

*...working together...*



CALIFORNIA  
Water Boards

STATE WATER RESOURCES CONTROL BOARD  
REGIONAL WATER QUALITY CONTROL BOARDS

**Citizen's Guide**  
to working with the  
**California**  
**Water Boards**

*...get involved...*



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# Introduction to the Guide

## Welcome to the Water Boards

The State Water Resources Control Board (State Water Board) and the nine Regional Water Quality Control Boards (Regional Water Boards), collectively known as the California Water Boards (Water Boards), are dedicated to a single vision: abundant clean water for human uses and environmental protection to sustain California's future. Under the federal Clean Water Act (CWA) and the state's pioneering Porter-Cologne Water Quality Control Act, the State and Regional Water Boards have regulatory responsibility for protecting the water quality of nearly 1.6 million acres of lakes, 1.3 million acres of bays and estuaries, 211,000 miles of rivers and streams, and about 1,100 miles of exquisite California coastline.

The Guide provides an overview of the Water Boards and the many opportunities that all Californians have to participate with us in decisions and activities that affect the state's water resources. While some of the public participation opportunities are formal, e.g., at a Water Board hearing, others are less formal, but just as important, e.g., a stakeholder process implemented by a Regional Board. Although the Guide doesn't contain information about specific water quality decisions that are before the Boards, it will direct you where you can find that information. We look forward to updating this Guide periodically to assure its continuing usefulness to you, the public.

## You Can Make a Difference - Get Involved!

The Water Boards are interested in hearing from you. The Guide contains many references to websites as well as weblinks to many sites. The Boards recognize that not all Californians have access to the internet. Thus, any member of the public may contact the Water Boards by telephone or US Mail to communicate concerns, ask questions, request information, or inquire about public participation opportunities.

### THE STATE WATER BOARD

#### Office of Public Participation (OPP)

[www.waterboards.ca.gov](http://www.waterboards.ca.gov)

[http://www.waterboards.ca.gov/about\\_us/](http://www.waterboards.ca.gov/about_us/contact_us/opp_contacts.shtml)

[contact\\_us/opp\\_contacts.shtml](http://www.waterboards.ca.gov/about_us/contact_us/opp_contacts.shtml)

[info@waterboards.ca.gov](mailto:info@waterboards.ca.gov)

# Citizen's Guide



**Edmund G. Brown Jr., Governor**  
State of California



California Environmental Protection Agency



**STATE WATER BOARD**  
[www.waterboards.ca.gov](http://www.waterboards.ca.gov)

**[www.waterboards.ca.gov](http://www.waterboards.ca.gov)**  
[http://www.waterboards.ca.gov/about\\_us/contact\\_us/opp\\_contacts.shtml](http://www.waterboards.ca.gov/about_us/contact_us/opp_contacts.shtml)  
[info@waterboards.ca.gov](mailto:info@waterboards.ca.gov)

*Disclaimer: This publication is current as of the date of publication. It presents only a summary of relevant provisions of law and practice related to the Water Boards.*





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# Table of Contents

About the California Water Boards .....	4
Opportunities for Public Involvement .....	7
Opportunities for Tribal Governments .....	13
Working with all Californians .....	15
Appendices: .....	18-85
Appx #1: Information Resources .....	18
Appx #2: Water Board Programs .....	22
• Groundwater Protection - Chart .....	31
• Division of Drinking Water - District Offices - Map .....	35
Appx #3: What to Expect When Attending Water Board Meetings .....	38
Appx #4: How Public Comments are Used .....	39
Appx #5: How to File an Environmental Complaint .....	40
Appx #6: Enforcement Actions for Water Quality Violations .....	43
Appx #7: Basin Planning Process .....	44
Appx #8: California Environmental Quality Act (CEQA) Process* .....	45
Appx #9: Water Rights Application to Permit Process.....	46
Appx #10: Glossary of Water Words .....	47
Appx #11: Commonly Used Acronyms .....	53
Appx #12: Government Agencies that Protect California’s Water Resources .....	55
Appx #13: Contacting the State Water Board .....	59
Appx #14: Regional Water Board Maps & Key Information .....	62
Region 1: North Coast Regional Water Board .....	63
Region 2: San Francisco Bay Regional Water Board .....	65
Region 3: Central Coast Regional Water Board .....	67
Region 4: Los Angeles Regional Water Board .....	69
Region 5: Central Valley Regional Water Board .....	71
Region 6: Lahontan Regional Water Board .....	77
Region 7: Colorado River Basin Regional Water Board .....	81
Region 8: Santa Ana Regional Water Board .....	83
Region 9: San Diego Regional Water Board .....	85

# About the California Water Boards

The Water Boards work to ensure the protection of water quality across a diverse range of topics, such as storm water, drinking water, wastewater treatment, water quality monitoring, wetlands protection, ocean protection, contaminated sites cleanup, low-impact development, and enforcement. Most recently, the Water Boards have been significantly involved in addressing both water quality and water rights issues related to the state's continuing drought.

The State Board also provides financial assistance to local governments and non-profit agencies to help build or rejuvenate wastewater treatment plants, protect, restore and monitor water quality, wetlands, and estuaries and help underground storage tank owners and operators pay for the costs of cleaning up leaking underground storage tanks.

The State Board oversees the allocation of the state's water resources to various entities and for diverse uses, from agricultural irrigation to hydro electrical power generation to municipal water supplies, to safeguarding the cleanliness of water for everything from bubble baths to trout streams to ocean beaches. The water rights program is administered to protect the public trust resources of the state and ensure that the public interest is served.

In order to protect water quality and allocate the rights to the use of California's water, the Boards must balance competing demands on the state's water resources, utilize the best

available science, work with other agencies with intersecting responsibilities and be mindful of the impacts of its decisions on the public, including costs.

The State Board is located in Sacramento. There are nine Regional Water Boards, the boundaries of which are generally based on watersheds, also known as hydrologic areas. The nine Regional Water Boards are referred to by specific names, which are: (1) North Coast, (2) San Francisco Bay, (3) Central Coast, (4) Los Angeles, (5) Central Valley, (6) Lahontan, (7) Colorado River Basin, (8) Santa Ana, and (9) San Diego. Due to their size, and/or geographic spread, the Central Valley Board has three offices and the Lahontan Board has two offices. In addition, the Drinking Water Program has fourteen District offices spread throughout the state. Additional information, including maps and contact information is provided at page six and Appendix 14 of this Guide.

Together, the State Board and nine Regional Boards are referred to as the California Water Boards. The Water Boards are housed within state government and are part of the California Environmental Protection Agency (CalEPA). CalEPA consists of the Air Resources Board (ARB), the Department of Pesticide Regulation (DPR), the Department of Resources Recycling and Recovery, (CalRecycle), the Department of Toxic Substances Control (DTSC), the Office of Environmental Health Hazard Assessment (OEHHA), and the State Water Resources Control Board (SWRCB). See more at: <http://www.calepa.ca.gov/About/>

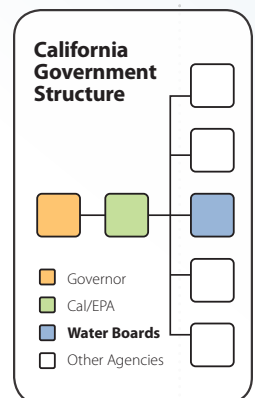


1.6 million acres of lakes

1.3 million acres of bays and estuaries

211,000 miles of rivers and streams

1,100 miles of coastline





## Composition

The State Board organization is governed by five individuals, each having special expertise and experience in water issues. These individuals are appointed by the Governor to four year terms and serve on a full-time basis. By law, these positions are filled by persons, one each of whom is:

- Qualified in the field of water quality
- Public Member
- Attorney qualified in the fields of water supply and water rights
- Civil Engineer qualified in the fields of water supply and water rights
- Sanitary Engineer qualified in water quality

Each Regional Board has seven part-time Members also appointed by the Governor and confirmed by the Senate. Regional Boards develop "basin plans" for their hydrologic areas, govern requirements/issue waste discharge permits, take enforcement action against violators, and monitor water quality. The task of protecting and enforcing the many uses of water, including the needs of industry, agriculture, municipal districts, and the environment is an ongoing challenge for the Water Board and Regional Boards.

Except as specified, each member shall be appointed on the basis of his or her demonstrated interest or proven ability in the field of water quality, including water pollution control, water resource management, water use, or water protection. The Governor shall consider appointments from the public and nonpublic sectors. In regard to appointments from the nonpublic sector, the Governor shall consider including

members from key economic sectors in a given region, such as agriculture, industry, commercial activities, forestry, and fisheries. At least one member shall be appointed as a public member.

Collectively, the Water Boards have approximately 2,300 staff members statewide, comprised of engineers, environmental scientists, attorneys, administrative and clerical support. You may hear the Boards referred to as a "regulatory agency". This simply means that we implement laws passed by the Legislature and create and oversee rules that seek to prevent or cleanup pollution of California waterways.

## Mission Statement

The mission of the Water Boards is to preserve, enhance, and restore the quality of California's water resources and drinking water for the protection of the environment, public health, and all beneficial uses, and to ensure proper water resource allocation and efficient use, for the benefit of present and future generations.

## Vision

A sustainable California made possible by clean water and water availability for both human uses and environmental resource protection.

## Principles & Values

- Protection
- Sustainability
- Integrity
- Professionalism
- Leadership
- Collaboration
- Service
- Education/Outreach



STATE WATER RESOURCES CONTROL BOARD  
REGIONAL WATER QUALITY CONTROL BOARDS

# California Water Boards

## 1 North Coast Region

[www.waterboards.ca.gov/northcoast](http://www.waterboards.ca.gov/northcoast)

E-mail: [info1@waterboards.ca.gov](mailto:info1@waterboards.ca.gov)

5550 Skylane Blvd., Suite A

Santa Rosa, CA 95403

(707) 576-2220 TEL

(707) 523-0135 FAX

## 2 San Francisco Bay Region

[www.waterboards.ca.gov/sanfranciscobay](http://www.waterboards.ca.gov/sanfranciscobay)

E-mail: [info2@waterboards.ca.gov](mailto:info2@waterboards.ca.gov)

1515 Clay Street, #1400

Oakland, CA 94612

(510) 622-2300 TEL

(510) 622-2460 FAX

## 3 Central Coast Region

[www.waterboards.ca.gov/centralcoast](http://www.waterboards.ca.gov/centralcoast)

E-mail: [info3@waterboards.ca.gov](mailto:info3@waterboards.ca.gov)

895 Aerovista Place, Suite 101

San Luis Obispo, CA 93401

(805) 549-3147 TEL

(805) 543-0397 FAX

## 4 Los Angeles Region

[www.waterboards.ca.gov/losangeles](http://www.waterboards.ca.gov/losangeles)

E-mail: [info4@waterboards.ca.gov](mailto:info4@waterboards.ca.gov)

320 W. 4th Street, Suite 200

Los Angeles, CA 90013

(213) 576-6600 TEL

(213) 576-6640 FAX

## 5 Central Valley Region

[www.waterboards.ca.gov/centralvalley](http://www.waterboards.ca.gov/centralvalley)

E-mail: [info5@waterboards.ca.gov](mailto:info5@waterboards.ca.gov)

11020 Sun Center Drive, Suite 200

Rancho Cordova, CA 95670

(916) 464-3291 TEL

(916) 464-4645 FAX

### • Fresno Office

1685 E Street, Suite 200

Fresno, CA 93706

(559) 445-5116 TEL

(559) 445-5910 FAX

### • Redding Office

364 Knollcrest Drive, Suite 205

Redding, CA 96002

(530) 224-4845 TEL

(530) 224-4857 FAX

## 6 Lahontan Region

[www.waterboards.ca.gov/lahontan](http://www.waterboards.ca.gov/lahontan)

E-mail: [info6@waterboards.ca.gov](mailto:info6@waterboards.ca.gov)

2501 Lake Tahoe Blvd.

South Lake Tahoe, CA 96150

(530) 542-5400 TEL

(530) 544-2271 FAX

### • Victorville Office

14440 Civic Drive, Suite 200

Victorville, CA 92392

(760) 241-6583 TEL

(760) 241-7308 FAX

## 7 Colorado River Basin Region

[www.waterboards.ca.gov/coloradoriver](http://www.waterboards.ca.gov/coloradoriver)

E-mail: [info7@waterboards.ca.gov](mailto:info7@waterboards.ca.gov)

73-720 Fred Waring Dr., Suite 100

Palm Desert, CA 92260

(760) 346-7491 TEL

(760) 341-6820 FAX

## 8 Santa Ana Region

[www.waterboards.ca.gov/santaana](http://www.waterboards.ca.gov/santaana)

E-mail: [info8@waterboards.ca.gov](mailto:info8@waterboards.ca.gov)

3737 Main Street, Suite 500

Riverside, CA 92501-3339

(951) 782-4130 TEL

(951) 781-6288 FAX

## 9 San Diego Region

[www.waterboards.ca.gov/sandiego](http://www.waterboards.ca.gov/sandiego)

E-mail: [info9@waterboards.ca.gov](mailto:info9@waterboards.ca.gov)

2375 Northside Drive, Suite 100

San Diego, CA 92108

(619) 516-1990 TEL

(619) 516-1994 FAX

## ★ State Water Board

[www.waterboards.ca.gov](http://www.waterboards.ca.gov)

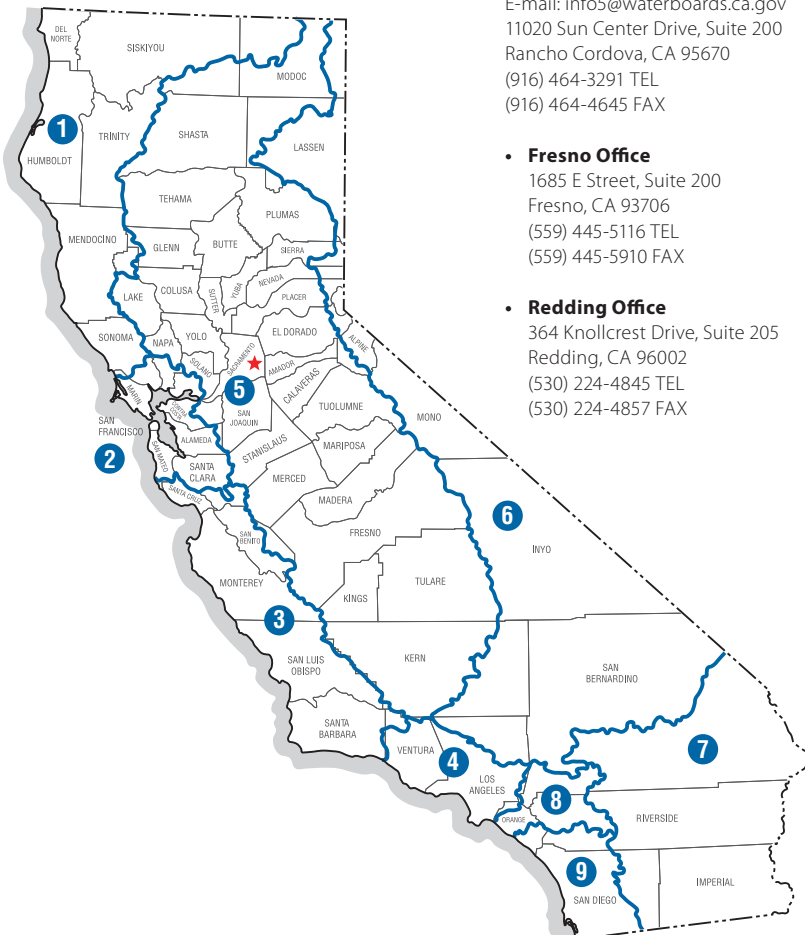
Email: [info@waterboards.ca.gov](mailto:info@waterboards.ca.gov)

1001 I Street

Sacramento, CA 95814

P.O. Box 100

Sacramento, CA 95812-0100



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# Opportunities for Public Involvement

Public input and involvement is important to ensure that all sides of an issue are considered, and that decisions reflect valuable public input. The public has many opportunities to get involved in the decision-making processes used by the Water Boards to protect California water quality. These include processes to:

- Adopt new regional and statewide water policies, plans, or regulations
- Issue permits to those planning to discharge into the state's waters
- Take enforcement action against water quality violators
- Review applications for the use of surface water, and
- Make funding decisions regarding water quality grants and loans

You can participate in these activities and make your opinions known in a variety of ways, including:

- Attending meetings, workshops and hearings
- Making presentations before the Boards
- Mailing Letters
- Sending E-mails
- Submitting written comments on reports and findings
- Making telephone calls
- Scheduling appointments to visit Board staff
- Participating as a member of a stakeholder group or advisory committee member

## Meeting Opportunities

There are different kinds of meetings at which Board members may be present. Program staff may be present as well to assist in different tasks depending on the type of meeting. The State Open Meeting Act (Bagley-Keene Open Meeting Act) applies to all meetings involving a majority of appointed Board members, and also to all meetings involving a majority of members of any committee or subcommittee created by a formal act of the Water Boards.

