



State Water Resources Control Board
Division of Drinking Water

Division of Drinking Water – Tehachapi District (#19)
WATER QUALITY EMERGENCY NOTIFICATION PLAN – Kern County ≥ 200 connections

Name of Utility: _____ System No.: _____
Physical Location Address: _____

The following persons have been designated to implement the plan upon notification by the Division of Drinking Water 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 Division of Drinking Water and County Health personnel:

Contact Name & Title	Telephone	
	Day	Evening
1. Jesse Dhaliwal, Tehachapi District Engineer SWRCB - DDW, Email: jesse.dhaliwal@waterboards.ca.gov	(661) 335-7318	(661) 654-0323
2. Tricia A. Wathen, Central CA Section Chief SWRCB - DDW, Email: tricia.wathen@waterboards.ca.gov	(559) 447-3398	(559) 696-8506
3. Amy Rutledge, Chief Environmental Health Specialist Kern County Environmental Health Division	(661) 862-8740	(661) 246-5345

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 - <i>Division of Drinking Water Duty Officer.</i>	

NOTIFICATION PLAN

IMPORTANT: Attach a written description (plan) OR use the next page to describe your plan. It should contain 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. Guidance on how to prepare a notification plan is attached.

Report prepared by: _____

Date: _____

Signature and Title

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Utility: _____ System No. _____

Describe the method or combination of methods to be used 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 provided are practical and can be implemented in the event of an emergency.

Guidance for Preparation of the Emergency Notification Plan

Good planning means having a thought out process that has sufficient details of the specifics so it can be implemented as quickly as possible. Also, contact with your local county health department, which regulates commercial food service providers (restaurants), and possibly the California Department of Food and Drug, which regulates food processors, will need to be made. Templates (fill in the blank) for the public notices and instructions can be obtained from our Division's website at http://www.swrcb.ca.gov/drinking_water/programs/index.shtml.

We recommend that the following items be addressed in your plan:

- The names, titles, and phone numbers of the water system personnel who are responsible and authorized to implement the plan. A suggestion would be to include board members and civic organizations that may be available to assist.
- The names and phone number of newspapers, radio stations, TV stations, internet and other electronic media. Also, smaller and transient water systems may be able to use community bulletin boards and the post office.
- If a door-to-door method is used, the plan must specify who and how the notification will be carried out. It is important that the people going door-to-door are coordinated and trained so they distribute copies to the designated areas of the water system. Maps of the specific areas that the notices are to be distributed should be provided to the customers.
- Expect to receive follow-up phone calls and anticipate the questions that will be asked and have written responses for the persons answering the calls so consistent information is given. The persons answering the phones should *not* downplay the importance of the notification.
- Key facilities such as schools, hospitals, health/treatment centers, day care centers, convalescence homes, etc., should be directly notified by phone and/or hand notifications. Apartment and business owners/managers will need to be given sufficient copies and asked to distribute it to their tenants and employees. Your plan should list these facilities along with their contact information.