



# Community Accountability and Engagement Plan

(Revised March 6, 2023)

**Six Acres Mutual Water Company  
99 Lile Lane, Cloverdale, CA 95425**

**March 2023**

**Completed by Demery & Associates  
Approved by: State Water Board | March 8, 2023**

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## **Executive Summary**

This Community Accountability and Engagement Plan (Plan) was prepared by **Demery & Associates**, the current Administrator for **Six Acres Mutual Water Company**, located at **99 Life Lane, Cloverdale, CA 95425**. This Plan provides a framework for the appointed Administrator to engage meaningfully with the community served by **Six Acres Mutual Water Company**.

## **Community Engagement**

Our community has a well-established group of residents who are very familiar with most of the issues of our water system. Our Board has done a remarkable job of keeping them informed of the troubling issues of the system and the plans to move forward with emergency system repairs and the construction of an extension of the City of Cloverdale's water system to serve municipal water to the community. Our Board consists of three board members. Two of the Board members are property owners within Six Acres' Service Area, and one has family ties to the Six Acres area. The bookkeeper will be in charge of the bookkeeping and writing checks, and the secretary will help with Board minutes and correspondence. The Board meets monthly at the bookkeeper's home House in Cloverdale. The Board serves as advisors to the Administrator and enhances the link between the community and the Administrator. The community is small, and it is easy for our board members to see residents on a regular basis. That contact combined with an email newsletter, prepared monthly by Demery & Associates, will keep our residents informed of current issues and let them know that communications and questions are welcomed at any time.

## **Public Meetings**

We will hold quarterly resident meetings at the Cloverdale Veterans Building to provide face to face opportunities to hear updates from the construction team and provide answers to questions which residents have. Email and regular mail notices will be provided as far in advance as possible and at least 10 days before the meeting. Questions can be provided at any time to the Administrator via telephone, email or through onsite meetings with Board Members who will relay these questions. Responses will be provided within 72 hours, although in depth questions that require outside assistance may take longer to answer. Written summary of questions will be provided in the emailed newsletters, unless the person with the question would prefer that not be done.

## **Communication**

Monthly emails will be provided to all residents and via mail to those without email.

## **Timeline**

The Project will be completed in three phases: "Design," "Bidding," and "Construction." Currently, a schedule is available for the Design phase only, which is shown below as Figure 1. Information about the timeline for the Bidding and the Construction phases is forthcoming.