Meetings are usually run by the Board Chair or other designated Board member. The Water Boards typically use a speaker request form to organize requests to present public comments at formal meetings. Persons wishing to make comments during the meetings will be asked, but not required, to complete a speaker request form and return it to the designated Water Board representative, usually the Board Clerk. Time limits may be established for comments, especially when many people wish to speak on a particular item. However, individuals representing large groups of people may be allowed additional time. These time limit decisions are typically made by the Board Chair or a designee. Persons or groups who wish to make detailed comments are encouraged to submit them in writing. Public comment must be taken before the Board makes a decision.



## PUBLIC NOTICES

Board Meetings, Board Hearings, and Board or Staff Workshops are announced to the public on a document called a notice. Notices are sent to individuals who have indicated an interest in specific water quality or water rights topics by signing up for an electronic or hard copy mailing list. Public notices are sent along with a meeting agenda ten days in advance of the meeting, hearing, or workshop. The notice contains important information such as deadlines and instructions for submitting written comments. Note that meeting agendas for both the State and Regional Water Boards are available in English and Spanish on the respective Board Website.

## BOARD MEETINGS

Both the State and Regional Boards hold meetings on schedules that are available to the public. The public is given an opportunity to submit written comments or prepare oral statements opposing or supporting the action requested of the Board. Keep in mind, however, that staff responds to the actual content of the comments, rather than the volume of comments received.

Whereas Regional Boards are required to hold at least six meetings per year, there is no legal requirement on the number of meetings to be held by the State Board. Typically, the State Board holds meetings twice a month. The purpose of such meetings is to provide an opportunity for the State Board to decide on matters within its jurisdiction in an open and public forum.

## BOARD HEARINGS

Most Board hearings are quasi-judicial proceedings used to develop an adequate record upon which the Board can rely to make a sound decision. A quorum of the Board is not required in order to conduct

a hearing; however, a Board member designated as Hearing Officer will direct the hearing. Hearings are formal proceedings in the sense that due process standards must be afforded the participating parties. However, they are generally not conducted according to technical rules relating to evidence and witnesses, but include an opportunity for the public to make comments on a proposed action of the Water Boards. The hearing notice will typically specify the deadlines and methods for public comment for each hearing.

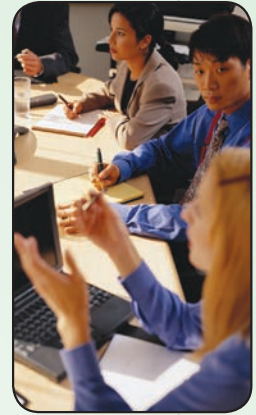
## BOARD WORKSHOPS

A workshop is an informal information gathering process. Workshops are used to inform the public and solicit comments on rules, regulations, plans and policies that are in the early stages of development. These could be staff workshops or Board workshops. Interested parties may provide their written comments in advance of the workshop and oral comments during the workshop as time allows.

## Collaboration Opportunities

### STAKEHOLDER GROUPS

Another avenue for public participation is the convening of persons who have an interest in a particular issue to help craft proposals to address that issue. A stakeholder is anyone with an interest in the outcome of a water quality or water rights issue or decision. The “stake” being referred to may be a direct financial, community, or personal one (such as living in the neighborhood or owning a site to be cleaned up), or it may involve a policy or other interest (protecting a particular water body, preserving industry, or ensuring the health of a community). The convening of stakeholder groups brings government, private industry, public interest groups and



*A **stakeholder** is anyone with an interest in the outcome of a water quality or water rights issue or decision.*

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other citizens together to make decisions about the state's water resources. In order to ensure a successful outcome, all who are affected by or could affect the decision should be involved. More and more, both the State and Regional Boards are utilizing stakeholder groups and the expertise they possess to help address pressing issues and craft solutions to those issues. In the context of the Water Boards, they are used in many different situations, from the establishment of water quality objectives, to development of best practices for underground storage tank payments, to implementation of forestry management practices to name a few.

#### **ADVISORY GROUPS AND COMMITTEES**

On occasion, the Water Boards also establish advisory groups to assist them to find solutions or create recommendations regarding specific water-related issues. Advisory groups may be established in response to legal mandates, but are also established simply because the Board believes that the public's viewpoints are needed on a particular issue. Various programs within the State Water Board have guidance for public involvement built in to their specific processes. These present additional opportunities for the public to become involved with the Water Boards.



#### **TOWN HALL AND COMMUNITY MEETINGS**

The Water Boards typically convene meetings with community members when they are seeking to inform the general public regarding a particular issue or project. This format is used when staff wishes to share straightforward, non-controversial information with the public. If high attendance is expected or the issues are controversial, staff will provide opportunities for the public to speak and may employ breakout sessions,

information stations, or small conversation groups to assure that information is shared and that all members of the public have ample opportunity to ask questions and share their views. Written translation and/or oral interpretation services may be utilized as well, depending on the language needs of particular communities.

### **Communications with the Boards**

#### **PREPARING WRITTEN COMMENTS AND CORRESPONDENCE**

Members of the public are invited to provide comments on a wide variety of Board matters. These comments can take the form of hard copy letters and emails, as well as more extensive written comments. The Boards typically provide a comment period of anywhere from 10 to 45 days. Information related to comment period length can be found on the comment period notice prepared by Board staff. In order for your comments to be considered, they must be received within the timeline established in the notice. If you are not clear on the timelines, feel free to contact the Board. Also note that your original thoughts are much more effective than a boilerplate set of comments. The Board responds to content and not volume. Your correspondence should indicate the name of the item or issue to which your comments pertain and clearly state your views on the item or issue. If you wish to be contacted by staff, you should include your contact information, i.e., your name, phone, street mailing address and email address.

#### **MAKING PRESENTATIONS TO THE BOARDS**

Many Board meetings and workshops provide an opportunity for the public to provide oral comments. Meeting notices and agendas will include time limits for oral presentations. Although it is not required, the Board recommends that you

identify yourself and your organizational affiliation, if any, for the record. If you plan on using visual aids for your presentation, be sure to contact the Board staff to ensure that any needed equipment is available and ready for your use. Oral comments are best received when presented in a clear and direct manner. For more detailed tips on making oral presentations to the Boards, see Appendix #3.

### CONTACTING THE BOARDS

Any member of the public may contact the Boards by phone, mail, or email regarding any concern related to the Boards' work.

### WATER QUALITY PETITIONS

Any member of the public can appeal an action of a Regional Board by filing a petition with the State Board. A petition is a request from an aggrieved person for the State Board to review certain types of final actions or failures to act by a Regional Board that may be improper or inappropriate. Such failures to act may relate to such matters as waste discharge requirements or cleanup and abatement orders. The State Board can uphold the Regional Board action, reverse it, send the matter back to the Regional Board with additional instructions, or choose not to consider the appeal. Appeals must be received by the State Board within 30 days of the Regional Board's action. For the Regional Board's failure to act, petitions must be received by the State Board within 30 days of the refusal to act, or 60 days of a request being made to the Regional Board. If there is no refusal to act, please refer to the instructions for filing petitions at [http://www.waterboards.ca.gov/public\\_notices/petitions/water\\_quality/wqpetition\\_instr.shtml](http://www.waterboards.ca.gov/public_notices/petitions/water_quality/wqpetition_instr.shtml). In both cases, petitions can be mailed, faxed, filed in person, or emailed.

### MAILING LISTS

The Water Boards provide a free electronic subscription service to ensure that the public has access to information on specific

topics of interest. Those members of the public who do not have access to a computer can submit a request to receive hard copies of announcements by topic. Further information on this service is found in Appendix #1, Informational Resources.

### WEBCASTS

Many of the State Water Board's meetings, workshops, committees and interested party gatherings may be listened to over the Internet as live audio and/or video webcasts. Approximately 15 minutes prior to the event (Pacific Standard Time), the audio and/or video webcast links will be added, providing a direct audio/video feed from the meeting room. Remember to test your connection prior to connecting to a webcast. These webcasts are generally not recorded for later use. Webcasting services are provided by CalEPA and can be accessed at: <http://www.calepa.ca.gov/broadcast/>. We currently do not have the capability to webcast Regional Board meetings. We are working on this and hope to resolve this in the future.

### WEBINARS

The public is also invited to participate in webinars hosted by various Water Board programs. These training sessions are designed to increase awareness of the tools and resources available to staff and stakeholders. Anyone with access to the Internet can participate. In addition, most PowerPoint presentations containing the material delivered during the webinars are posted on the Water Board website and are available for downloading and use.

### EX PARTE COMMUNICATIONS

An ex parte communication is a communication to a board member from any person about a pending water board matter that occurs in the absence of other parties to the matter and without





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notice and opportunity for all parties to participate in the communication. Such communications are prohibited to assure that no one has special access to Water Board Members. Communications subject to ex parte rules include face-to-face conversations, phone calls, written correspondence, e-mails, instant messaging, and the next level of technology that presents itself. Ex parte rules apply to everyone and simply require that the information come into the record through a writing subject to public review or in a duly noticed, public meeting. Only adjudicative proceedings are subject to the prohibition on ex parte communications. Proceedings involving general waste discharge requirements, general waivers and general Clean Water Act section 401 certifications are exempt from the ex parte prohibition, as long as interested persons comply with applicable disclosure requirements. The ex parte rules apply to all other adjudicative proceedings, such as permits issued to named individuals or entities, enforcement actions, cleanup orders and water quality petitions.





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## Opportunities for Tribal Governments

The California Water Boards are committed to improving our communication and working relationships with California Indian Tribes.

California Tribes are particularly interested in the Water Boards' work related to watershed protection and restoration, salmon habitat protections, Tribal water rights, and funding programs for water quality improvements, as well as the development of basin plans, including the setting of total maximum daily loads (TMDLs). In addition, much can be done to integrate Tribal data, such as Tribal land boundaries, into the GIS layers used by the Water Boards.

Training for Tribes on the Water Boards' water quality, water rights and funding programs is ongoing. Additionally, the Water Board is expanding its outreach efforts, especially in the area of TMDLs and statewide policies. Tribal representation on various Board advisory groups is helping to strengthen the Boards' understanding of Tribal concerns.

### TRIBAL CONSULTATION & CEQA

AB 52 (Gatto) was signed into law in 2014 and became effective on July 1, 2015. It amended the Public Resources Code and established a consultation requirement with all California Native American Tribes in regards to the California Environmental Quality Act (CEQA). The law identified a new class of resources, "Tribal Cultural Resources" that should be considered in the determination of project impacts and mitigation under CEQA. The law requires Tribal notice upon the approval of a project by the lead agency and meaningful consultation to be conducted. However, Tribes must request to be on the Agency's notice list and request consultation on mitigation measures. Examples of mitigation measures include: avoidance and preservation of the resources in place, treating resource with culturally appropriate dignity and permanent conservation easements. To be added to the Water Board's notice list please send a letter to the State Water Board, Attn: Office of Public Participation.



## CAL EPA TRIBAL CONSULTATION POLICY

The new Policy, issued August 20, 2015, provides a framework for CalEPA and its Boards, Departments and Offices to improve and maintain effective government-to-government relationships and engage in meaningful consultation with California Native American Tribes. This policy demonstrates the Agency's commitment to obtaining information about the culture and history of California Tribes and their environmental concerns and issues to enhance CalEPA's activities, policies, and decision-making processes.

The Policy pertains to both federally and non-federally recognized Tribes and calls for an "Action Plan" to achieve the guiding principles that support the Policy. The Policy is designed to promote Tribal efforts to develop and expand environmental programs, provide technical assistance and share data. Every two years, a report to the CalEPA Secretary and the CalEPA Tribal Advisory Committee will be prepared to document progress in regards to implementation of the Policy. The Water Boards will be developing its own Tribal Policy to further clarify our consultation protocols. A link to the CalEPA Policy is found below.  
<http://www.calepa.ca.gov/Tribal/Policy/2015Policy.pdf>

The Water Boards fully support the Cal/EPA Policy for Working with Tribes. This policy guides Cal/EPA and all its Boards, Departments, and Offices in their daily operations to ensure that they work with Tribes in a knowledgeable, sensitive, and respectful manner. For a full text of the policy, see <http://www.calepa.ca.gov/Tribal/Policy/2015Policy.pdf>

CalEPA has instituted a Tribal Advisory Committee to enhance its ability to communicate and work effectively with Tribes. The Water Boards participate in the committee meetings to continue to learn more about how to better serve Tribal needs. Tribal members with concerns are encouraged to contact committee members. For further information, see [www.calepa.ca.gov/tribal](http://www.calepa.ca.gov/tribal)



# Working with all Californians

## Environmental Justice

The Water Boards support the achievement of environmental justice (EJ) for all Californians. EJ is defined in California Government Code section 65040.12 as “the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws and policies.” The Water Boards believe that EJ will be achieved when everyone enjoys the same degree of protection from environmental and health hazards and equal access to the decision-making process to have a healthy environment in which to live, learn, and work.

During the past few years the Water Boards have focused efforts to address EJ concerns in five ways:

1. assuring a smooth transfer of the drinking water program to the State Water Board,
2. addressing EJ concerns throughout the Water Boards’ programs,
3. providing financial assistance to EJ communities disadvantaged communities (DACs) and severely disadvantaged communities (SDACs), particularly as it relates to the drought,
4. equipping EJ communities and Tribes with information about the Water Boards’ programs and public participation opportunities, and
5. equipping staff and Board Members with skills to more effectively work with EJ communities and Tribes.



## Human Right to Water

In 2012, California became the first state to enact a Human Right to Water (HRTW) law (Section 106.3, Water Code). The law declares that “every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.” The State Water Board is committed to actively pursuing initiatives to address the law. The law calls on all relevant state agencies to consider the human right to water “when revising, adopting, or establishing policies, regulations, and grant criteria” relevant to domestic water uses.

In February 2016, the State Water Board adopted a resolution adopting the human right to water as a core value and directing its implementation in water board programs and activities. Staff are now working on performance measures to gauge implementation of this important law.

## Water Rights Assistance for Drought Stricken Communities

Starting in January 2014, the State Board increased its outreach, coordination and assistance activities to help those communities hardest hit by the drought and its repercussions. In the Water Rights arena, the assistance has primarily been in the form of approval of urgency changes to water rights, transfers, and new temporary permits to help parties avoid running out of water supplies. The State Board also participated in Tribal-focused drought coordination meetings and calls hosted by the California Office of Emergency Services. These meetings and calls provided updates on current drought conditions statewide



including reporting by and coordination with many communities, cities, counties, Tribes, and other state agencies involved in drought response. The State Board also developed information sheets on common drought requests involving water rights. The information sheets were designed to assist small local governments, service districts and landowners, with common drought-related water rights requests. The information sheets were consistent with the State Board's efforts to work cooperatively and diligently with water users throughout the state to find appropriate and timely solutions to urgent, drought related water needs.

During 2014, the California Department of Public Health maintained a list of public water systems at risk of running out of supply in immediate future. With the transfer of the Drinking Water Program to the State Board, that responsibility moved to the State Board. The State Board provided input on water rights changes that could be sought to assist a community at risk of running out drinking water supplies.

