Administrator electronically by the SWRCB.

P&P has identified the following methods as the most appropriate means of communicating with this community:

- ☒ Mail
- ☒ Email: lasdeltasadmin@ppeng.com
- ☐ Text messages
- ☒ Fact sheets
- ☐ Newsletter
- ☒ Water system website: admin.provostandpritchard.com/communities/las-deltas-mutual-water-company/
- ☐ Post flyers at identified centers of community (i.e., post office, markets)
- ☐ Water bill inserts
- ☐ Community partners
- ☐ Other _____

Point-of-contact name and contact information:

Name: Hamish Kellam

Organization: Provost & Pritchard Consulting Group

Address: 455 W. Fir Ave., Clovis, CA 93611

Phone: (559) 449-2700

Email: hkellam@ppeng.com

Table 3-1 - Community Accountability and Engagement Plan Timeline

TYPE OF ACTION OF ACTIVITY	DESCRIPTION OR PURPOSE	TIMEFRAME
Hold initial Community Engagement Meeting in September 2024, followed by quarterly meetings (December, March, and June)	The meeting will be offered as a hybrid, in-person at J&J Farms' shop located 35585 W. Ashlan Ave, Firebaugh, CA 93622, CA 93313, or other locally accessible location, and via Zoom video/teleconference	Quarterly
Questions and comments can be submitted at any time via multiple communications channels, including phone, email, mail, and in person at Community Engagement Meetings	Provide clear pathways for community members to ask questions about the program and project and submit their comments and feedback	Ongoing
Develop internal comment and question tracking matrix	Develop organized system to coordinate question and comment responses, and track feedback overtime	August 2024
Develop internal comment- and question-tracking matrix	Record and organize comments and questions from community members to be accessible for public viewing online	August 2024
Develop external comment and question tracking matrix	Provide timely and transparent communications to community members	Begin September 2024 - Ongoing
Develop email distribution list for email newsletter updates and meeting notices	Create a digital location as another form of communication and to house background information, outreach materials, upcoming event information, and past event resources	Completed August 2024
Create a dedicated webpage for Las Deltas MWC on the P&P Administrator website to include meeting agendas, meeting notices, and resources	Understand community members' communication preferences, gather demographic information, collect email addresses, and obtain general outreach method feedback	Begin August 2024
Conduct survey with community members	Provide clear and transparent information to the community	By September 2024
Develop project fact sheet	Notify community members of upcoming Community Engagement Meetings	Begin September 2024 then ongoing

3.5 ACCOUNTABILITY

The SWRCB holds a deep appreciation for community engagement and active involvement. P&P places a strong emphasis on our responsibility to our communities, ensuring that the project consistently aligns with their best interests.

Respond To and Incorporate Community Input

Community input will be documented, considered, and incorporated in the following ways: A question and comment tracking matrix will be developed to record all questions and comments received. Community input will be reviewed and evaluated by P&P, who will summarize, record responses, follow-ups, and action items taken as necessary. An external matrix will consist of summarized comments and responses to be posted on admin.provostandpritchard.com. Key matrix information will be reported to community members at the quarterly Community Engagement Meetings and summarized and posted to the external matrix.

Public Access to Records

The Administrator shall make available the following documents to the public during business hours Monday – Friday, 8:00 AM – 5:00 PM:

- *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*
- *Any 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. If feasible, the Administrator shall make these documents available on the designated water system's website.

SWRCB 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 SWRCB for the reversal or modification of a decision of an Administrator or substitution of the Administrator.

To submit a complaint, contact:

Rakel Hairabedian, Water Resources Control Engineer
Division of Drinking Water, State Water Resources Control Board
Phone: (559) 447-3394
Email: rakel.hairabedian@waterboards.ca.gov
Mail: 265 W. Bullard Avenue, Suite 101, Fresno, CA 93704

To submit a petition, use one of the following methods:

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

APPENDICES

Appendix A – Sample Meeting Notification

JOIN US!
ADMINISTRATOR FOR LAS DELTAS MUTUAL WATER COMPANY (MWC)
COMMUNITY MEETING

Provost & Pritchard technical consultants have been appointed and funded by the California State Water Resources Control Board to provide safe and affordable drinking water for Las Deltas MWC.

You are invited to learn more about your drinking water, water rates, and upcoming plans to improve your drinking water system.