# Design Schedule

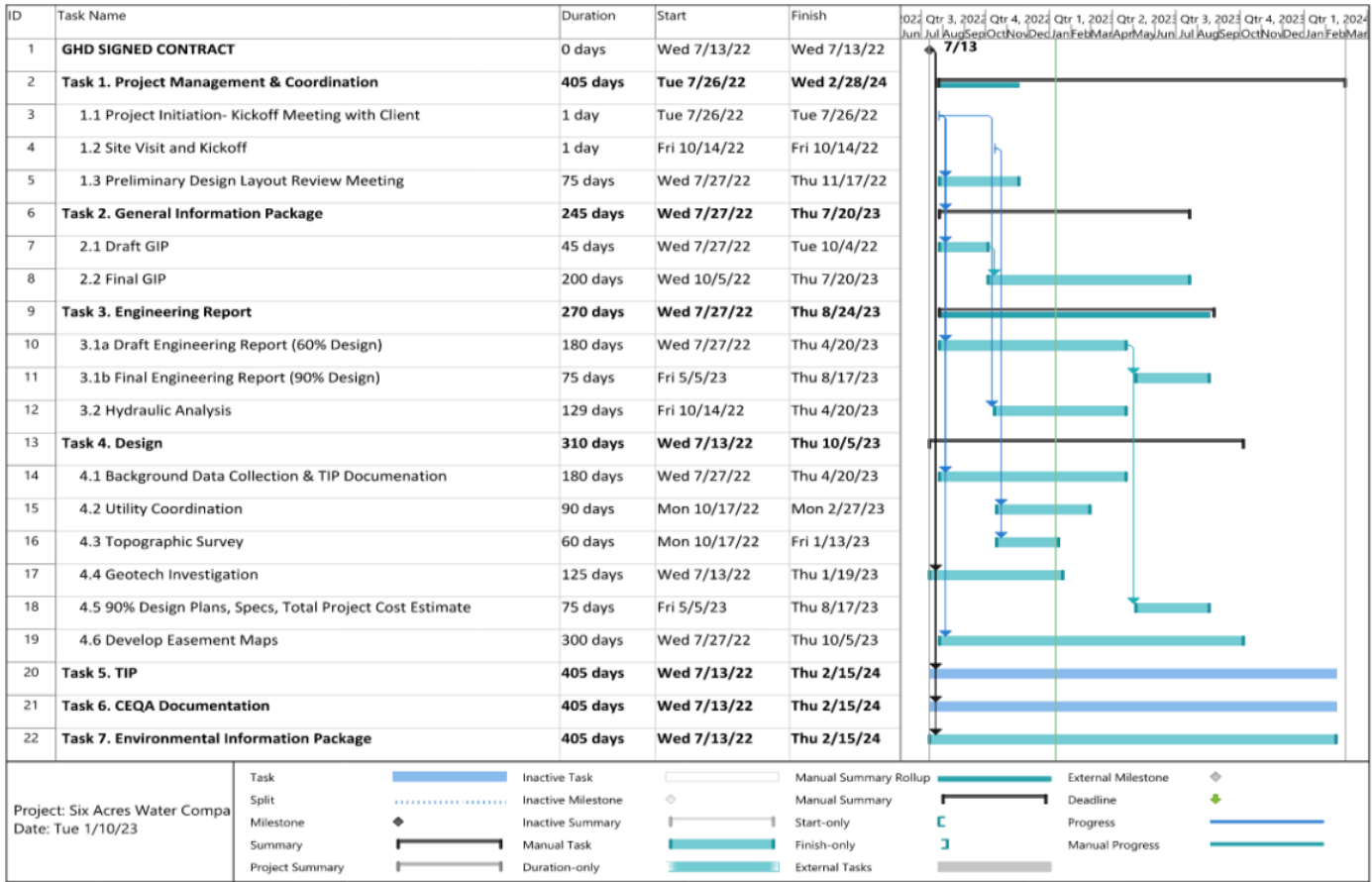


Figure 1 is an image of a chart containing the breakdown of tasks and sub-tasks for the Design phase of the Six Acres Water Company Project. The chart includes the **start date** and **finish date** for each task and sub-task of this phase of the Project. The right side of the image is a graph that places each task and sub-task on a single timeline.

## Accountability

The purpose of this Plan is to assure residents complete transparency in this process and that all concerns are addressed. We will welcome questions and concerns and share them with the design team, regulators, and community. Questions will be compiled and provided monthly and maintained for the life of the project construction. Any complaints needing action will be communicated to Water Board Staff for their input.

## 1.0 Introduction

This Community Accountability and Engagement Plan (Plan) describes the activities **Demery & Associates** will take to meaningfully engage with the community, how **Demery & Associates** will communicate and provide project information to the community, a timeline for public participation activities and public meetings, how **Demery & Associates** will incorporate input from the community, and how **Demery & Associates** will be held accountable. **Demery & Associates** 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 - **Six Acres 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 - Communication Strategies
- Section 4.0 - Timeline for Implementation of Plan
- Section 5.0 - Accountability
- Section 6.0 - Appendices
  - Appendix A – Sample Meeting Notification
  - Appendix B – Sample Meeting Agenda
  - Appendix C – Sample Water Bill Insert
  - Appendix D – Sample Community Survey

## 2.0 Six Acres Mutual Water Company

### 2.1 Water System Issues

**Figure 2 - Water System Issues**

Violations of National Primary Drinking Water Regulations	On July 30, 2020, the State Water Board issued Compliance Order No. 02_18_20R_005 to the Company for noncompliance with Health & Safety Code § 116555, Compliance Order No. 02_18_16R_001, and California Code of Regulations, Title 22, §§ 64650 – 64666. The State Water Board determined that the Company did not reliably achieve a minimum of 4-log inactivation of viruses by the first customer in April 2020, failing to comply with the Groundwater Rule.
	Compliance Order No. 02_18_20R_005 also determined that because the Company failed to conduct the Groundwater Under the Direct Influence of Surface Water evaluation, Well 02 is Groundwater Under the Direct Influence of Surface Water and in violation of Surface Water Treatment rules under California Code of Regulations, Title 22, §§ 64650 – 64666.
	On January 7, 2022, the State Water Board issued Citation No. 02_18_22C_004 to the Company for noncompliance with Health & Safety Code § 116555 and violation of Compliance Order No. 02_18_16R_001 for failure to provide a minimum of 4-log inactivation of viruses in August, November, and December of 2021.
Governance or Board Issues	The California Secretary of State lists the status of Six Acres Mutual Water Company as “Suspended - FTB.” The Franchise Tax Board suspended the Company for failure to file tax returns.