### **New Office of Sustainable Water Solutions**

In 2014, the State Board established a new Office dedicated to serve the drinking and wastewater needs of small and disadvantaged communities. In 2015, that section was strengthened and became the Office of Sustainable Water Solutions to focus on financial and technical assistance needs, particularly for small drinking water and wastewater systems and DACs. The State Water Board also executed contracts with the Rural Community Assistance Corporation, California Rural Water Association, and Self Help Enterprises to provide technical assistance related to drinking water and

wastewater. Eligible activities include: preparation of financial assistance applications, performance of compliance audits and troubleshooting to address permit violations or improve operation, review proposed project alternatives to assist in identifying low cost, sustainable approaches, and conducting community outreach, awareness, and education.

### **Funding for Emergency Drinking Water Needs**

In 2014, Governor Brown approved an emergency drought relief package to take effect immediately. As a result of the Governor's action, the State Water Board approved \$6 million in funding from the Cleanup and Abatement Account to provide interim replacement drinking water for economically disadvantaged communities with contaminated water supplies. These communities rely on groundwater, much of which is contaminated by various pollutants, including nitrate, arsenic, uranium, and perchlorate as well as coliform bacteria and fluoride. Many of these pollutants exceed the Maximum Contaminant Levels established for the protection of human health. Eligible entities included public agencies, public agencies, not-for-profit water districts, not-for-profit organizations and Tribal Governments. Eligible projects included bottled water, vending machines, point of use devices (for example, filtration), hauled water, wellhead treatment and planning. No funding match was required as all funded projects are DACs.

In an effort to distribute funds as quickly and efficiently as possible, the State Water Board coordinated with the Regional Water Boards, the California Department of Public Health (CDPH) district offices, the California Office of Emergency Services, EJ groups and community assistance

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groups to identify those DACs that are most at-risk and would benefit from financial assistance. All grantees are DACs and no funding match was required. The emergency water supplies will be made available to households, schools, community buildings, and parks. In March 2015, Governor Brown approved a \$1 billion emergency drought relief package to take effect immediately. Those funds will be reported on in a future report.

### **Written Translation & Oral Interpretation Services**

The Water Boards provides written translation of documents as well as oral interpretation services at many of its public meetings and workshops where such a need has been indicated in advance. Such requests should be made in writing by letter or email and addressed to OPP or pertinent program staff. Requests should be received two weeks prior to the pertinent meeting or workshop. OPP can be reached at 916 341-5252.

### **Special Accommodation**

Individuals who require special accommodation due to a disability are requested to contact the State Board's Office of Employee Assistance at (916) 341-5880. Requests should be received at least seven days prior to a meeting. General inquiries regarding Board meetings, activities or practices can be directed to the Water Board Ombudsman at (916) 341-5254.



# Get involved... Information Resources

## Websites

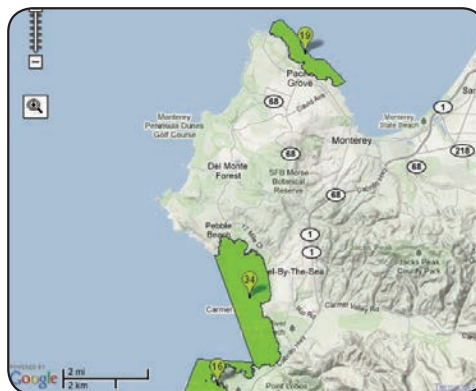
The State Board and the nine Regional Boards each have an internet website. All have common features designed to inform the public about their goals, activities, and opportunities for public involvement. Among these common features are maps, calendars, meeting agendas and minutes, links to plans and policies, listing and description of Board programs, and listing of pending decisions. In addition, on the websites, you can subscribe to email lists, search databases, file an environmental complaint, search employment opportunities, access links to other state environmental agencies, and contact staff regarding Board programs and activities. See [www.waterboards.ca.gov](http://www.waterboards.ca.gov).

## E-mail Subscription Mailing Lists

The State and Regional Water Boards use electronic subscription mailing lists, known as Lyris, for disseminating information. Becoming a member of an electronic mailing list allows you to receive announcements by e-mail on a specific topic. If you don't have access to a computer, just let us know. Give us a call or send us a request in writing and we can add you to a hard copy mailing list. For a listing of all Lyris lists and to subscribe, see [http://www.waterboards.ca.gov/resources/email\\_subscriptions/index.shtml](http://www.waterboards.ca.gov/resources/email_subscriptions/index.shtml)

## Data and Databases

The State and Regional Water Boards maintain a variety of databases that can be accessed by the public to provide comprehensive data with which to examine the health of any watershed in the State, identify data gaps, and download data sets for further use or analysis. To see a discussion of available data and databases, see [http://www.waterboards.ca.gov/resources/data\\_databases/](http://www.waterboards.ca.gov/resources/data_databases/)



## NOTE TO NON-NET USERS:

The Guide contains many references to websites as well as weblinks to many sites. The Boards recognize that not all Californians have access to the internet. Thus, any member of the public may contact the Water Boards by telephone or US Mail to communicate concerns, ask questions, request information, or inquire about public participation opportunities. The Water Boards are interested in hearing from all Californians. See page 3 for telephone numbers.




Appendix #1

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**EXAMPLES OF AVAILABLE DATABASES**

**My Water Quality**

This web portal, supported by a wide variety of public and private organizations, presents California water quality monitoring data and assessment information that may be viewed across space and time. Portal data is focused in five areas:

	<p><b>IS IT SAFE TO SWIM IN OUR WATERS?</b></p> <p>Swimming safety of our waters is linked to the levels of pathogens that have the pote</p>
	<p><b>IS IT SAFE TO EAT FISH AND SHELLFISH FROM OUR WATERS?</b></p> <p>Aquatic organisms are able to accumulate certain pollutants from the water in which that could harm consumers. <a href="#">More&gt;&gt;</a></p>
	<p><b>ARE OUR AQUATIC ECOSYSTEMS HEALTHY?</b></p> <p>The health of fish and other aquatic organisms and communities depends on the ch</p>

**Is our water safe to drink?** Safe drinking water depends on a variety of chemical and biological factors regulated by a number of local, state, and federal agencies.

**Is it safe to swim in our waters?** Swimming safety of our waters is linked to the levels of pathogens that have the potential to cause disease.

**Is it safe to eat fish and shellfish from our waters?** Aquatic organisms are able to accumulate certain pollutants from the water in which they live, sometimes reaching levels that could harm consumers.

**Are our aquatic ecosystems healthy?** The health of fish and other aquatic organisms and communities depends on the chemical, physical, and biological quality of the waters in which they live.

**What stressors and processes affect our water quality?** Beneficial uses of our waters are affected by emerging contaminants, invasive species, trash, global warming, acidification, pollutant loads, and flow. <http://www.waterboards.ca.gov/mywaterquality/>

**Geotracker**

GeoTracker is the Water Boards' data management system for managing sites that impact groundwater, especially those that require groundwater cleanup. These include Underground Storage Tanks (UST) and Department of Defense Cleanup sites. GeoTracker also manages data from permitted facilities such as operating USTs and land disposal sites. GeoTracker utilizes data sets from multiple State Water Board programs and other agencies through an easy-to-use Google maps GIS interface. This allows users to view data in relationship to streets/roads, satellite imagery, and terrain map views as well as other sites that affect groundwater quality and wells and other beneficial uses that may be affected.

GeoTracker enables regulators and local agencies to manage case loads, schedule and track when deliverables or reports are due from responsible parties, evaluate sites for risk and allocate staff resources. Geotracker provides the public with most of the public record through over 350,000 documents. Data can be layered and can include such information as highways and roads, watershed boundaries and groundwater basins.

<http://geotracker.waterboards.ca.gov/>



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## EXAMPLES OF AVAILABLE DATABASES (...continued)

### California Integrated Water Quality System

The California Integrated Water Quality System (CIWQS) is a web-based relational database for core regulatory data. Using this system, both staff and the public can access data related to places of environmental interest, permits and other orders, inspections, and violations and enforcement activities. Because this is a relational database, different record types can, and in specific cases should, be linked to each other. For instance, a regulatory measure must be linked to a place record to describe where the activity being regulated is taking place. The public interfaces with CIWQS through the public reports page, where information is displayed in an easy fashion. Using the public reports page, users can track permits and orders, inspections and self-monitoring reports, violations and enforcement activities, and reports of regulatory information. Water Board Programs utilizing CIWQS include NPDES (discharges to surface waters), WDRs (discharges to land or non-federal water, including recycled water), Landfills, Water Rights (eWRIMS), and Irrigated Lands [for enforcement and to facilitate billing only). For more information, see [http://www.waterboards.ca.gov/water\\_issues/programs/ciwqs/publicreports.shtm/](http://www.waterboards.ca.gov/water_issues/programs/ciwqs/publicreports.shtm/)

### eWRIMS

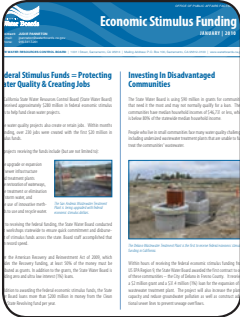
The web-based Enhanced Water Right Information Management System (eWRIMS) tracks information regarding water rights in California. It contains information on water right permits and licenses issued by the State Water Board and other claimed water rights. eWRIMS is a module of the CIWQS program. eWRIMS combines a tabular database with a Geographic Information System (GIS) database system. It provides information on water right holders, location of water rights and other information

mandated by state law. It also provides the public with copies of water right permits, licenses, registrations and revocations. Internal to the Water Boards, eWRIMS is used for calculating and billing the water right annual fees. All public users or stakeholders have access to eWRIMS data and can download information pertaining to water rights into an Excel spreadsheet. Using eWRIMS, users can search for details about water rights by: water right status, water right type, primary owner, water right ID; (application, permit or license number), watershed, county, or source of the water. Further information can be found by going to: <http://www.waterboards.ca.gov/ewrims>

- The **California Drinking Water Watch** website includes the physical characteristics of water systems and the violations and enforcement actions taken by the state. It also provides a way for the public to obtain more detailed information about the concentrations of contaminants found and reported by systems to the state. At the bottom of the main page, users can search for a consumer confidence or water quality report for public water systems within that state. <https://drinc.ca.gov/DWW/index.jsp>
- The **Water Quality Analyses Data** is a large database of water quality information on public water systems dating as far back as 1974. [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/EDTlibrary.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/EDTlibrary.shtml)



Appendix #1



### Ombudsman

The Water Boards have appointed an Ombudsman to respond to general inquires and concerns from the public as well as inquiries related to Small Business, Water Recycling, and Agriculture. The Ombudsman's role involves the handling of both simple questions as well as the handling of complex and sensitive issues; the complex issues may involve a variety of governmental jurisdictions and constituencies. The Ombudsman does not argue for or against a particular point of view, and oftentimes is more of a facilitator or mediator.

### Business Help

The Water Boards offer assistance to vendors and contractors regarding business opportunities with the Water Boards. The Water Boards also have designated a staff member to serve as small business liaison. In addition to contracting opportunities, the Liaison can also assist in providing information regarding fees, available financial assistance in the form of water grants and loans, as well as forms and permits.

### Public Records Center

The State Water Board maintains many public records in its files. However, it typically does not maintain site-specific water quality files. Those can be found at the Regional Boards. If you are looking for such records, please contact the appropriate Regional Board directly. Each Regional Board website indicates how you can obtain public records from them. You can gain easy access to the Regional Board Websites by clicking on the desired Region on the map on the following link. [http://www.waterboards.ca.gov/waterboards\\_map.shtml](http://www.waterboards.ca.gov/waterboards_map.shtml)

The California Public Records Act gives you the rights to view and obtain copies of public documents. Note that it is not always necessary to submit a formal request for information under the Act. Much of the information sought by the public is already available through public information offices and on the website.

### Educational Materials

The Water Boards maintain a supply of educational materials suitable for the K through 8 grades. These include book marks, coloring books and a water quiz. These can be requested by contacting OPP at [info@waterboards.ca.gov](mailto:info@waterboards.ca.gov).

### Water Words Dictionary

This on-line guide was created to provide readers with a general understanding of some of the many terms and abbreviations used by the California Water Boards. While the definitions do not constitute the Water Boards' official use of terms and phrases for regulatory purposes, they are helpful to the public's understanding of the Board's programs and activities. The Water Words Dictionary can only be viewed in "PDF" format, which requires Adobe Acrobat Reader. If you do not already have this program on your computer, click the "Get Adobe Reader" icon in the grey navigational column to the left to download a free copy.

[http://www.waterboards.ca.gov/publications\\_forms/available\\_documents/water\\_words.shtml](http://www.waterboards.ca.gov/publications_forms/available_documents/water_words.shtml)

### Commonly used Acronyms

The Water Boards maintain a list of acronyms commonly used by Water Board staff. These can be accessed online. [http://www.waterboards.ca.gov/publications\\_forms/available\\_documents/water\\_words/acronyms.pdf](http://www.waterboards.ca.gov/publications_forms/available_documents/water_words/acronyms.pdf)

### Fact Sheets

The Water Boards periodically prepare fact sheets on a variety of topics. Sometimes these provide general information on a topic and sometimes they provide more specific information related to an action being taken by the Boards. For example, the Regional Boards will often prepare fact sheets related to a cleanup site with which they are involved. These may be accessed on line through the internet sites maintained by the Boards.

[www.waterboards.ca.gov/publications\\_forms/publications/factsheets/](http://www.waterboards.ca.gov/publications_forms/publications/factsheets/)

### To Learn More about the Water Boards

- California Water Boards: Who We Are and What We Do [http://www.waterboards.ca.gov/publications\\_forms/publications/factsheets/docs/stateboard.pdf](http://www.waterboards.ca.gov/publications_forms/publications/factsheets/docs/stateboard.pdf)
- A Dozen Things You Never Knew About the Water Boards [http://www.waterboards.ca.gov/publications\\_forms/publications/factsheets/docs/dozenthings.pdf](http://www.waterboards.ca.gov/publications_forms/publications/factsheets/docs/dozenthings.pdf)





# Get involved...

## Water Board Programs

An understanding of the Water Boards' programs can assist you to increase your participation with the Water Boards. Although formal decisions about Water Board programs, permits, enforcement, etc. always rest with the Regional or State Boards, various programs have guidance for public involvement built in to them. The following information will give you an idea of the diversity of programs handled by the Water Boards and elements of public participation found in each.

### Water Quality Planning, Standards and Policy

#### BASIN PLANS

Also known as Water Quality Plans, these plans contain the water quality objectives, policies, regulations, and programs of implementation for the protection of surface and ground waters within each of the nine regional board boundaries. The plans describe the beneficial uses that each water body supports, including drinking, swimming, fishing, protection of aquatic life and agricultural irrigation. The Plans are the basis for Regional Board regulatory actions. The Plans are reviewed on a three-year cycle, during which new science, new water quality problems, and new or changed laws or regulatory approaches are considered. Based on regional priorities, the Basin Plans are amended to reflect specific changes and local concerns.

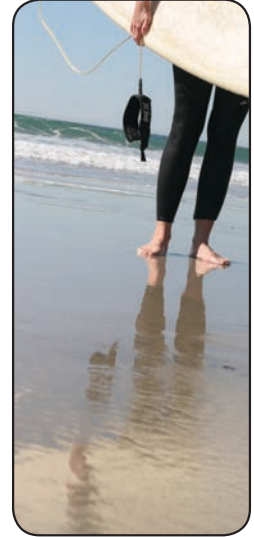
#### TOTAL MAXIMUM DAILY LOADS

Section 303(d) of the federal Clean Water Act requires that the states make a list of waters that are not meeting water quality standards. For waters on this list (and where the US EPA administrator deems they are appropriate) the states are to develop total maximum daily loads or TMDLs, as they are called. A TMDL must account for all sources of the pollutants that caused the water to be listed. Federal regulations require that the TMDL, at a minimum, account for contributions from both point and nonpoint sources. There also can be multiple TMDLs on a particular

water body addressing various constituents of concern. TMDLs are developed either by the Regional Water Boards or by U.S. EPA. The TMDL development process includes multiple opportunities for members of the public to provide comment and participate in the process.