We will cover:

- *[SPECIFIC TOPICS FOR THIS PUBLIC MEETING]*
 - *[Example – Updates on water system performance]*
 - *[Example – Overview of water system financial health]*

Date/Time:

[DATE AND TIME]

In-person location:
[LINK TO JOIN]

Join online via Zoom:
[ADDRESS]

Join by phone:
[PHONE & MEETING ID]

For more information, contact:

Provost & Pritchard Consulting Group

Hamish Kellam

(559) 449-2700, hkellam@ppeng.com

445 W. Fir Ave., Clovis, CA 93611

Appendix B – Sample Meeting Agenda

ADMINISTRATOR PROGRAM COMMUNITY ENGAGEMENT MEETING # 1

Provost & Pritchard

Las Deltas Mutual Water Company

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

AGENDA

- I. Introductions & Administrator Program Overview
- II. Work underway:
 - a. Community Accountability and Engagement Plan
 - b. Performance of the Water System
 - c. Emergency Response
 - d. Overview of the Water System's finances
 - e. Update on major projects or plans
 - f. Update on any changes to water rates
 - g. Update on significant matters related to the Water System
- III. Public comments, questions, and answers
 - a. Public comments will be recorded and considered by the Administrator
- IV. Next projected meeting date is **[insert next meeting date]**
 - a. Look for email, website, and mail communications
- V. Adjourn

Appendix C – Sample Water Bill Insert

Dear Resident:

Provost & Pritchard Consulting Group (Provost & Pritchard) has been assigned by the State Water Resources Control Board to serve as an Administrator.

A water system Administrator is an entity or person appointed and funded by the State Water Board that helps failing water systems address their drinking water needs and find long-term solutions to water quality and system management.

To keep you up to date on the activities taking place to improve Las Deltas Mutual Water Company Water System, Provost & Pritchard will be hosting a public meeting at a minimum of every 3 months.

The first meeting will be held in September 2024 at J&J Farms' shop located 35585 W. Ashlan Ave, Firebaugh, CA 93622. For more information, call (559) 449-2700 or email: lasdeltasadmin@ppeng.com

Sincerely,
Hamish Kellam, Provost & Pritchard Consulting Group

Appendix D – Sample Community Survey

**Las Deltas Mutual Water Company
Community Survey**

Please Print Clearly

Full Name: _____

Street Address: _____

City, Zip: _____

E-mail: _____

☐ Add me to the email updates list for project updates and public meeting information.

Phone Number: _____

1) Have you participated in any public meetings regarding drinking water issues for Las Deltas Mutual Water Company? (circle) Yes No

2) If no, why not? _____

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

4) Do you prefer in-person, virtual (Zoom), or hybrid (in-person and Zoom option) meetings?

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

6) What is the preferred location of the public meeting?

7) What is the best way to provide you with information regarding the Las Deltas Mutual Water Companies Water System? Please rate the following communication tools on a scale of 1 to 5 (1 = least preferred and 5 = most preferred):

Direct mail	1	2	3	4	5
Mailed fact sheets	1	2	3	4	5
Website/internet	1	2	3	4	5
Information through schools	1	2	3	4	5
Information through churches	1	2	3	4	5

Public notices in a newspaper	1	2	3	4	5
Community/public meetings	1	2	3	4	5
E-mailed information	1	2	3	4	5
Social media (Facebook, Twitter, Instagram)	1	2	3	4	5
Information posted in public areas	1	2	3	4	5
Press releases/newspaper articles	1	2	3	4	5

8) Are there other ways for us to keep you better informed? (circle) Yes No

Please describe.

Appendix E – Sample Meeting Notice Mailer

PROVOST & PRITCHARD CONSULTING GROUP

[INSERT COMMUNITY NAME]

COMMUNITY MEETING

**YOU HAVE A RIGHT TO CLEAN DRINKING WATER.
WE ARE HERE TO PROVIDE SOLUTIONS.**

The public will be informed about the administrator's role in implementing a long-term plan for ensuring safe and affordable drinking water.

You are invited to hear from Provost & Pritchard technical experts about the plans toward a safe and affordable drinking water system for **[insert community name]**. This is an opportunity to talk with Provost & Pritchard and have your questions answered. Provost & Pritchard aims to provide transparent, accurate, and timely information for **[insert community name]** residents as it transitions to the role of administrator over your drinking water system.

Visit www.admin.provostandpritchard.com for more information.