### Figure 3 - Six Acres Mutual Water Company Map

The water system address is **99 Lile Lane, Cloverdale, CA 95425** and the community served by the system is shown in Figure 3.

**FIGURE 3**

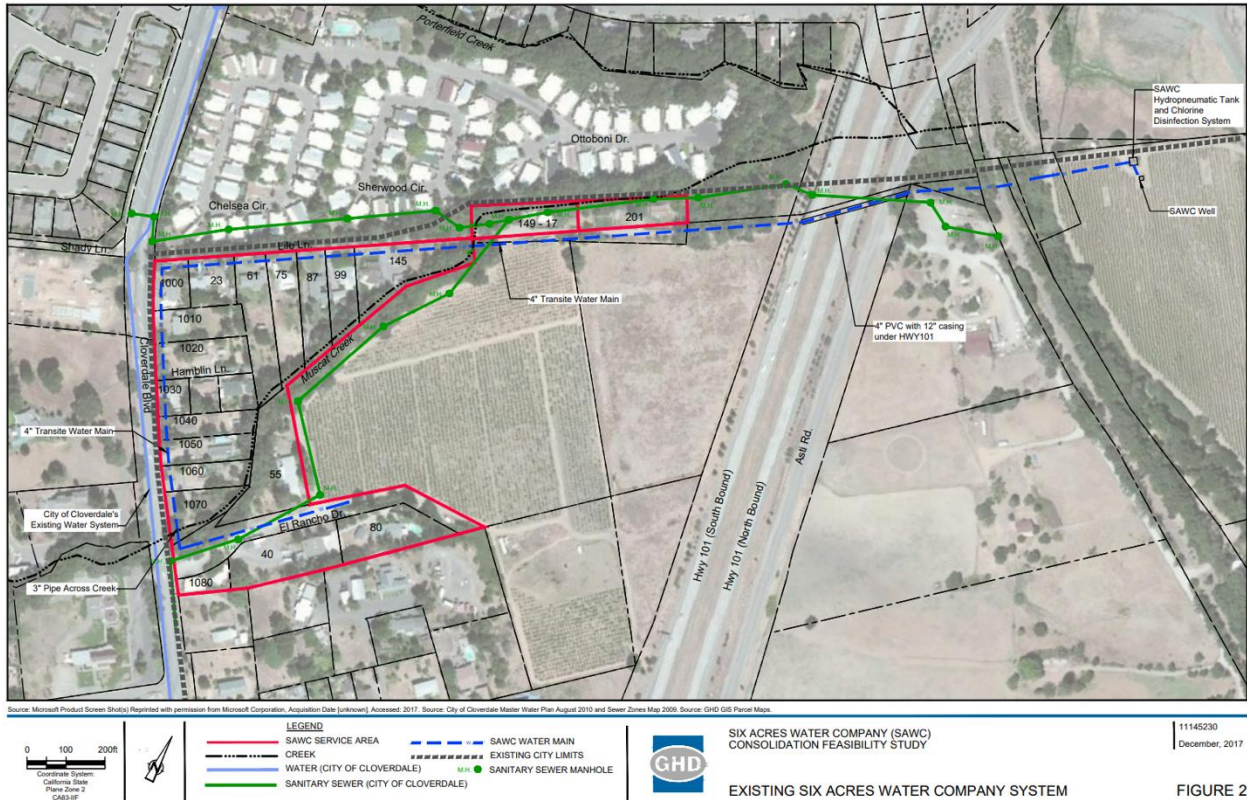


Figure 3 is a map of the **Six Acres Mutual Water Company** service area outlined in red. It also shows the locations of the existing water systems for both Six Acres and the City of Cloverdale.