#### CALIFORNIA ENVIRONMENTAL QUALITY ACT

This law, known as CEQA, requires State and local agencies to disclose and consider the environmental implications of their decisions and to eliminate or reduce the significant impacts whenever feasible to do so. The agencies are required to conduct an environmental analysis to determine if project impacts could have a significant effect on the environment. Typically, the agency having principal authority over a project is the entity responsible for conducting the environmental analysis. Such agencies are known as lead agencies. Whether the Water Board is a lead agency depends on the nature of the project. The Water Boards are almost always the Lead Agency for Basin Plan Amendments (including TMDLs), statewide water quality plans and policies, and many other issues that are initiated by the Boards, State or Regional. Many actions taken by the Water Boards are subject to CEQA. The adoption of water quality control plans and policies are part of a "certified regulatory program" under CEQA. Public participation is an essential part of the CEQA process, although CEQA does not require formal hearings at any stage of the





## Appendix #2

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environmental review process and public comments may be restricted to written communication. However, each agency is required to have provisions for public involvement in order to receive and evaluate public reactions to environmental issues related to the agency's activities.

Similar to the Board's work regarding statewide plans, the development and adoption process for statewide policies involves public review and adoption by the State Board and sometimes US EPA. See [www.waterboards.ca.gov/plans\\_policies/](http://www.waterboards.ca.gov/plans_policies/)

### STATEWIDE WATER QUALITY CONTROL PLANS

Where water quality issues cross Regional Water Board boundaries or have significant statewide application, the State Water Board may develop and adopt water quality control plans. Four such plans have thus far been developed.

- Water Quality Control Plan for Enclosed Bays and Estuaries (Part 1, Sediment Quality)
- California Ocean Plan
- California Thermal Plan
- San Francisco Bay/Sacramento-San Joaquin Delta Estuary Water Quality Control Plan

### POLICIES FOR WATER QUALITY CONTROL

The State Water Board also develops policies regarding water quality issues that have statewide significance. Some of the existing policies include the following:

- Anti-Degradation Policy
- Enclosed Bays and Estuaries of California Water Quality Control Policy
- Recycled Water Policy
- Sources of Drinking Water Policy
- Supplemental Environmental Project Policy
- Use of Coastal and Estuarine Waters for Power Plant Cooling Policy
- Water Quality Enforcement Policy

### Pollution Prevention and Restoration

#### REGULATION OF MUNICIPAL AND INDUSTRIAL WASTE DISCHARGES

Since 1972, the federal CWA has regulated the discharge of pollutants to navigable waters through issuance of permits under the National Pollutant Discharge Elimination System (NPDES). Waste Discharge Requirements (WDRs) for discharges to surface waters (rivers, streams, and lakes) serve as permits under the CWA. Although the State Water Board has issued a few NPDES permits, the vast majority of NPDES permits are issued by the Regional Water Boards.

An individual permit is tailored for a specific discharge, while a general permit is developed and issued to cover multiple facilities within a specific category. The process begins when a discharger submits an application to the appropriate Regional Water Board. Among other things, the application must describe the wastes to be discharged, the setting for the discharge, the water bodies to be impacted, and the method of treatment or containment. If a permit is needed and the application is complete, staff prepares a draft and sends out a notice for a 30-day public comment period.

The Regional Water Board holds a public hearing after the 30-day public notification. The State or Regional Water Board may adopt the permit as proposed or with modification, or not adopt it at all. US EPA has 30 days to object to the draft permit, and the objection must be satisfied before the permit becomes effective.



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### **STORM WATER REGULATION**

Urban runoff can cause pollution as well as physical impacts to water bodies and their surrounding landscape. The Water Boards regulate point source discharges of storm water using its federal CWA authority. The programs cover municipal, industrial, and construction aspects of the pollution. Water Board staff review reports and plans, inspect facilities, and take appropriate enforcement. The taking of enforcement action is typically preceded by public notice and hearing which provides for opportunities for the public to participate and make their views heard.

### **401 WATER QUALITY CERTIFICATION**

Under the CWA section 401, every applicant for a federal permit or license for any activity which may result in a discharge to a surface water of the United States must obtain state certification that the proposed activity will comply with state water quality standards. Most Certifications are issued in connection with U.S. Army Corps of Engineer (Corps) CWA section 404 permits for dredge and fill discharges. The Water Board also reviews applications from projects seeking a license or relicense from the Federal Energy Regulatory Commission, such as hydroelectric dams, power plants, and other facilities. The certification for these projects is coordinated with the state water rights permit process.

### **WETLANDS PROTECTION, DREDGE AND FILL REGULATION**

Section 404 of the CWA establishes a program to regulate the discharge of dredged or fill materials into the nation's waters. The program protects all waters, but has special responsibility for wetlands, riparian areas, and headwaters because these water bodies have high resource value, are vulnerable to filling, and are not systematically protected by other

programs. The CWA requires applicants for a federal license or permit that may result in any discharge into US waters to obtain a certification stating that the discharge will comply with the state's water quality plan. The Regional Boards have primary responsibility in this arena.

### **WASTE DISCHARGE TO LAND REGULATION**

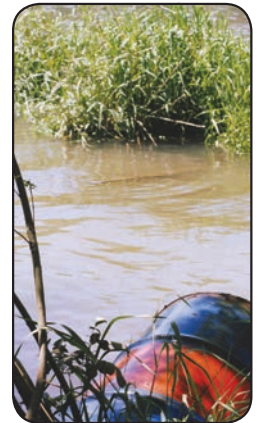
The Water Board regulates all discharges of waste to land if those discharges have the potential to affect water quality of either surface or groundwater. Adoption of WDRs to regulate discharges to land requires a public hearing with opportunities for public participation and comment.

### **IRRIGATED AGRICULTURAL LANDS DISCHARGE REGULATION**

Discharges from agricultural lands include irrigation return flow, flows from tile drains and storm water runoff. These discharges can affect water quality by transporting pollutants, including pesticides, sediment, nutrients, salts, pathogens and heavy metals, from cultivated fields into surface waters as well as groundwater. Such efforts utilize monitoring and reporting programs, enforcement, and the development of partnerships with stakeholders to control these discharges. The Regional Boards generally utilize conditional waivers to regulate agricultural discharges and employ public hearings in the process, with opportunities for public participation and comment.

### **LAND DISPOSAL REGULATION**

The Water Boards also regulate the discharge of waste to land at nearly 900 disposal facilities statewide. These facilities, which have waste that must be contained, are primarily landfills, industrial waste piles and ponds, and some mines. These discharges are long-term operations where releases of waste can pollute surface and groundwater. Regional Board staff performs inspections and review self-monitoring reports from



## Appendix #2

...working together

owners/operators to determine compliance. They also take appropriate informal and formal enforcement action. The Regional Boards issue WDRs for such facilities. Adoption of WDRs and NPDES permits requires a public hearing with opportunities for public participation and comment.

### CONFINED ANIMAL FACILITIES

The Water Boards also work to ensure that discharges of waste from confined animal facilities (CAFs) do not cause violations of water quality objectives. CAFs are defined as “any place where cattle, calves, sheep, swine, horses, mules, goats, fowl, or other domestic animals are corralled, penned, tethered, or otherwise enclosed or held and where feeding is by means other than grazing”. The primary CAFs are dairy animals and the primary water quality concern is impacts to groundwater from salts and nutrients. The Regional Boards can issue WDRs or NPDES permits. Adoption of WDRs and NPDES Permits requires a public hearing with opportunities for public participation and comment.

### WILDLANDS AND WILDERNESS LANDS

The Boards work closely with state and federal forestry officials to regulate activities on federal and nonfederal wildlands and wilderness areas that can significantly impair water quality. These activities are primarily nonpoint sources and include timber harvesting, logging, grazing/rangeland management and recreation. The most common and significant pollutant discharged from such activities is sediment, but increased water temperature, fecal bacteria, and pesticides can also be significant. Catastrophic wildfire is also a serious source of pollutants, primarily sediment and nutrients. The Regional Boards can adopt WDRs and NPDES permits, which require a public hearing with opportunities for public participation and comment. In addition, in collaboration with the Water

Boards, the US Department of Agriculture and US Forest Services, has developed a Water Quality Handbook to address control of nonpoint source pollution generated by various activities on National Forest System lands in California.

## Pollution Remediation

### UNDERGROUND STORAGE TANK SITES

Polluted and contaminated soil and groundwater at current and former underground storage tank sites (UST) and facilities can threaten water quality and pose a risk to human health. The Water Boards provide oversight of soil and groundwater cleanups at approximately 6,000 active and former UST sites. Such cleanups range from soil-only impacts to large plumes of petroleum fuels that can travel over a quarter mile. Although the primary focus of the program is restoration of groundwater quality, the UST program deals with soil, sediment, and air where vapor releases may affect public health. Regional Board staff provides a variety of functions including preparation and submission of cleanup orders, cease and desist orders and administrative civil liability orders for consideration and adoption by the Regional Board. They also coordinate with staff of local oversight agencies.

### DEPARTMENT OF DEFENSE SITE CLEANUP OVERSIGHT

The Water Boards provide oversight of soil and groundwater cleanups at active and former military facilities statewide to protect water quality and human and ecological health. Approximately 200 active sites currently require environmental cleanup. The Boards also facilitate property transfers from the Department of Defense (DOD) to local reuse agencies for beneficial re-use at closed and closing military facilities. The environmental cleanups involved range from a few UST cleanups to





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complex Superfund cleanups. A complex cleanup process can involve multiple State Board programs such as Underground Storage Tanks, Land Disposal, Storm water, and NPDES. This process includes public outreach and education through participation in public meetings, such as those held by Restoration Advisory Boards.

### **CONTAMINATED SITE CLEANUP & BROWNFIELD OVERSIGHT**

The Water Boards provide oversight of soil and groundwater cleanup at sites. The types of sites involved include spills, current and former industrial facilities, and commercial facilities such as dry cleaners where releases of contaminants have occurred. Water Board staff facilitate cleanup at brownfield sites for beneficial re-use or redevelopment to economically benefit communities where the sites are located. The State and Regional Boards oversee the investigation and cleanup of approximately 6,000 open sites with soil and groundwater pollution in the Site Cleanup Program and Brownfield program. Generally, dischargers perform cleanup on a voluntary basis. New sites are discovered as a result of recent spills, property transactions, or nearby environmental investigations. Public outreach and education is achieved through use of site-specific fact sheets and public outreach prior to informational meetings. In addition, public hearings are held prior to adoption of enforcement orders, giving the public an additional opportunity to comment.

### **Water Quality Monitoring and Assessment**

The Water Boards engage in many water quality monitoring activities that involve various organizations, agencies and dischargers. It should be noted that oftentimes it is the dischargers who pay for the collection and analysis of the data.

Monitoring activities are directed at both ground water and surface water. Monitoring of these waters is necessary to assess vital components of California water quality, including discharger compliance, pollutants in the waste stream, discharge impacts to receiving waters, and ambient water status and trends. Where needed, staff can impose monitoring and assessment requirements through permits and investigative orders.

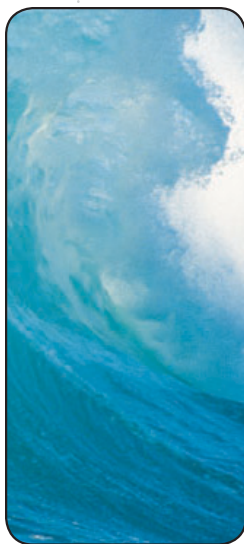
### **SURFACE WATER AMBIENT MONITORING PROGRAM**

This program, known as SWAMP, is a statewide monitoring effort that provides the scientifically sound data required to manage the state's water resources. The purpose of the program, also known as the "Clean Water Team", is to monitor and assess water quality to determine where we are meeting water quality standards and protecting beneficial uses. Data from SWAMP is used to compile the state's list of impaired water bodies, required by Section 305 (b) and 303 (d) of the federal CWA.

Another aspect of the SWAMP program is citizen monitoring conducted by community volunteers interested in watershed protection. Citizen monitoring activities include collecting water quality data, evaluating fish habitat, counting birds, or making visual observations of stream health. Community and resource managers use monitoring information to better protect California's waters. The State and Regional Boards are actively involved in citizen monitoring. The Boards provide technical assistance, training, data management consultation, outreach and education to citizen monitoring organizations. The Boards can also connect you to other interested volunteers and local technical experts. The program conducts monitoring directly and through collaborative partnerships and provides numerous information products, designed to support water resource management in California.



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### BEACHES

The Water Boards administer a program to protect public health from pathogen contamination in coastal waters. The program requires sampling and reporting of coastal county health agencies. If a sewage spill occurs or bacterial indicators show that the water quality standards have been violated, then the beach is closed or posted until the water quality is back within compliance. The Boards maintain the statewide database to collect and share beach water quality information and compiles the data into an annual report.

### OCEAN

The Water Board is responsible for the development and updating of statewide water quality control plans, policies and standards involving marine waters. These include the California Ocean Plan, the California Thermal Plan, and the Water Quality Control Plan for Enclosed Bays and Estuaries. The program is also responsible for providing scientific support to the Water Boards, and inter-agency coordination regarding marine pollution and resource management issues.



### Water Use Efficiency

The use of recycled water, desalinated water, and the push for water conservation have water quality impacts that have to be considered, and sometimes, regulated, by the Water Boards. For example, recycled water can impact the quality of groundwater due to salts or nitrates. Generally, these impacts are regulated by issuing WDRs and/or NPDES permits. Also, State Water Board approval is required for recycled water projects that entail a change in point of discharge, place of use, or purpose of use of treated wastewater. Finally, the State Water Board has authority to ensure that water is used reasonably and not wasted. All of these functions may require public hearings to allow the Boards to take into consideration the viewpoints of all interested members of the public.



### Water Rights

In California, water rights law is administered by the State Board. Although California's waters cannot be owned by individuals, the law allows individuals, groups, businesses, or governmental agencies to obtain the right to use reasonable amounts of water for specific purposes. This is accomplished, in part, through permits, licenses, and registrations issued from the State Board. This water must be used for a beneficial purpose such as domestic use, municipal and industrial use, or agricultural use. In its review of water rights applications, the State Board works to ensure that existing water right holders are protected from injury, that unreasonable effects to fish, wildlife and other instream uses are avoided, that the State's waters are put to the best possible use and that the public interest is served. Permits issued by the State Board specify the amounts and conditions under which the water can be taken and used. The Regional Boards are not directly involved in Water Rights activities, but may be consulted where appropriate.

The State Board manages the water rights program with three goals in mind: managing water resources in an orderly manner; preventing waste and unreasonable use of water; and protecting the environment. In terms of public participation, there are four opportunities associated with water right application processing: (1) a member of the public can file a protest against a water right, (2) the member can submit comments during the CEQA process, (3) if there is a hearing on the application, a member of the public can make a policy statement and may be able to participate in the hearing (protestants have a right to participate, others do not, but may be allowed to at the discretion of the hearing officer), and (4) they can file a petition for reconsideration. Water right permits and licenses are a matter of public record. You can check to see if someone you know has a water right permit by using the eWRIMS database



System. You can also find whether a water right exists for a piece of property if you know the location of the point of diversion (the geographic location at which water is taken from the water source). You can also visually inspect maps available on our GIS system at [waterightsmaps.waterboards.ca.gov/ewrims/gisapp.aspx](http://waterightsmaps.waterboards.ca.gov/ewrims/gisapp.aspx) using your Internet Browser.

## Bay-Delta Program

The Bay-Delta Watershed includes the Sacramento and San Joaquin Rivers, the Delta where those rivers converge, Suisun Marsh, and the embayments upstream of the Golden Gate. The watershed of the Bay-Delta Estuary is a source of water supplies for much of the state. The water is used for municipal, industrial, agricultural, and environmental purposes. The watershed is a source of drinking water for two-thirds of the state's population and millions of acres of productive farmland. The waterways of the Bay-Delta Estuary and its tributaries also provide critical habitat for numerous threatened and endangered species and recreationally and commercially important species, as well as other public trust values.

