**WATER QUALITY EMERGENCY NOTIFICATION PLAN**

|  |  |
| --- | --- |
| Name of Utility: | Manzanita Hills Mutual Water Company |
|  |
| Physical Location/Address: | 1450 to 1496 Deer Road – (40 parcels) north of Brookwood, CA |

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.** | Lori Browning, HOA President | lori.browning@xyz.com | 707-555-1000 | 707-555-2000 | 707-555-2000 |
| **2.** | Susan Smith, Water Committee Member | susan.smith@xyz.com | 707-555-1000 | 707-555-2000 | 707-555-2000 |
| **3.** | Tom Green, HOA Secretary | tom.green@xyz.com | 707-555-3000 | 707-555-1000 | 707-555-1000 |

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.

Report prepared by:

XXX, Water System Operator XXXXXXXX

Signature and Title Date

Example – *fill in details*

Nontransient and Community Water System

Emergency Notification Plan

Upon notification that the water is unsafe to drink, the (Board President/Manager/CEO, etc.) will notify the following (persons) verbally: \_\_\_\_\_\_\_, \_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_.

The persons noted above will contact homeowners/residents/employees/tenants by (phone tree, email, other methods). The list of current homeowners, renters, tenants and their contact information is kept (here). Pre-made signs with numbers to call for information are kept (here).

If residents are not able to be reached, the following persons will go door-to-door (names). If residents are not home, premade signs will be placed on the front door.

Written notification will also be placed at all faucets, sinks and hosebibs in common areas such as swimming pool restrooms, laundry facilities, clubhouses, employee break rooms, drinking fountains, lab sinks, etc. (specific to the water system). “Do not drink the water” signs will be posted in both English and Spanish. (if appropriate).

The notices/emergency notification plan will stay in place until the State Water Resources Control Board - Division of Drinking Water (Division) has notified water system contact person that the water is safe to drink.

Examples of signs and notices are attached.

Approximate time to complete full notification is \_\_\_\_ hours.

Last updated 1/7/15

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