

EXAMPLE OF PAGE 2 OF THE EMERGENCY NOTIFICATION PLAN FOR COMMUNITY WATER SYSTEMS

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. *{attach templates}*
- Approximate time to complete the notification is 4 hours *{specify time}*.

Example 2

MODIFY FOR YOUR SPECIFIC WATER SYSTEM and PROCEDURES

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

1. Door to Door notification
 - 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...)
 - In the event that the customer is not available, the notification is left at the primary point of access to the residence.
 - Upon resolution of an incident, the customers are provided with an incident summary report 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.
 - 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.
 - Examples of wording on pre-made signs and notices are attached.