The Bay-Delta Program facilitates the development and review of plans and policies to protect beneficial uses of the Bay-Delta pursuant to the California Water Code and federal Clean Water Act. The State Water Board is responsible for developing and modifying the Bay-Delta Water Quality Control Plan which establishes water quality control measures needed to provide reasonable protection of beneficial uses of water in the Bay-Delta Watershed. The State Water Board also implements the Bay-Delta Plan through water rights and other measures and otherwise administers water rights in the Bay-Delta Watershed. Information on these activities is posted at the links below:

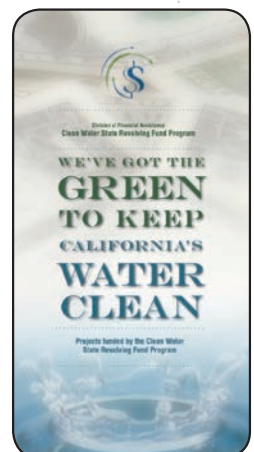
## Enforcement

The Water Boards are responsible for enforcement when the laws and regulations protecting our waterways are violated. Enforcement is a critical piece of the Water Boards' regulatory program. The principal goal of the enforcement function is to encourage compliance with applicable laws and regulations. Effective enforcement brings violators into compliance, deters future violations, prevents pollution from occurring, promotes prompt cleanup and corrects existing pollution problems, moreover, effective enforcement protects downstream water users and the environment. The enforcement function is handled by Water Board staff, including the State Board's Office of Enforcement. The Water Boards also work with federal, state and local law enforcement, as well as other environmental agencies to ensure a coordinated approach to protecting human health and the environment. The Boards' compliance activities include routing compliance inspections, review of required water quality monitoring reports, and recording violations in the California Integrated Water quality System (CIWQS) database. [www.waterboards.ca.gov/water\\_issues/programs/ciwqs/](http://www.waterboards.ca.gov/water_issues/programs/ciwqs/)

Any member of the public may report violations of water quality and water rights laws and regulations through the online environmental complaint system, by email, telephone and mail. More information on this can be found in Appendix #5.

## SUPPLEMENTAL ENVIRONMENTAL PROJECTS

The Water Boards may allow a discharger to satisfy part of the monetary assessment imposed in an administrative civil liability (ACL) order by completing or funding one or more Supplemental Environmental Projects (SEPs.) These are projects that enhance the



## Appendix #2

beneficial uses of the waters of the State, that provide a benefit to the public at large and that are not otherwise required of the discharger. SEPs are an adjunct to the Water Boards' enforcement program.

## Financial Assistance

The State Water Board provides loans and grants for constructing municipal sewage and water recycling facilities, remediation for underground storage tank releases, watershed protection projects, and for nonpoint source pollution control projects. The State Board also has several financial programs to help local agencies and individuals prevent or clean up pollution of the state's water. Funding for the loans and grant programs primarily comes from bonds passed by voters and monies provided by the federal government. Such bond funding includes funding for the Clean Beaches Initiative Grant Program and the Areas of Special Biological Significance Grant Program. Staff activities related to the financial assistance function vary somewhat depending on the objectives of the particular funding program. In general, they include development of guidelines, development of priority lists, providing assistance to applicants, reviewing applications, coordinating with other funding, making disbursements, collecting payments, and coordinating with US EPA. The State Board's process for making decisions regarding grant and loan monies includes opportunities for the public to voice support, opposition or concern. Informational workshops may be held prior to the rendering of decisions.

## Proposition 1

Proposition 1, Water Quality, Supply, and Infrastructure Improvement Act was approved by California voters in late 2014. The Proposition authorizes \$7.545 billion

in general obligation bonds for state water supply infrastructure projects such as public water system improvements, surface and groundwater storage, drinking water protection and advanced water treatment technology. Proposition 1 (Assembly Bill 1471, Rendon) authorized \$7.545 billion in general obligation bonds for water projects including surface and groundwater storage, ecosystem and watershed protection and restoration, and drinking water protection. The State Water Board will administer Proposition 1 funds for five programs.

## Groundwater

Groundwater is one of California's greatest natural resources, making up a significant portion of the state's water supply and serving as a buffer against the impacts of drought and climate change. During a typical year, groundwater makes up approximately 40 percent of California's total water supply, and makes up to 60 percent (or more) during dry years. Groundwater is a major source of the state's drinking water supply; approximately 33 million Californians - including almost everyone who lives in rural areas - use groundwater from either a public water supply or a private domestic well for drinking or other household uses. Groundwater is also used in agriculture to irrigate crops, and in industry and manufacturing for cooling and rinsing. Additionally, groundwater replenishes streams, creeks, rivers, and wetlands that support wildlife, including threatened and endangered species.

Because groundwater is not easily visible, it is often taken for granted, putting important drinking water and irrigation sources at risk of contamination or going dry. Biological contaminants like manure and septic systems, industrial pollutants (such as pesticides, petroleum products, and industrial solvents, and over usage can all

# Get involved...

threaten groundwater supply and quality. The 2014 Sustainable Groundwater Management Act (SGMA) established a framework for sustainable, local groundwater management for the first time in California history. SGMA creates new authorities for local Groundwater Sustainability Agencies (GSAs), and requires development of Groundwater Sustainability Plans (GSPs) in certain high-use groundwater basins. In addition, SGMA authorizes the State Water Board to protect groundwater resources in areas where local and regional agencies are unable or unwilling to sustainably manage the groundwater within their jurisdiction.

The Water Boards protect groundwater through a variety of its regulatory and planning programs. The key elements of this approach include:

- Identifying and declaring beneficial uses and water quality objectives
- Regulating activities that can impact the beneficial uses of groundwater
- Preventing future groundwater impacts through ongoing planning, management, education, monitoring, and funding.

## Oil and Gas: Monitoring and Wastewater

Some California oil and gas production activities, that may have an impact on water quality, are conducted near and in EJ communities. The State Board has begun to address concerns relative to its regulatory authority. The State Water Board developed Model Criteria for Groundwater Monitoring to assess potential impacts to groundwater from oil well stimulation treatments, including hydraulic fracturing (fracking). Use of the Model Criteria will help to prioritize groundwater monitoring that is or has the potential to be a source of

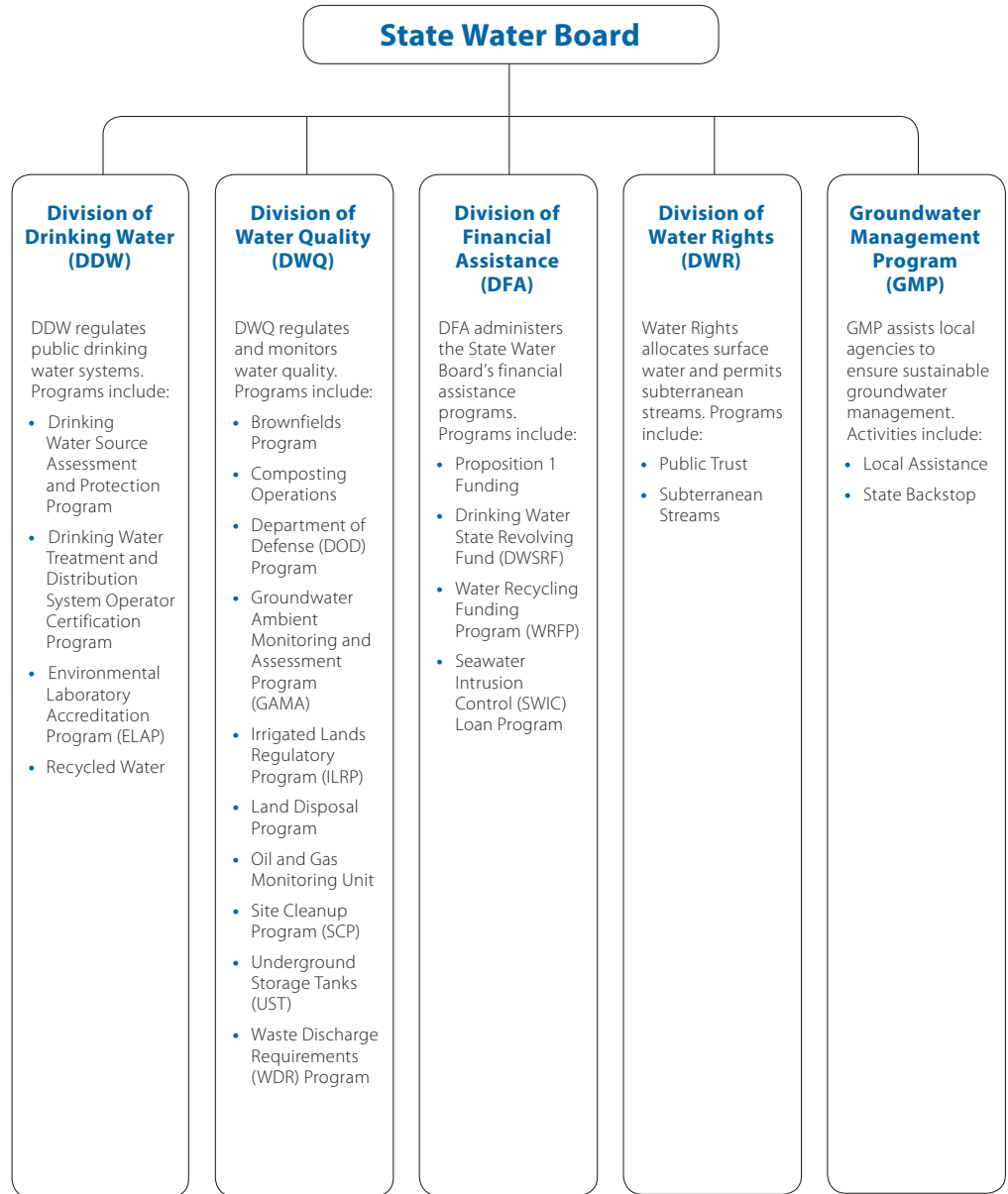
drinking water. The State Water Board has also been working with the Department of Conservation (Division of Oil, Gas, and Geothermal Resources (DOGGR)) to assess any potential threats to public health or water quality associated with Underground Injection Control (UIC) wells. The State Water Board has been working to identify water supply wells located in the vicinity of the wells of concern. Water samples have been collected and the results have been provided to the well owners.

Appendix #2

*...working together*

## How do the Water Boards protect groundwater?

The California Water Boards protect groundwater through a number of programs operated at both the State and Regional Board levels.





In addition, the Water Boards protect groundwater through activities that:

### Identify and update beneficial uses and water quality objectives

- The Water Boards adopt and implement numerical and narrative standards called water quality objectives (WQOs) to protect beneficial uses of groundwater. For example, if groundwater quality is considered adequate for drinking water, then the protection standard for any pollutant in the groundwater would be equivalent to, or lower than, the State's drinking water standard, or maximum contaminant level (MCL) for protection of human health. If, for example, the groundwater is considered adequate for crop irrigation, industrial processes, or stream replenishment, then the protection standard would be based on pollution limits protective of those uses.
- In order to implement appropriate protection standards for groundwater, the Water Boards identify the actual and likely future groundwater uses, and the applicable protection standards for each groundwater basin. Groundwater beneficial uses and WQOs are included in their respective Regional Board Basin Plans. Additional information on a region's Basin Plan(s), and the update process, is available on the respective Regional Water Board website.

### Regulate activities that can impact the beneficial uses of groundwater

- The Water Boards implement several programs that regulate the discharge of pollutants to the ground, and cleanup pollution within the ground. These programs aim to prevent the release of hazardous substances from a variety of facilities – such as landfills, waste disposal sites, service stations, refineries, and other industrial facilities. These programs also aim to clean up spills and leaks that may occur.

### Prevent future groundwater impacts through planning, management, education, monitoring, and funding

- In addition to its regulatory programs, the Water Boards play an important role in facilitating and promoting development of groundwater management strategies and implementation of groundwater protection concepts at the local level.
- Focused ambient groundwater monitoring is an important part of preventing future impacts because it provides a baseline evaluation of regional groundwater quality. The Groundwater Ambient Monitoring and Assessment (GAMA) program involves sampling community and domestic water supply wells for a variety of historic and emerging pollutants using ultra-low detection limits. The Water Boards use these data to help prioritize cleanup work and permitting decisions to ensure that high quality groundwater is protected.
- The State Water Board provides grants and loans for constructing municipal sewage and water recycling facilities, remediation for underground storage tank release, watershed protection projects, nonpoint source pollution (NPS) control projects, public drinking water system projects, and other projects. The State Water Board has several financial programs to help local agencies and individuals prevent or cleanup pollution of the state's surface water and groundwater.

## Appendix #2

...working together

## Drinking Water

In 2013, an estimated 37.7 million (more than 98 percent) of the state's 38.3 million residents received their water from public water systems. The remaining population received water either from private wells or very small water systems not regulated by the state. About half of California's drinking water is drawn from surface water, and the other half comes from groundwater. (Surface water is from lakes, rivers, streams, reservoirs, and the ocean; groundwater is found below the earth's surface.)

The regulation of water supply, water quality, and the various types of water systems that serve drinking water is shared among several agencies, including local agencies, in California. However, California took a major step forward in integrating the regulation of water quality when it transferred the state-level Drinking Water Program from the California Department of Public Health to the State Water Board in 2014.

The State Water Board, as the federally designated primacy agency for the drinking water program in California, is responsible for the implementation of the federal Safe Drinking Water Act (SDWA) and has overall responsibility for implementation of the California SDWA as defined in the California Health & Safety Code and the California Code of Regulations. The State Board's oversight covers both drinking water regulatory responsibilities and financial assistance responsibilities.

Six state governmental departments have some responsibility over the quality of the state's water; however, the State Water Board is the only state agency responsible for the quality of the state's drinking water. The Water Board's main responsibilities are: issuing permits to drinking water systems, inspecting water systems, reviewing and approving proposed treatment facilities,

monitoring water quality, setting and enforcing drinking water standards and requirements and administering and awarding infrastructure grants and loans. The Water Board's drinking water program is carried out by staff located in district offices located throughout the state.

The State Board's responsibility for the quality of the state's drinking water sources begins at the point where water is pumped from a drinking water well or surface water intake point. Before the water is pumped, the State and Regional Water Boards maintain responsibility for the quality of these drinking water sources. The State Board directly regulates: 730 large public water systems and 3,232 small public water systems (fewer than 1,000 connections).

### REGULATORY RESPONSIBILITIES

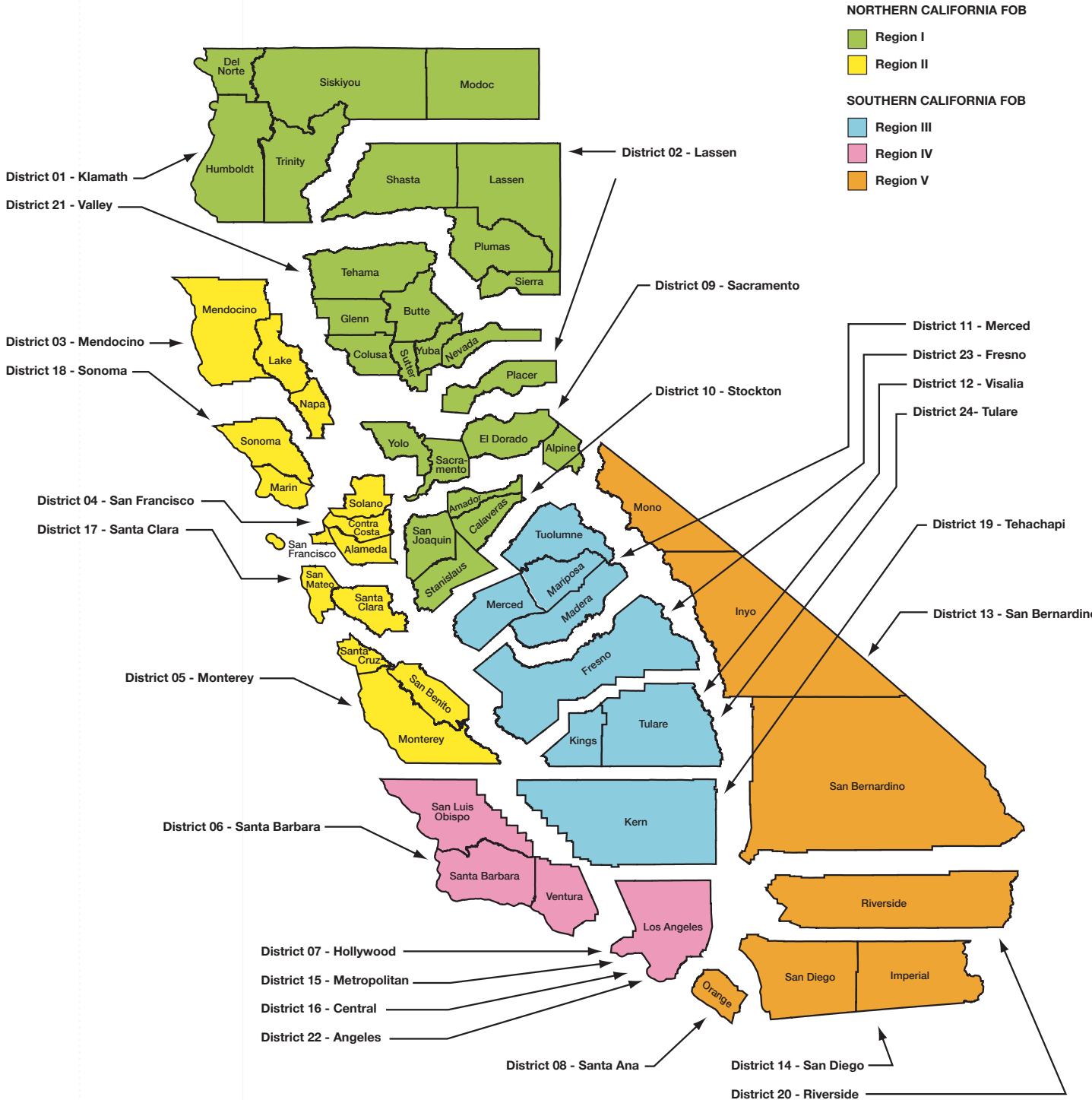
The implementation of the drinking water program involves: (1) establishment of drinking water standards, (2) certification of operators and point-of-use treatment devices, and (3) direct regulation of public water systems (PWS) with the authority to delegate oversight responsibility of small water systems (PWS with less than 200 service connections) to local county health departments. The regulation of public water systems includes: (1) issuance of permits covering the approval of water system design and operation procedures, (2) inspection of water systems, (3) the enforcement of laws and regulations to assure that all public water systems routinely monitor water quality and meet current standards, and (4) assuring notification is provided to consumers when standards are not being met. The Environmental Laboratory Accreditation Program (ELAP) is responsible for accreditation of environmental testing laboratories submitting data to the Water Boards and many other California regulatory agencies.