COMMUNITY MEETING
[DATE] AT [TIME]

IN PERSON
[LOCATION]

ONLINE
TO JOIN VIA ZOOM, VISIT:
www.admin.provostandpritchard.com
OR DIAL IN BY PHONE:
[ONLINE MEETING INFO]

*Under the State Water Resources Control Board's Administrator Program, Provost & Pritchard is the acting administrator, or manager, of the public water system for **[insert community name]**. Visit www.admin.provostandpritchard.com for more information.*

Appendix F – EJSCREEN Community Report

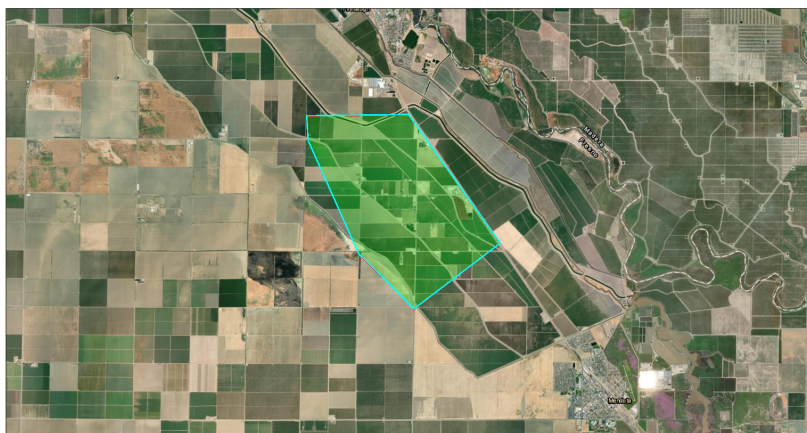
This report provides environmental and socioeconomic information for user-defined areas, and combines that data into environmental justice and supplemental indexes.

Fresno County, CA

the User Specified Area

Population: 117

Area in square miles: 6.80

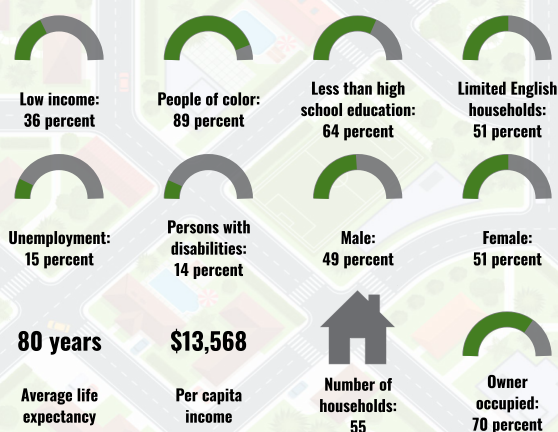


August 12, 2024

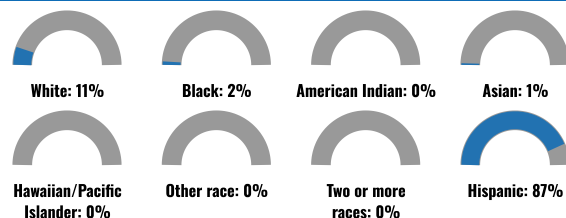
LANGUAGES SPOKEN AT HOME

LANGUAGE	PERCENT
No language data available.	

COMMUNITY INFORMATION



BREAKDOWN BY RACE



BREAKDOWN BY AGE



LIMITED ENGLISH SPEAKING BREAKDOWN



Notes: Numbers may not sum to totals due to rounding. Hispanic population can be of any race. Source: U.S. Census Bureau, American Community Survey (ACS) 2018-2022. Life expectancy data comes from the Centers for Disease Control.

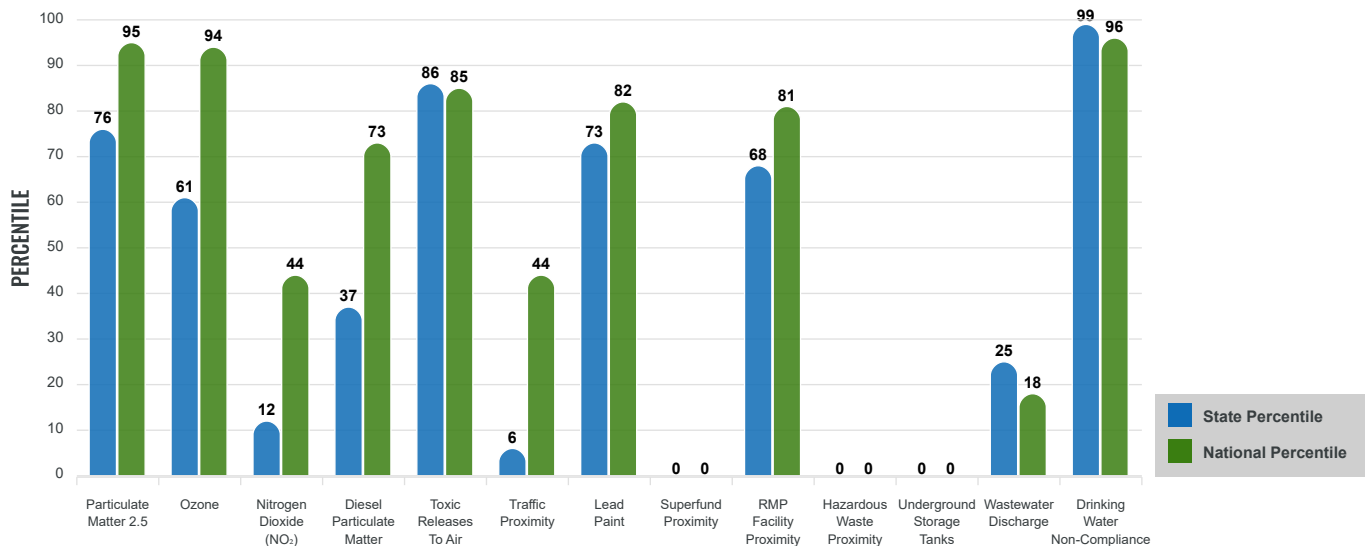
Environmental Justice & Supplemental Indexes