## 2.2 Community Profile

**Six Acres Water Company** serves 66 people through 22 service connections.

Information regarding the demographics of the **Six Acres** community was obtained from census data using U.S. EPA’s EJScreen mapping tool. 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 1 – Six Acres Water Company Service Area Population Details<sup>[1]</sup>**

Category	Count	Percentage
<b>Total Population</b>	<b>85</b>	<b>---</b>
<b>Population by Race</b>		
Population Reporting One Race	81	96%
White	55	65%
Black	0	0%
American Indian	1	1%
Asian	1	1%
Pacific Islander	0	0%
Some Other Race	24	28%
Population Reporting Two or More Races	4	4%
Total Hispanic Population	45	53%
Total Non-Hispanic Population	40	47%
White Alone	38	44%
Black Alone	0	0%
American Indian Alone	1	1%
Non-Hispanic Asian Alone	1	1%
Pacific Islander Alone	0	0%
Other Race Alone	0	0%
Two or More Races Alone	1	1%



<b>Table 2 – Census Tract Data</b>		
<b>Population by Sex</b>	<b>Count</b>	<b>Percentage</b>
Male	47	55%
Female	38	45%
<b>Population by Age</b>		
Age 0-4	6	8%
Age 0-17	20	24%
Age 18+	65	76%
Age 65+	11	13%
<b>Occupied Housing Units by Tenure</b>		
Total	<b>42</b>	--
Owner Occupied	24	57%
Renter Occupied	18	43%

[1] The information in these two Tables reflects data obtained from the 2010 Census, the most recently available data for the Six Acres service area. Typically, the current version of EJScreen uses data from the Census Bureau’s ACS 5-year summary for 2016-2020. However, due to the small size of the Six Acres service area, we could not generate a report using the 2016-2020 ACS data.

**Brief Description of Community Demographics**

The Six Acres service area has an approximate population of 85, with the majority of the population identifying themselves as White (65%). Additionally, approximately 53% of the total population identifies as Hispanic. 76% of the community is comprised of adults aged 18-64. Of the 42 occupied housing units within the service area, 24 are owner-occupied.

### 3.0 Community Engagement and Communications

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 Administrator will conduct the following activities to provide accurate information to facilitate understanding and input.

#### 3.1 Public Meetings

##### **Regular Public Meetings:**

**Demery & Associates** will host a public meeting at least once every three months. The public meetings will provide the community with 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 although not currently proposed; and
- Other significant matters related to **Six Acres Mutual Water Company**.

##### **Additional Public Meetings:**

Prior to taking any of the following actions, **Demery & Associates** will discuss these actions during a regularly scheduled public meeting or convene an additional meeting as needed.

- Developing the Post-Administrator Drinking Water Service Plan;
- Establishing the final operating budget;
- Approving and/or entering contracts for significant planning projects or infrastructure improvements;
- Entering into significant financing commitments, including financing contracts with the State Water Board;
- Adopting final system policies; or
- Altering water rates.

##### **Public Meeting Logistics:**

- **Location** – Meetings will be held through a combination of in-person and virtual methods (hybrid), depending on COVID-19 public health guidelines at the time of the meeting.
- **Meeting Notice** – **Demery & Associates** will provide public notice to all affected ratepayers, renters, and property owners at least ten days prior to the public meeting (see Appendix A).

- **Meeting agenda – Demery & Associates** will provide a meeting agenda for each public meeting (see Appendix B).
- **Meeting summaries – Demery & Associates** will provide a public meeting summary to the State Water Board within two weeks after the meeting.
- **Public comments** – The public will have an opportunity to provide comments at every public meeting.
- **Language access services – Demery & Associates** will provide translated written materials and oral interpretation in a language other than English if it is known that at least 5% of the community speaks that language or another language is requested by the public.

**Public Meeting Checklist:**

On **January 10, 2023**, we conducted our first public meeting. Thereafter, meetings will be held quarterly:

- In-person at
- Virtually Via Zoom
- Hybrid – virtually and in-person at:

**Cloverdale Veterans Memorial Building  
205 W. First Street  
Cloverdale, CA 95425**

and via Zoom at:

1) Join from PC, Mac, Linux, iOS, or Android:

<https://ucdavislaw.zoom.us/j/93892230386?pwd=Wldld2hoM0d1QWVEQUtObnFuN1FhUT09&from=addon>

Password: 373342

2) Android and iPhone one-tap :

US: +16694449171,,93892230386# or +16699006833,, 93892230386#

Unsure: \_\_\_\_\_

**Public meeting notice:** The administrator will provide a meeting notice, which includes the date, time, location, and point-of-contact information at least 10 days before the meeting and in the language spoken in the community.

**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 **Six Acres** community demographics, materials will be provided in the following languages:

- English
- Spanish
- Other \_\_\_\_\_

## Recommendations

### Pre-Meeting Recommendations

- 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

- Upload meeting recordings and/or minutes to the water system website.