Appendix #2

# Division of Drinking Water - District Offices

Headquarters Office | 1001 I St, 24th Floor | Sacramento CA 95814 | (916) 449-5600



Rev: JAN 2017





## Division of Drinking Water District Offices

<b>REGION I</b>		
<p><b>District 1 - Klamath</b>  <b>District 2 - Lassen</b>  <b>District 21 - Valley</b>                  364 Knollcrest Drive, Suite 101                  Redding, CA 96002                  (530) 224-4800</p>	<p><b>District 9 - Sacramento</b>                  1001 I St, 13th Floor                  Sacramento, CA 95814                  (916) 449-5681</p>	<p><b>District 10 - Stockton</b>                  31 E. Channel Street, Room 270                  Stockton, CA 95202                  (209) 948-7696</p>
<b>REGION II</b>		
<p><b>District 03 - Mendocino</b>  <b>District 18 - Sonoma</b>                  50 D Street, Suite 200                  Santa Rosa, CA 95404                  (707) 576-2145</p>	<p><b>District 4 - San Francisco</b>  <b>District 17 - Santa Clara</b>                  850 Marina Bay Parkway                  Bldg. P, Second Floor                  Richmond, CA 94804-6403                  (510) 620-3474</p>	<p><b>District 05 - Monterey</b>                  1 Lower Ragsdale Dr.                  Bldg.1, Suite 120                  Monterey, CA 93940                  (831) 655-6939</p>
<b>REGION III</b>		
<p><b>District 11 - Merced</b>  <b>District 12 - Visalia</b>  <b>District 23 - Fresno</b>  <b>District 24 - Tulare</b>                  265 West Bullard Ave, Suite 101                  Fresno, CA 93704                  (559) 447-3300</p>	<p><b>District 19 - Tehachapi</b>                  4925 Commerce Dr., Suite 120                  Bakersfield, CA 93309                  (661) 335-7315</p>	
<b>REGION IV</b>		
<p><b>District 6 - Santa Barbara</b>                  1180 Eugenia Place Suite 200                  Carpinteria, CA 93013                  (805) 566-1326</p>	<p><b>District 7 - Hollywood</b>  <b>District 15 - Metropolitan</b>  <b>District 16 - Central</b>  <b>District 22 - Angeles</b>                  500 North Central Avenue, Suite 500                  Glendale, CA 91203                  (818) 551-2004</p>	
<b>REGION V</b>		
<p><b>District 13 - San Bernardino</b>                  464 W. 4th Street Room 437                  San Bernardino, CA 92401                  (909) 383-4328</p>	<p><b>District 14 - San Diego</b>                  District 20 - Riverside                  1350 Front Street, Room 2050                  San Diego, CA 92101                  (619) 525-4159</p>	<p><b>District 8 - Santa Ana</b>                  605 West Santa Ana Blvd                  Building #28, Room 325                  Santa Ana, CA 92701                  (714) 558-4410</p>



# Get involved...

## Water Board Meetings

### What to Expect When Attending

Board meetings are most often held on the same premises as the Boards' offices. The rooms are typically arranged in a "theatre style" with the Board members sitting at the front of the room and key staff seated nearby. In most cases, the Board Chairperson will run the meeting. Copies of the agenda and supporting documents are typically made available at the back of the room in limited numbers. Most copies are emailed to the designated mailing list beforehand. Those individuals without access to a computer can request receipt of paper copies by mail.

Individuals who require language services, written translation or oral interpretation, may request such services by contacting the Office of Public Participation (OPP) at least two weeks prior to the meeting date. OPP can be reached at (916) 341-5254. Individuals who require special accommodations due to a disability may request assistance by contacting the State Board's Office of Employee Assistance at (916) 341-5880.

#### MAKING ORAL COMMENTS AND PREPARING WRITTEN COMMENTS

Every meeting provides an opportunity for the public to provide comments on items on the agenda. Meeting notices and agendas spell out time limits for oral comments and submittal deadlines for written comments, so please pay careful attention to these notices and agendas. The notice also contains such helpful information as the name, email and telephone number of the designated staff contact.

**Making Oral Comments** - Persons wishing to speak at the meeting will be asked, but are not required, to complete an attendance card. The attendance card asks for the person's name, organization,

amount of time requested, and agenda item involved. As you begin to speak, identify yourself with your name and organizational affiliation. This is helpful for the record, as well as for the benefit of those listening via the internet in the case of State Board web casts. Again, providing identifying information is not required in order to speak during the public comment period. Oral comments should be concise and directed to specifics of the item under discussion to enable the Boards to be fully informed and take appropriate action. If you plan to use visual aids such as PowerPoint, contact Water Board staff prior to the meeting or workshop to ensure that equipment will be available and ready for use.

You may be asked to limit your oral presentation in the interest of allowing all who wish to speak to do so. Where speakers can be grouped by affiliation or interest, such groups should select a spokesperson and not be repetitive. Also be aware that Water Board members or staff may ask you questions or request clarification.

**Preparing written comments** - The public is welcome to prepare written comments for the Boards' consideration. Submit your written comments prior to the event by mail or by fax and indicate the name of the item or issue to which your comments pertain. In some cases, multiple copies of your written comments may be required. If written materials were required to be submitted prior to a meeting or workshop, don't attempt to hand out material at the event as Board Members will not have a chance to read them during the meeting.



# Public Comments

## How Public Comments are Used

Public comments help to document public interest in an agency decision. Comments can be provided through public hearing transcripts, public meetings, email correspondence, verbal communications, and/or letters written to the Water Boards.

### RESPONSE TO COMMENTS

Public comments are always appreciated, reviewed and considered. However, in some cases, the Water Boards are required to prepare a response to public comments.

Generally, a response to public comments will:

- Describe which provisions, if any, of the draft have been changed because of the comments, and
- Describe and respond to all significant comments on the draft raised during the public comment period.

Where appropriate, similar comments from different parties may be grouped together when responding to them, so that the commenters are identified, but the response addresses the issue as a whole.

### NOTIFICATION OF RESPONSE

Responses to comments are typically posted on the Water Boards' Web site(s), with paper copies available upon request.



# Get involved...

## Environmental Complaints

### How to File an Environmental Complaint

Important information about potential violations of environmental laws oftentimes comes from vigilant members of the public. If you have seen an activity which you believe may be a violation of water quality or water rights laws, the Water Boards and Cal/EPA would like to know about it.

Complaints can be submitted online, by phone, by email, by letter and in person to any Water Board office.

All complaints should contain some basic information, including:

- Description of the problem or incident;
- Location of the incident (address, cross streets, other description);
- Time and date when the problem occurred or was observed;
- Contact information if we need additional information, unless you wish to remain anonymous; and

#### On-Line Complaints can be filed at:

<https://calepacomplaints.secure.force.com/complaints/>

Complaints may be filed in English or Spanish and a graphic of the online complaint form is found on the next page. In some cases, your complaint may be referred to a local agency for resolution. You can also attach pertinent photos, videos and documents.

Complaints received through this website are assigned to one or more state agencies within CalEPA to investigate. Those relating to water are assigned to and handled by the Water Boards. Complaints addressed by the Water Boards can cover a wide variety of topics. Many of the complaints fall into one or more of the following categories.

#### Wastewater

Problems associated with sewage collection and treatment systems, such as raw sewage spills and septic system failure.

#### Water Rights

Include activities related to diversion of water that is unauthorized, result in wasteful or non-beneficial use of water, cause harm to public trust resources, and other perceived water rights violations..

#### Stormwater

Illegal discharges to stormwater conveyance systems, such as ditches, storm drains, or stormwater retention basins, and storm drains. Illegal stormwater discharges may include litter, manure, stockpiling, erosion, sediment, chemicals, and soaps.

#### Drinking Water

Problems associated with drinking and public water supply, water treatment and distribution systems, water reclamation / recycling, and contamination of water supply.



## Appendix #5

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**Water Waste**

Complaints regarding water waste are not handled by the Water Boards. These complaints include reports of inefficient and wasteful water use, including practices that are in violation of emergency conservation regulations prohibitions and requirements. To report water waste in California, go to: <http://saveourwater.com/>

**Cal-Tip:** You can also report instances of pollution by using CalTIP. CalTIP (Californians Turn In Poachers and Polluters) is a confidential secret witness program that encourages the public to provide the Department of Fish and Game with factual information leading to the arrest of poachers and polluters. CalTIP gives Californians an opportunity to help protect the state's fish and wildlife resources. The toll free telephone number operates 24 hours a day, 7 days a week. You do not have to give your name. The number is 888 334-2258.

Appendix #5

Get involved...

**CalEPA Environmental Complaint System**

Start      Details      Complete      Confirmation

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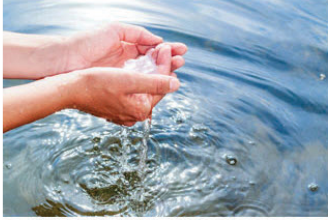

Language Preference/Preferencia de Idioma

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SELECT AN IMAGE TO REPORT A PROBLEM

More than one may be selected

Air  ?      Water  ?      Toxic Substances  ?

Pesticides  ?      Solid Waste  ?


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IS THIS AN EMERGENCY?

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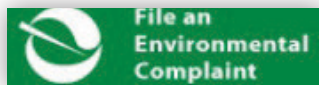
ARE YOU REPORTING WATER WASTE?

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IS THIS REGARDING PROPOSITION 65?

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Captcha  
 Please enter the text displayed into the box to continue



## Appendix #6

# Enforcement Actions for Water Quality Violations



The Water Boards can take enforcement actions for many types of violations, including whenever there is a violation of a permit condition, or a violation of a water quality standard at an unpermitted facility. The Boards have several enforcement options, including orders, fines, or judicial referrals.

For short-term cleanups, requiring immediate action, such as after a spill, an erosion problem, or a waste pond overflow, the Board uses **Cleanup and Abatement Orders (CAO)**. A CAO is usually issued directly by the Board's Executive Officer. The order lists specific actions that must be done by the discharger and a time schedule for those actions.

The Board can also issue a **Cease and Desist Order** for permit violations. This type of order is prepared by staff. The Board makes final decisions at a public hearing. These orders usually include time schedules for specific activities and sometimes set interim permit limits.

The Board has the authority to impose fines, called **Administrative Civil Liabilities (ACLs)**, if a discharger violates permit conditions, standards, or time schedules. ACLs can also be used for late or incomplete reports that were required to be submitted pursuant to a "13267" order which refers to an existing, suspected or planned discharge into state's waters. The amount of an ACL can be based on the volume of an illegal discharge (up to \$10 per gallon), the duration of an illegal discharge (up to \$10,000 per day), or on the length of time a report is late (up to \$1,000 per day).

To assess an ACL, staff prepare a complaint that notes the violations and proposes a fine. The discharger can either choose to pay the fine and waive a hearing before the Board, or proceed with a hearing. If there is a hearing, the Board can uphold staff's position or raise, lower, or dismiss the fine. In some cases, dischargers have proposed, and the Board has accepted, environmental projects in lieu of a portion of the fine. In these cases, a portion of the fine may be suspended until the project is completed. Payment of that portion of the fine may be canceled. It is Board policy that at least some portion of a fine be paid to the State even if there is an environmental project. Board staff time costs are usually recovered in the fine.

**Referral of a case** to the Attorney General or a District Attorney for prosecution in the courts, is the final option the Board has for enforcement. These kinds of cases can be either civil or criminal, and remedies include fines that are significantly higher than ACLs, injunctions, or in criminal cases, jail sentences.

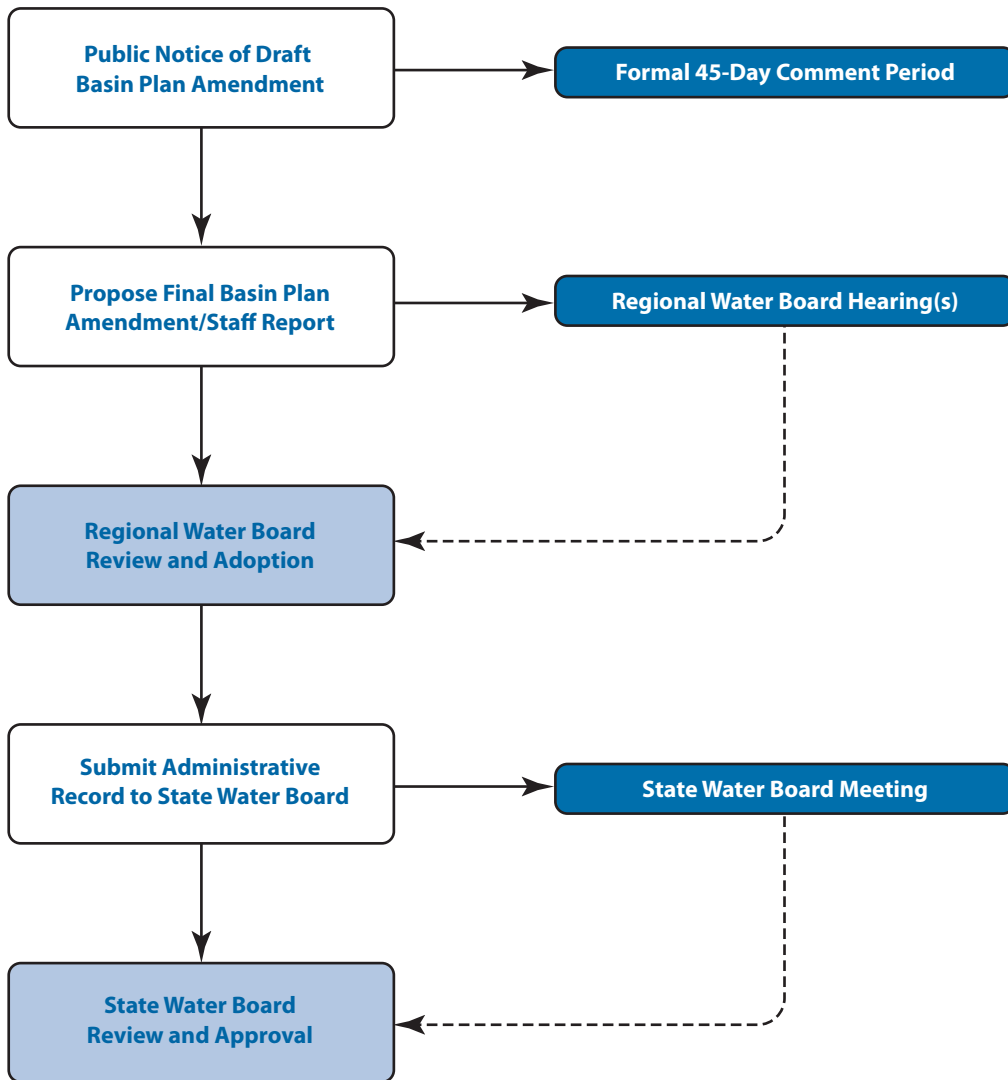
Citizens may file suit to enforce permit conditions for any federal Clean Water Act permit the Board issues. Under this option, the citizen, or a group of citizens (such as environmental organizations), must give 60 days notice of intent to sue. If the Board takes an enforcement action during that time, it usually negates the citizen action. If the Board chooses not to pursue enforcement, then the citizen suit can proceed.