The environmental justice and supplemental indexes are a combination of environmental and socioeconomic information. There are thirteen EJ indexes and supplemental indexes in EJScreen reflecting the 13 environmental indicators. The indexes for a selected area are compared to those for all other locations in the state or nation. For more information and calculation details on the EJ and supplemental indexes, please visit the [EJScreen website](#).

EJ INDEXES

The EJ indexes help users screen for potential EJ concerns. To do this, the EJ index combines data on low income and people of color populations with a single environmental indicator.

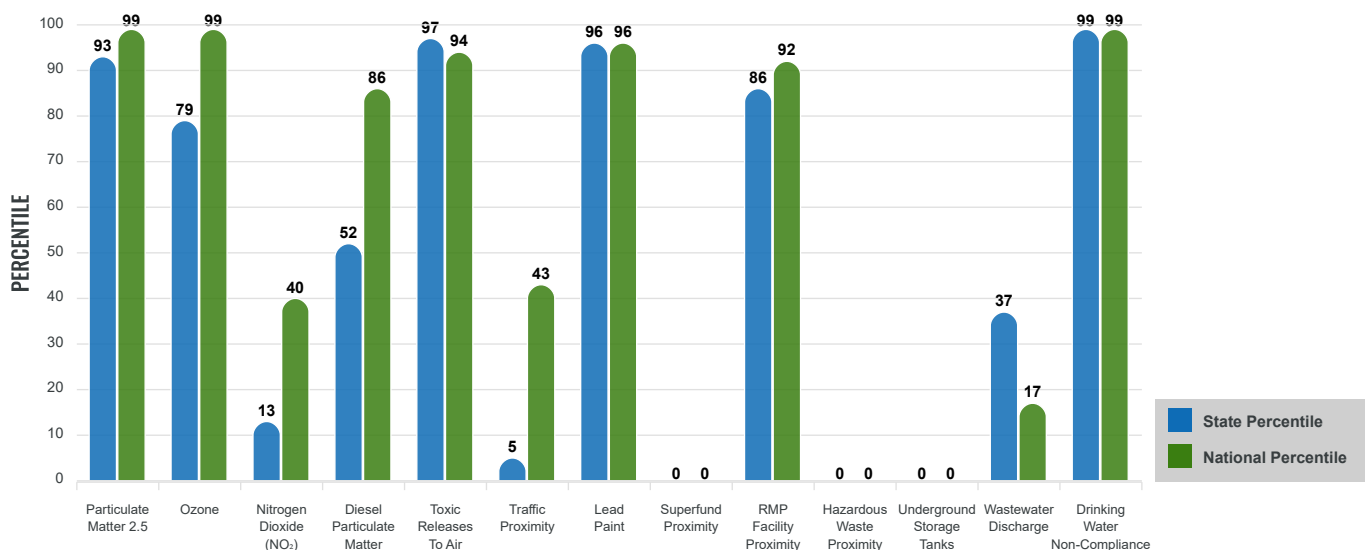
EJ INDEXES FOR THE SELECTED LOCATION



SUPPLEMENTAL INDEXES

The supplemental indexes offer a different perspective on community-level vulnerability. They combine data on percent low income, percent persons with disabilities, percent less than high school education, percent limited English speaking, and percent low life expectancy with a single environmental indicator.