**Demery & Associates** will take the following pre- and post-meeting actions:

- Conduct a community survey
- Use public meeting notices
- Use meeting agendas
- Use bill inserts for those who do not use email
- Develop e-mail reminders
- Regularly update website
- Develop meeting summaries
- Upload meeting recording to website
- Other \_\_\_\_\_

## 3.2 Communication Strategies

- **Means of Communication:**  
**Demery & Associates** will provide regular updates to the community *by the best means identified or recommended by the community*, which may include 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:**  
**Demery & Associates** 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 if another language is requested by the public. A member of the public can request these services by contacting the office by mail: **3676 Banbury Court, Santa Rosa, CA 95404**; by phone: **(707) 479-8880**; or by email: **marlene@demeryandassoc.com** at least two weeks in advance of the meeting.
- **Fact Sheets/Updates:**  
**Demery & Associates** will provide fact sheets/updates in easy-to-understand, non-technical language that contain graphics/visuals to facilitate understanding by a lay audience. Fact sheets/updates will be provided in English and any other languages spoken by at least 5% of the community and/or requested by the public.
- **Point-of-contact:**  
A designated point-of-contact will be listed on all communications materials for the public to obtain more information regarding actions and activities.
- **Mailing and Key Stakeholder Lists:**  
**Demery & Associates** will use Six Acres' 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 **Demery & Associates** to ensure accuracy and to add the addresses of individuals who request to be on the list.

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

- Mail
- Email
- Text messages
- Fact sheets
- Newsletter
- Water system website:
- 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: **Marlene Demery**

Organization: **Demery & Associates**

Address: **3676 Banbury Court, Santa Rosa, CA 95404**

Phone: **(707) 479-8880**

Email: **marlene@demeryandassoc.com**

## 4.0 Timeline for Implementation of Plan

**Table 3 – Community Accountability and Engagement Plan Timeline**

Type of Action or Activity	Description or Purpose	Timeframe
Community Survey	The survey shown in Appendix D has been mailed out to all residents.	12/1/22
Public Meetings	Will be held quarterly	1/10/23
Regular monthly office hours via Zoom	Knowledgeable staff will be available to answer any questions and provide updates.	4/1/23

## 5.0 Accountability

- **Community Input:**

**Demery & Associates** will respond and incorporate community input in the following ways:

We will compile all public input into a database with responses included as to how we will update documents and plans provided this input. It will be documented through email, in-person meeting notes, formal meeting minutes, considered at public administrator and board meetings each month, and incorporated into FAQ and information sheets. We will email these listed documents to the Six Acres' customers and the State Water Board within 10 days of approval.

- **Public access to records:**

**Demery & Associates** will make the following documents available to the public:

- The current operating budget;
  - The organization chart of all **Six Acres Mutual Water Company's** employees and management;
  - Ownership information for **Six Acres Mutual Water Company**;
  - 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; and
  - Any approved Post-Administrator Drinking Water Plan.
- These documents will be available anytime via email at:  
**marlene@demeryandassoc.com**

- **State Water Board Process to Submit Complaints and Petitions:**

Any ratepayer, renter, or property owner who receives water from **Six Acres Mutual Water Company** is entitled to submit a complaint or file a petition with the State Water Board for the reversal or modification of the Administrator's decisions.

**To submit a complaint contact:**

Tara Ouitavon, Senior Water Resource Control Engineer  
Division of Drinking Water, State Water Resources Control Board  
Phone : (510) 620-3654  
Email : DDW-Administrator@waterboards.ca.gov  
Mail : 850 Marina Bay Parkway, Building P, 2nd Floor  
Richmond, CA 94804



**To submit a petition:**

Petitions may be submitted the following ways:

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](mailto:DrinkingWaterPetitions@waterboards.ca.gov)

By fax: (916) 341-5199

For more information, visit: [Drinking Water Petitions for Reconsideration | California State Water Resources Control Board](#)

**6.0 Appendices**

Appendix A – Sample Meeting Notification

Appendix B – Sample Meeting Agenda

Appendix C – Sample Water Bill Insert

Appendix D – Sample Community Survey

**Appendix A – Sample Public Meeting Notice**

Join us!

**ADMINISTRATOR FOR SIX ACRES MUTUAL WATER COMPANY**

**PUBLIC MEETING**

**TUESDAY JANUARY 10, 2023**

**6:30 PM**

**Cloverdale Veterans Memorial Building**

**205 W. First Street**

**Cloverdale, CA**

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. Please come meet Marlene Demery who has been appointed as the administrator of the system and will work in conjunction of your board members to operate the system and provide input into the design process and manage the construction of the extension of the system. Learn more about your drinking water, water rates, and upcoming plans to improve your drinking water system.