Appendix #7

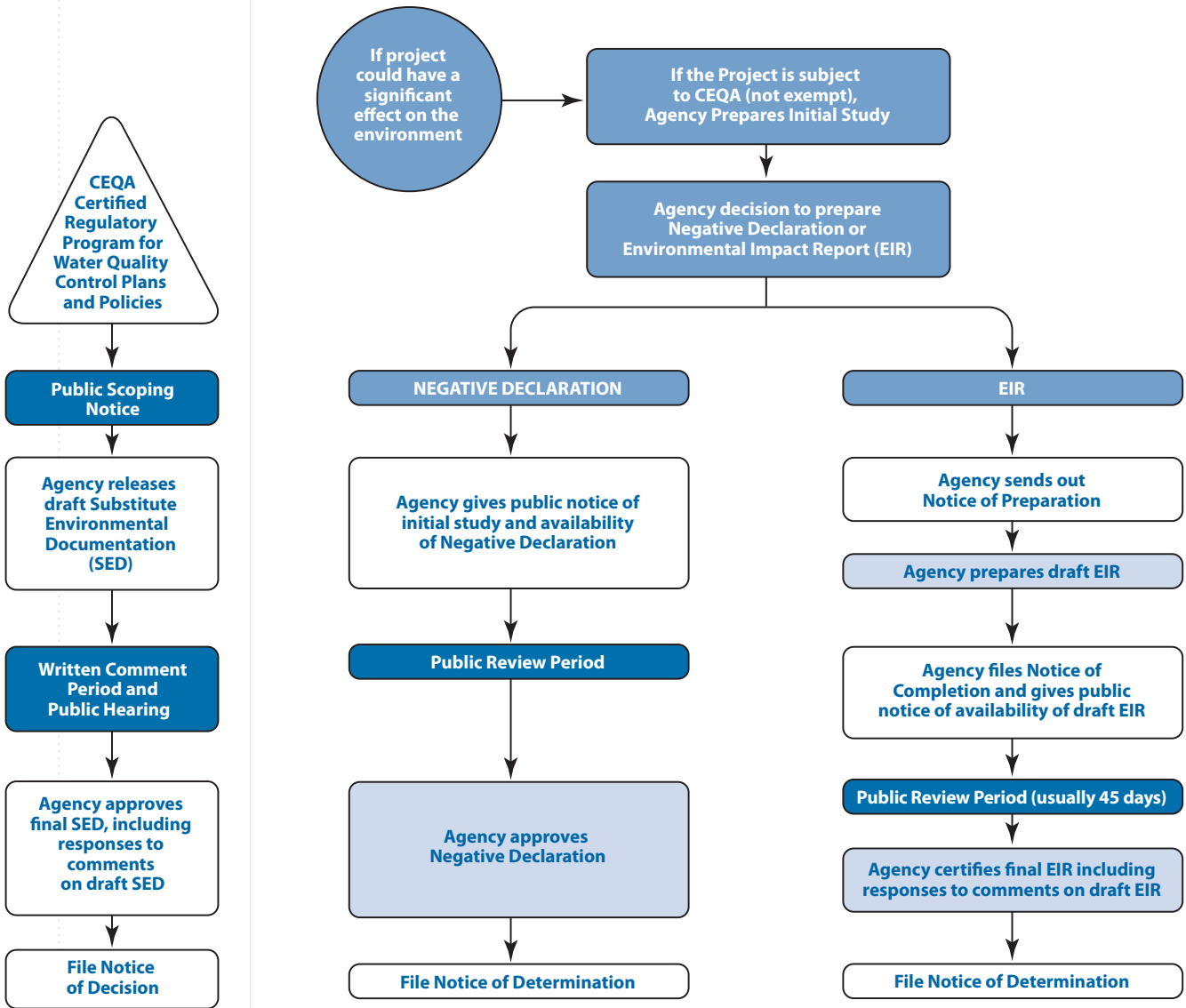
*Get involved...*

# Basin Planning Process



Appendix #8

# California Environmental Quality Act (CEQA) Process\*

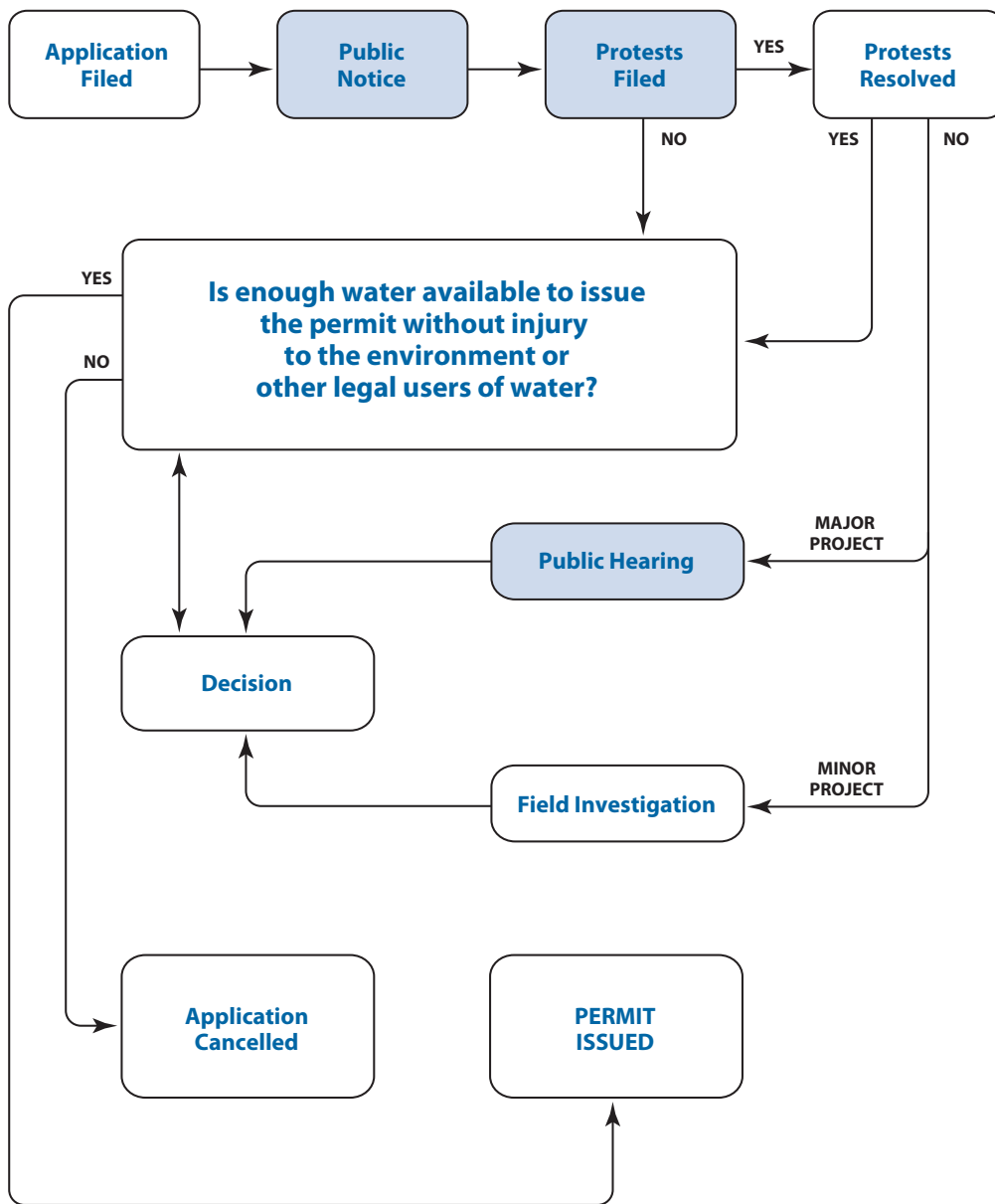


\* Refer to CEQA Guidelines, Appendix A for complete flowchart. <http://ceres.ca.gov/ceqa/guidelines/appa.html>

Appendix #9



# Water Rights Application to Permit Process



# Glossary of Water Words

**Administrative Civil Liability (ACL):** Fines imposed by the Boards related to violations of permit conditions, standards, or time schedules.

**Anti-degradation Clause:** Part of federal and state water quality standard requiring a balancing of the public's interest before allowing water quality to be degraded. The Water Boards policy on anti-degradation is often referred to as 68-16, after the resolution that first adopted it.

**Bagley-Keene Open Meeting Act:** State law requiring state entities such as the Water Boards to notify the public of upcoming meetings and to conduct them in public.

**Beneficial Uses of Water:** The uses of water protected against degradation, such as: domestic, municipal, agricultural and industrial supply; power generation; recreation; aesthetic enjoyment; navigation and preservation of fish and wildlife, and other aquatic resources or preserves.

**Brownfield:** With certain legal exclusions and additions, the term "brownfield site" means real property, the expansion, redevelopment, or reuse of which may be complicated by the presence or potential presence of a hazardous substance, pollutant, or contaminant.

**California Environmental Protection Agency (Cal/EPA):** Often referred to simply as Cal/EPA, the umbrella agency responsible for protecting environmental quality throughout the state. Cal/EPA acts at the agency level for the five state boards, departments and office within it. These are the Department of Toxic Substances Control, Department of Pesticide Regulation, Office of Environmental Health Hazard Assessment, Air Resources Board, and the California Water Boards.

**California Environmental Quality Act (CEQA):** The established state policy of environmental protection. CEQA requires the review, identification, and mitigation of potential effects of proposed projects on the environment.

**California Water Code (CWC):** Compilation of statutes related to water resources.

**Cease and Desist Order (CDO):** Order issued by Regional Boards for violation or threatened violation of waste discharge requirements and NPDES permits. The order requires the discharger to comply immediately, comply in accordance with a time schedule or in the event of a threatened violation, take remedial or preventive action.

**Citizen Monitoring:** Efforts made by community volunteers to monitor the local water quality conditions.

**Clean Water Act (CWA):** Federal legislation to restore and maintain the chemical, physical and biological integrity of the surface waters of the United States. The stated goals of the Act are that all waters be fishable and swimmable.

**Cleanup and Abatement Order (CAO):** An order which requires a discharger to clean up waste, abate its effects, and, in a case of threatened pollution, take necessary remedial action.

**Community Water System:** A public water system that serves at least 15 service connections used by yearlong residents or regularly serves at least 25 yearlong residents of the area served by the system.

**Conditional Waiver:** Method of regulating discharges of waste that could also affect water quality. Alternative to Waste Discharge Requirements. Functionally very similar to waste discharge requirements.



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**Discharger:** Any person who proposes to discharge or discharges waste that could affect the quality of California waters. The term also includes any person who owns, or is responsible for the operation of, a waste management unit.

**Draft WDRs:** A preliminary set of waste discharge requirements drafted and published by the State Water Board or Regional Board and is subject to public review and comment before final action on the application

**Environmental Impact Report (EIR):** A document required by the California Environmental Quality Act (CEQA) that assesses the environmental effects of a project proposed to be approved or carried out by a state or local agency.

**Environmental Impact Statement (EIS):** Required by the National Environmental Policy Act, this document analyzes the effects of major federal projects on the environment. It must be filed with the President and the Council on Environmental Quality, and made available to the public.

**Environmental Protection Agency (U.S. EPA):** Federal regulatory agency responsible for protecting environmental quality throughout the nation. It acts in an oversight role to state environmental agencies that carry out federal laws.

**Fracking:** Hydraulic fracturing, or “fracking”, is the process of drilling and injecting fluid into the ground at a high pressure in order to fracture shale rocks to release natural gas inside.

**General Permit:** A set of general Waste Discharge Requirements that is applicable to a class or category of dischargers.

**Groundwater:** The supply of water found underground, usually in aquifers, which supply wells and springs.

**Low Impact Development (LID):** Storm water management practices in land development conducted to minimize impacts on the natural environment.

**Maximum Contaminant Level:** Standards that are set by the United States Environmental Protection Agency (EPA) for drinking water quality. An MCL is the legal threshold limit on the amount of a substance that is allowed in public water systems under the Safe Drinking Water Act.

**Mitigation:** Steps taken to reduce adverse impacts on the environment.

**Municipal Discharge:** Discharge of effluent from treatment plants that receive wastewater from households, commercial establishments, and industries.

**National Pollutant Discharge Elimination System (NPDES):** A provision of the Clean Water Act that prohibits discharge of pollutants into waters of the United States unless a permit is issued that complies with the Clean Water Act. The State and Regional Boards issue WDRs that serve as NPDES permits in California.

**Negative Declaration:** A statement provided by a CEQA lead agency indicating that the proposed project has no significant environmental impacts.

**Noncommunity Water System:** A public water system that is not a community water system.

**Nonpoint Source Pollution:** Pollution which cannot be traced back to a discrete origin or source (e.g., a pipe) such as stormwater runoff, water runoff or failed septic systems.

**Nonpoint Sources:** Diffuse pollution sources that are not subject to NPDES permitting. The pollutants are generally carried off the land by runoff. Common non-point sources are agriculture, forestry, mining, dams, and stormwater runoff from non-urbanized areas.

**Nontransient Noncommunity Water System:** A public water system that is not a community water system and that regularly serves at least 25 of the same persons over six months per year.

**Ocean Plan:** The water quality control plan for California’s near-coastal waters, first adopted by the State Water Board in 1972.

## Appendix #10

...working together

**Once Through Cooling (OTC):** Water (fresh or saline) that is withdrawn from a river, stream or other water body, or a well, that is passed through a steam condenser one time, and then returned to the stream or water body some distance from the intake. Once-through cooling water is used to exchange the heat from the steam condensers commonly used in power production plants to the cooler water.

**Order:** Adjudicatory decision issued by a Water Board or its delegated staff.

**Point Source:** Any single identifiable source of pollution from which pollutants are discharged, such as a pipe, ditch, ship or factory smokestack.

**Pollution:** The alteration of the quality of waters of the state to the degree that the beneficial uses are unreasonably affected or water quality standards are violated.

**Porter Cologne Water Quality Control Act (Porter Cologne Act):** Anti-pollution legislation enacted by the California Legislature in 1970. It provides a framework for the regulation of waste discharges to both surface and ground waters of the state. It further provides for the adoption of water quality control plans and the implementation of these plans by adopting waste discharge requirements for individual dischargers or classes of dischargers.

**Publicly-Owned Treatment Works (POTWs):** A wastewater treatment plant that is owned by a state, unit of local government or Indian Tribe, usually designed to treat domestic wastewaters. The term also may include devices and systems used by those entities in the storage, treatment, recycling and reclamation of municipal sewage or liquid industrial wastes.

**Public Notice:** A notice which describes the activity for which approval is being sought or the action that is being proposed, identifies the person, business, or local government seeking approval of a specific course of action, and the statutory authority involved. Moreover, it typically states the location and time where the proposed activity or action will be considered and how public comments may be submitted.

**Public Records Act:** Enacted by the California Legislature in 1967 to ensure that citizens could gain prompt access to government records and documents upon request. Government agencies have 10 days to respond to a Public Records Act request.

**Public Trust:** The right of the state to protect the public interest in navigation, commerce, and fishing of navigable waters and their tributaries, and, more recently, to a broader range of values.