SUPPLEMENTAL INDEXES FOR THE SELECTED LOCATION



Report for the User Specified Area

Report produced August 12, 2024 using EJScreen Version 2.3

EJScreen Environmental and Socioeconomic Indicators Data

SELECTED VARIABLES	VALUE	STATE AVERAGE	PERCENTILE IN STATE	USA AVERAGE	PERCENTILE IN USA
ENVIRONMENTAL BURDEN INDICATORS					
Particulate Matter 2.5 ($\mu\text{g}/\text{m}^3$)	12.9	12.3	62	8.45	95
Ozone (ppb)	70.4	74.2	39	61.8	86
Nitrogen Dioxide (NO_2) (ppbv)	4.2	9.1	4	7.8	16
Diesel Particulate Matter ($\mu\text{g}/\text{m}^3$)	0.141	0.286	20	0.191	44
Toxic Releases to Air (toxicity-weighted concentration)	1,000	780	75	4,600	60
Traffic Proximity (daily traffic count/distance to road)	92,000	4,000,000	3	1,700,000	16
Lead Paint (% Pre-1960 Housing)	0.36	0.31	61	0.3	63
Superfund Proximity (site count/km distance)	0	0.68	0	0.39	0
RMP Facility Proximity (facility count/km distance)	0.39	0.83	50	0.57	57
Hazardous Waste Proximity (facility count/km distance)	0	11	0	3.5	0
Underground Storage Tanks (count/ km^2)	0	0.00036	0	3.6	0
Wastewater Discharge (toxicity-weighted concentration/m distance)	1.7E-05	11000	16	700000	8
Drinking Water Non-Compliance (points)	5.9	0.5	98	2.2	91
SOCIOECONOMIC INDICATORS					
Demographic Index USA	2.34	N/A	N/A	1.34	85
Supplemental Demographic Index USA	3.42	N/A	N/A	1.64	98
Demographic Index State	2.64	1.83	80	N/A	N/A
Supplemental Demographic Index State	3.19	1.49	98	N/A	N/A
People of Color	89%	62%	79	40%	88
Low Income	36%	28%	70	30%	65
Unemployment Rate	15%	6%	91	6%	91
Limited English Speaking Households	51%	8%	99	5%	98
Less Than High School Education	64%	16%	99	11%	99
Under Age 5	2%	5%	19	5%	21
Over Age 64	23%	16%	80	18%	75

*Diesel particulate matter index is from the EPA's Air Toxics Data Update, which is the Agency's ongoing, comprehensive evaluation of air toxics in the United States. This effort aims to prioritize air toxics, emission sources, and locations of interest for further study. It is important to remember that the air toxics data presented here provide broad estimates of health risks over geographic areas of the country, not definitive risks to specific individuals or locations. More information on the Air Toxics Data Update can be found at: <https://www.epa.gov/haps/air-toxics-data-update>.

Sites reporting to EPA within defined area:

Superfund	0
Hazardous Waste, Treatment, Storage, and Disposal Facilities	0
Water Dischargers	1
Air Pollution	0
Brownfields	0
Toxic Release Inventory	0

Other community features within defined area:

Schools	0
Hospitals	0
Places of Worship	0

Other environmental data:

Air Non-attainment	Yes
Impaired Waters	No

Selected location contains American Indian Reservation Lands*	No
Selected location contains a "Justice40 (CEJST)" disadvantaged community	Yes
Selected location contains an EPA IRA disadvantaged community	Yes

Report for the User Specified Area

Report produced August 12, 2024 using EJScreen Version 2.3

EJScreen Environmental and Socioeconomic Indicators Data

HEALTH INDICATORS

INDICATOR	VALUE	STATE AVERAGE	STATE PERCENTILE	US AVERAGE	US PERCENTILE
Low Life Expectancy	20%	18%	73	20%	53
Heart Disease	6.2	4.8	86	5.8	60
Asthma	11.3	9.6	92	10.3	79
Cancer	3.8	5.6	13	6.4	6
Persons with Disabilities	14.3%	11.3%	78	13.7%	60

CLIMATE INDICATORS

INDICATOR	VALUE	STATE AVERAGE	STATE PERCENTILE	US AVERAGE	US PERCENTILE
Flood Risk	49%	13%	93	12%	95
Wildfire Risk	29%	30%	66	14%	84

CRITICAL SERVICE GAPS

INDICATOR	VALUE	STATE AVERAGE	STATE PERCENTILE	US AVERAGE	US PERCENTILE
Broadband Internet	43%	9%	99	13%	97
Lack of Health Insurance	15%	7%	91	9%	84
Housing Burden	Yes	N/A	N/A	N/A	N/A
Transportation Access Burden	Yes	N/A	N/A	N/A	N/A
Food Desert	Yes	N/A	N/A	N/A	N/A

Report for the User Specified Area

Report produced August 12, 2024 using EJScreen Version 2.3