**WATER QUALITY EMERGENCY NOTIFICATION PLAN**

|  |  |  |
| --- | --- | --- |
| Name of Utility: |  | |
|  | | |
| Physical Location/Address: | |  |

The following persons have been designated to implement the plan upon notification by the Division of Drinking Water, SWRCB that an imminent danger to the health of the water users exists:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Water Utility:**  **Contact Name & Title** | | **Email Address** | **Telephone** | | |
| **Day** | **Evening** | **Cell** |
| **1.** |  |  |  |  |  |
| **2.** |  |  |  |  |  |
| **3.** |  |  |  |  |  |

The implementation of the plan will be carried out with the following DDW-SWRCB personnel:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DDW-SWRCB:**  **Contact Name & Title** | | | | **Telephone** | | |
| **Day** | | **Evening** |
| **1.** | **Janice M. Thomas, Sonoma District Engineer**  **DDW-SWRCB** |  | **W (707) 576-2006**  **C (707) 849-6526** | | **(707) 533-4510** | |
| **2.** | **Sheri Miller, Mendocino District Engineer**  **DDW-SWRCB** |  | **W (707) 576-2734**  **C (707) 974-8004** | | **(707) 974-8004** | |
| **3.** | **Drinking Water Field Operations Branch, Santa Rosa**  **DDW-SWRCB** |  | **(707) 576-2145** | | **Same** | |

**4. If the above personnel cannot be reached, contact:**

|  |  |
| --- | --- |
| **Office of Emergency Services Warning Center (24 hrs)** | **(800) 852-7550 or (916) 845-8911** |
| When reporting a water quality emergency to the Warning Center, please ask for the State Water Resources Control Board – Division of Drinking Water Duty Officer | |

**NOTIFICATION PLAN**

**Attach a written description of the method or combination of methods to be used.** (radio, television, door-to-door, sound truck, etc.) **to notify customers in an emergency.** For each section of your plan, give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations (such as schools), non-English speaking groups, and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to actually implement them in the event of an emergency. Examples of notification plans are attached for large, medium, and small communities.

Templates for many public notices are available at the SWRCB website:

http://www.swrcb.ca.gov/drinking\_water/certlic/drinkingwater/Notices.shtml

Disinfection and sampling guidance can be found at: http://www.waterboards.ca.gov/drinking\_water/programs/districts/sonoma\_district.shtml

Report prepared by:

Signature and Title Date

**Example 1**

**MODIFY FOR YOUR SPECIFIC WATER SYSTEM and PROCEDURES**

Upon notification that the water is unsafe to drink the {*Operations Manager/Operator/Board President/specify who}* will notify the residents. Residents will be notified via telephone and email. Signs will be placed at the following locations: (enter intersection or other location) as an additional effort to notify residents. For the residents that we cannot confirm receipt of notification by either phone or by email, we will contact them in person by visiting the residence and by posting a notice on their door.

Signs will state that the water is not safe to drink and will be bilingual *{specify what other languages}*.

The signs will stay posted until the State Resources Water Control Board - Division of Drinking Water advises us that the water is safe to drink.

Examples of wording on pre-made signs and notices are attached.

Approximate time to complete the notification is 4 hours.

**Example 2.**

**MODIFY FOR YOUR SPECIFIC WATER SYSTEM and PROCEDURES**

A. In the event of a Water Quality Emergency, customers will be notified using the following methods:

1. Door to Door notification

a. The door to door notification method includes knocking on each affected customer’s door and providing a written and verbal summary of the situation (boil water order, do not drink, conservation, etc...)

b. In the event that the customer is not available, the notification is left at the primary point of access to the residence.

c. Upon resolution of an incident, the customers are provided with an incident summary and closure actions using the method described above.

2. Phone Calls to Customers

The water system maintains a database of customer contact information within the billing software system. This information is utilized by a proprietary software to conduct blanket message calling to customers with updated information. Customer contact information is updated during billing transactions.

3. Web Site Notifications

The water system uses the following website to notify residents:\_\_\_\_\_\_\_\_\_\_\_ The status of the emergency is kept up to date on the website. English and Spanish language versions are available, or translation upon request.

B. Personnel and Time for mobilizing notification

The water system will have 2 residents available for customer notifications. An anticipated period of 4-hours for preparation and notification is anticipated for door to door notifications. Phone calls are automated and usually completed within 2-hours of the incident.

C. Examples of wording on pre-made signs and notices are attached.

Statewide DDW-ENP.doc

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