We will also cover:

- Current status of project to connect to the Cloverdale Municipal Water System;
- How important you are to the upcoming process and learn how best we can answer any questions you may have in the next two years.

For more information, contact:

**Demery & Associates**

**Attn: Marlene F. Demery**

**3676 Banbury Court**

**Santa Rosa, CA 95404**

**(707) 479-8880**

**marlene@demeryandassoc.com**

## Appendix B – Sample Public Meeting Agenda Template

### PUBLIC MEETING # 1

#### Six Acres Mutual Water Company

DEMERY & ASSOCIATES

Tuesday January 10, 2023, 6:30PM

Cloverdale Veteran’s Memorial Building 205 W. First Street Cloverdale, CA 95425

Zoom Link:

1) Join from PC, Mac, Linux, iOS, or Android:

<https://ucdavislaw.zoom.us/j/93892230386?pwd=WlJld2hoM0d1QWVEQUtObnFuN1FhUT09&from=addon>

Password: 373342

2) Android and iPhone one-tap :

US: +16694449171,,93892230386# or +16699006833,, 93892230386#

### AGENDA

- I. Introductions & Overview of Meeting Format
- II. Required Public Meeting Updates:
  - Current Performance of the Water System
  - Update on emergency repairs to improve water reliability & quality
    - i. Installation of a 5,000 storage tank & booster pump
    - ii. Continuous chlorine analyzer
    - iii. Installation of a water softener to prevent calcium build up in the chlorine analyzer system
    - iv. Installation of a new lid on the adjacent agricultural well to prevent contamination
  - Current Status of the design for the connection to the Cloverdale System
  - Overview of the Water System’s Finances
  - No changes to existing water rates are proposed
  - Update on significant matters related to the Water System

- Public Comments, Questions & Answers

III. Public Comments will be recorded and considered by the Administrator. Comments will be compiled within 2 weeks and provided to the community via email.

IV. Next Public Meeting Date and Time

V. Adjourn

## Appendix C – Sample Water Bill Insert

Dear Resident:

The State Water Resources Control Board has appointed Demery & Associates to serve as an Administrator for the Six Acres Mutual Water Company.

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 Six Acres Mutual Water Company, Demery & Associates will be hosting a public meeting at a minimum of every 3 months.

The first meeting will be held on Tuesday January 10, 2023, at 6:30 pm at the Cloverdale Veterans Memorial Building, 205 W First Street, Cloverdale, CA 95425 and via Zoom at:

1) Join from PC, Mac, Linux, iOS or Android:

<https://ucdavislaw.zoom.us/j/93892230386?pwd=WlJld2hoM0d1QWVVEQUtObnFuN1FhUT09&from=addon>

Password: 373342

2) Android and iPhone one-tap :

US: +16694449171,,93892230386# or +16699006833,, 93892230386#

For more information, call (707) 479-8880 or email: [marlene@demeryandassoc.com](mailto:marlene@demeryandassoc.com).

Sincerely,



Marlene Demery  
Demery & Associates

## Appendix D – Sample Community Survey

### Six Acres Mutual Water Company Community Questionnaire December 2022

Please Print Clearly

Full Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: Number: \_\_\_\_\_

1) Have you participated in any public meetings regarding drinking water issues for Six Acres Mutual Water Company?(circle) Yes No  
If no, why not?  
\_\_\_\_\_

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

4) Would you attend an in-person meeting related to Six Acres Mutual Water Company?  
?

\_\_\_Yes \_\_\_No If no, why? \_\_\_\_\_

5) Would you participate in a virtual, online meeting, like Zoom, Microsoft Teams, or on the phone?

\_\_\_ Yes If, yes, do you prefer Zoom, Teams, or phone? (circle) \_\_\_Yes \_\_\_No

6) We have been thinking about Tuesday evening meetings Does that work for you or is another day/time better?  
\_\_\_\_\_

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

Small group meetings/discussions	1	2	3	4	5
Mailed fact sheets	1	2	3	4	5
Web site/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
Workshops (open houses)	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.  
\_\_\_\_\_

Please return via email to [marlene@demeryandassoc.com](mailto:marlene@demeryandassoc.com) or to one of the board members who can provide your response to me.