**Public Water System:** A system for the provision of water for human consumption through pipes or other constructed conveyances that has 15 or more service connections or regularly serves at least 25 individuals daily at least 60 days out of the year. A public water system includes the following: (1) any collection, treatment, storage, and distribution facilities under control of the operator of the system that are used primarily in connection with the system, (2) any collection or pretreatment storage facilities not under the control of the operator that are used primarily in connection with the system, or (3) any water system that treats water on behalf of one or more public water systems for the purpose of rendering it safe for human consumption.

**Receiving Waters:** A river, lake, ocean, stream or other watercourse into which effluent is discharged.

**Recycled Water:** Water that is used more than one time before it passes back into the natural hydrologic system and is suitable for a beneficial use due to treatment.

**Regional Water Quality Control Boards (Regional Boards):** The nine Regional Boards located throughout California are defined by watersheds, and are responsible for enforcing water quality standards within their boundaries.

**Resolution:** A formal action that is adopted by the State or Regional Board on a variety of official matters. Resolutions are used to approve basin plans and to award grants and loans.

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**Riparian Water Rights:** Rights that come with the ownership of land adjacent to a water source wherein owners of land adjacent to a stream have the right to make reasonable use of a correlative share of the natural flow stream.

**Safe Drinking Water Act:** The Safe Drinking Water Act (SDWA) is the federal law that protects public drinking water supplies throughout the nation. Under the SDWA, EPA sets standards for drinking water quality and with its partners implements various technical and financial programs to ensure drinking water safety.

**Sewage:** The waste and wastewater produced by residential and commercial sources and discharged into sewers.

**Sewage Treatment Plant:** A facility designed to receive wastewater from domestic and industrial or commercial sources and to treat it by removing materials that could damage water quality and threaten public health if they were discharged into receiving streams or bodies of water.

**Small Community Grant Program:** Most recently funded by Proposition 40 and Proposition 50, it provides grant assistance for the planning, design, and construction of publicly-owned wastewater treatment and collection facilities. Grants are available for small communities (i.e., with a population of 20,000 persons, or less) with financial hardship (i.e., annual median household income is 80 percent of the statewide median household income, or less).

**Stakeholder:** Any organization, governmental entity, or individual that has an interest in, or may be impacted by, an official State Board or Regional Board action.

**State Revolving Fund (SRF):** This program, capitalized in part by federal funds, provides low-interest loans for construction of publicly owned wastewater treatment and water recycling facilities, for implementation of nonpoint source and storm drainage pollution control management programs, and for the development and implementation of estuary conservation and management programs.

**Storm Water Discharges:**

Wastewater discharges originating as a result of storm induced flow that accumulates pollutants as it traverses the geography of an area or a watershed.

**Surface Water:** All water naturally open to the atmosphere (rivers, lakes, reservoirs, ponds, streams, impoundments, seas, estuaries, etc.).

**Thermal Plan:** Common name for the Water Quality Control Plan for Control of Temperature in the Coastal and Interstate Waters and Enclosed Bays and Estuaries of California, last amended by the State Water Board in 1975.

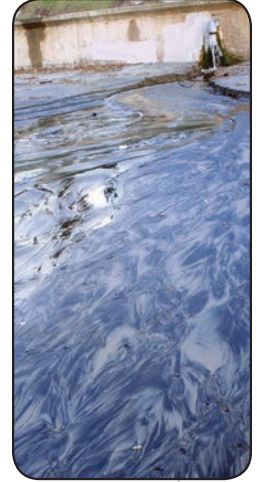
**Total Maximum Daily Load (TMDL):** An evaluation of the condition of an impaired surface water on the Section 303(d) List that establishes limitations on the amount of pollution that water can be exposed to without adversely affecting its beneficial uses, and allocating proportions of the total limitation among dischargers to the impaired surface water.

**Triennial Review Process:** A process with its origins in the Clean Water Act of reviewing the efficacy and currency of the provisions in Basin Plans and statewide plans on a three year cycle, and updating as appropriate.

**Underground Storage Tank (UST):**

A tank located at least partially underground and designed to hold gasoline or other petroleum products or chemicals.

**Urban Runoff:** Storm water from city streets and adjacent domestic or commercial properties that carries pollutants of various kinds into the sewer systems and receiving waters.



## Appendix #10

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**Waiver of Waste Discharge Requirements:**

An alternative regulatory option to Waste Discharge Requirements (WDRs). Section 13269 of the Water Code authorizes the State Board and the Regional Boards to issue individual or general “waivers of WDRs” in lieu of issuing WDRs for specific discharges or specific types of discharges, as long as the waivers are consistent with applicable water quality control plans and are in the public interest. Waivers of WDRs must contain conditions, and may also contain requirements for monitoring and payment of fees. Waivers of WDRs do not exceed 5 years in duration and may be terminated at any time.

**Waste Discharge Requirements (WDR):**

The order adopted by the Regional Boards that regulates discharges of waste to surface water and discharges of waste to land. WDRs are often synonymous with “permits.” WDRs that regulate point source discharges to waters of the United States also serve as permits under the federal Clean Water Act.

**Water Quality Certification:** State certification required by the Clean Water Act that a federally permitted activity meets state water quality standards.

**Water Quality Control Plan (Basin Plan):**

Each Regional Board establishes the beneficial uses of the waters within the region. The plan contains numeric and/or narrative water quality objectives and spells out a program by which the objectives can be achieved within their boundaries. The State Water Board also adopts water quality control plans (e.g., the Ocean Plan).

**Water Quality Objective:** The allowable “limits or levels of water quality constituents or characteristics that are established for the reasonable protection of beneficial uses of water or the prevention of nuisance within a specific area.”

**Water Quality Standard:** Legally binding norms that describe the desired ambient condition (i.e., level of protection) for a waterbody.

**Wildlands:** Forests, brush and grasslands with little human intrusion.

**303 (d) List:** List of waters that do not meet applicable water quality standards with technology-based controls alone. List required by section 303 (d) of the federal Clean Water Act. Water bodies on the 303(d) list require development of a Total Maximum Daily Load (TMDL).

**13267 Order:** Order issued by a Regional Board to a discharger requiring submission of reports concerning an existing, suspected, or planned discharge into the state’s waters. The number 13267 refers to the applicable section of the California Water Code.





## Appendix #11

# Commonly Used Acronyms

<b>ACE</b>	Army Corps of Engineers	<b>CESA</b>	California Endangered Species Act
<b>ACL</b>	Administrative Civil Liability	<b>CFR</b>	Code of Federal Regulations
<b>ACR</b>	Annual Compliance Report	<b>COE</b>	U.S. Army Corps of Engineers
<b>ARB</b>	Air Resources Board	<b>CWA</b>	Clean Water Act
<b>ASBS</b>	Areas of Special Biological Significance	<b>CWC</b>	California Water Code
<b>BDO</b>	Boards, Departments and Offices (of Cal EPA)	<b>CWS</b>	Community Water Systems
<b>BLM</b>	Bureau of Land Management	<b>DFG</b>	Department of Fish and Game
<b>BMPs</b>	Best Management Practices	<b>DPR</b>	Department of Pesticide Regulation
<b>BOF</b>	Board of Forestry	<b>DTSC</b>	Department of Toxic Substances Control
<b>BWN</b>	Boil Water Notice	<b>DWR</b>	Department of Water Resources
<b>CAA</b>	Cleanup and Abatement Account	<b>EIR</b>	Environmental Impact Report
<b>CAF</b>	Confined Animal Facilities (such as dairies and feedlots)	<b>EIS</b>	Environmental Impact Study
<b>CAL FIRE</b>	California Department of Forestry and Fire Protection	<b>EJ</b>	Environmental Justice
<b>Cal/EPA</b>	California Environmental Protection Agency	<b>EPA</b>	United States Environmental Protection Agency
<b>CalTrans</b>	California Department of Transportation	<b>ERP</b>	Emergency Response Plan
<b>CAO</b>	Cleanup and Abatement Order	<b>ESA</b>	Endangered Species Act
<b>CCR</b>	California Code of Regulations (State Water Board regulations are in Title 23)	<b>FERC</b>	Federal Energy Regulatory Commission
<b>CCR</b>	Consumer Confidence Report	<b>H &amp; S Code</b>	Health and Safety Code
<b>CDFA</b>	California Department of Food and Agriculture	<b>IRWM</b>	Integrated Regional Water Management
<b>CDO</b>	Cease and Desist Order	<b>ISWP</b>	Inland Surface Waters Plan
<b>CEQA</b>	California Environmental Quality Act	<b>LAFCOs</b>	Local Agency Formation Commissions
<b>CERCLA</b>	Comprehensive Environmental Response, Compensation and Liability Act of 1980	<b>LCR</b>	Lead and Copper Rule
		<b>LEHJ</b>	Local Environmental Health Jurisdiction
		<b>LEJ</b>	Local Enforcement Jurisdiction
		<b>LID</b>	Low Impact Development

## Appendix #11

<b>LPA</b>	Local Primacy Agency	<b>RO</b>	Reverse Osmosis
<b>LUFT</b>	Leaking Underground Fuel Tank	<b>RWQCB</b>	Regional Water Quality Control Board
<b>LUST</b>	Leaking Underground Storage Tank	<b>SC</b>	Service Connection
<b>MCL</b>	Maximum Contaminant Level	<b>SDWA</b>	Safe Drinking Water Act
<b>MMP</b>	Mandatory Minimum Penalty	<b>SDWA</b>	Safe Drinking Water Act
<b>NOD</b>	Notice of Determination	<b>SEP</b>	Supplemental Environmental Project
<b>NOI</b>	Notice of Intent	<b>SRF</b>	State Revolving Fund
<b>NOPH</b>	Notice of Public Hearing	<b>SWP</b>	State Water Project
<b>NPDES</b>	National Pollutant Discharge Elimination System	<b>SWRCB</b>	State Water Resources Control Board
<b>NPS</b>	Nonpoint Source	<b>TMDL</b>	Total Maximum Daily Load
<b>NTR</b>	National Toxics Rule	<b>TMF</b>	Technical, Managerial, and Financial (refers to PWS's capacity)
<b>OAL</b>	Office of Administrative Law	<b>US EPA</b>	United States Environmental Protection Agency
<b>OEHHA</b>	Office of Environmental Health Hazard Assessment	<b>USBR</b>	United States Bureau of Reclamation
<b>PHG</b>	Public Health Goal	<b>USDA</b>	United States Department of Agriculture
<b>POD</b>	Point of Diversion	<b>USFS</b>	United States Forest Service
<b>POE</b>	Point of Entry	<b>USGS</b>	United States Geological Survey
<b>POTW</b>	Publicly Owned Treatment Works	<b>UST</b>	Underground Storage Tanks
<b>POU</b>	Point of Use	<b>USTCF</b>	Underground Storage Tank Cleanup Fund
<b>Prop. 65</b>	Safe Drinking Water and Toxic Enforcement Act of 1996	<b>WDR</b>	Waste discharge requirements
<b>PUC</b>	Public Utilities Commission	<b>WWTP</b>	Wastewater Treatment Plant
<b>PWS</b>	Public Water System		
<b>RCRA</b>	Resource Conservation and Recovery Act		
<b>RFP</b>	Request for Proposals		

**WATER BOARD COMMUNICATIONS POLICY**

It is the policy of the Water Boards to respond to requests for public information in a timely manner. For questions or additional information, contact the Office of Public Affairs at 916-341-5254.

# Government Agencies that Protect California's Water Resources

Many different government agencies have roles that directly or indirectly affect the quality of California's water resources. This appendix identifies government agencies and describes their general functions. The purpose of this Appendix is to help the public differentiate the role of the Water Boards from the roles played by the other pertinent government agencies.

## State Agencies

**California Coastal Commission** – plans for and regulates land and water uses in the coastal zone consistent with the policies of the Coastal Act.

**California Department of Conservation** – provides services and information that promote environmental health, economic vitality, informed land-use decisions and sound management of our state's natural resources.

**California Department of Fish and Game** – maintains native fish, wildlife, plant species and natural communities for their intrinsic and ecological value and their benefits to people. This includes habitat protection and maintenance in a sufficient amount and quality to ensure the survival of all species and natural communities.

**California Department of Food and Agriculture** – protects and promotes California's agriculture.

**California Department of Forestry and Fire Protection** – provides fire protection and stewardship of over 31 million acres of privately owned wildlands and offers varied emergency services in most counties.

**California Department of Parks and Recreation** – manages more than 270 park units, which protect and preserve culturally and environmentally sensitive structures and habitats, threatened plant and animal species, ancient Native American sites, and historic structures and artifacts.

**California Department of Pesticide Regulation** – regulates pesticide sales and uses. It plays a significant role in monitoring for the presence of pesticides and preventing further contamination of water resources.

**California Department of Public Health** – is dedicated to optimizing the health and well-being of the people in California.

**California Department of Resources Recycling and Recovery** – CalRecycle promotes zero waste California and manages about 93 million tons of waste generated each year.

**California Department of Toxic Substances Control** – provides technical oversight for the characterization and remediation of soil and water contamination.

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### **California Department of Water**

**Resources** – operates the State Water Project and is responsible for overall water planning for the State. It, like any other water user, must apply for water rights permits from the State Water Board.

### **California Environmental Protection Agency**

– develops, implements and enforces the state's environmental protection laws that ensure clean air, clean water, clean soil, safe pesticides and waste recycling and reduction. It consists of the Office of the Secretary, Department of Pesticide Regulation, the Department of Toxic Substances Control, the Office of Health Hazard Assessment, the Air Resources Board, the State Water Resources Control Board and the nine Regional Water Quality Control Boards.

**California Resources Agency** – restores, protects and manages the state's natural, historical and cultural resources for current and future generations. It includes the California Conservation Corps, Department of Boating and Waterways, Department of Conservation, Department of Fish and Game, Department of Forestry and Fire Protection, Department of Parks and Recreation, Department of Resources Recycling and Recovery, and the Department of Water Resources. It also houses sixteen commissions, notably the California Coastal Commission, Native American Heritage Commission, and the Fish & Game Commission. It also contains ten conservancies designed to protect specific geographic areas of the state. These include the California Tahoe Conservancy and the State Coastal Conservancy.

### **California State Lands Commission**

– manages public trust lands of the State (the beds of all naturally navigable rivers, lakes, and streams, as well as the State tide and submerged lands along California's more than 1,100 miles of coastline).

### **Certified Unified Program Agencies**

– a unified program overseen by the California Environmental Protection Agency. It consolidates, coordinates, and makes consistent the administrative requirements, permits, inspection, and enforcement activities of six environmental and emergency response programs.

### **Resource Conservation Districts**

– “special districts” of the state that are locally governed agencies with their own locally appointed, boards of directors. They place particular emphasis on the conservation of soil and water resources and achieve this by providing assistance to private landowners and sponsoring educational efforts.



## Federal Agencies

### **Federal Energy Regulatory Commission**

– regulates the interstate transmission of electricity, natural gas and oil. It also reviews proposals to license hydroelectric projects.

### **United States Army Corps of**

**Engineers** – plans, designs, builds, and operates water resources projects (navigation, flood control, environmental protection, disaster response, etc.).

### **United States Department of Agriculture. United States Forest Service**

– manages public lands in national forests and grasslands. This includes management of forests, watersheds and other natural resources.

### **United States Department of Agriculture, Natural Resource Conservation Service**

– provides technical and financial assistance to conserve, maintain and improve natural resources on private lands.

### **United States Department of Health and Human Services, Indian Health Service**

– includes a comprehensive environmental health services program through its Office of Environmental Health and Engineering. Program areas include water quality, waste management, food safety, air quality, industrial hygiene/occupational health, institutional environmental health, vector control, hazardous materials management, and emergency response.

### **United States Department of Interior, Bureau of Reclamation**

– constructs federal water supply projects and is the nation's largest wholesaler of water and the second highest producer of hydroelectric power.

### **United States Department of Interior, Bureau of Land Management**

– manages 15.2 million acres of federal lands in California. It also administers 47 million acres of subsurface mineral estate underlying federal surface land, 2.5 million acres underlying privately owned land, and 592,000 acres of Native American tribal land where BLM has trust responsibility for mineral operations.

### **United States Department of the Interior, United States Fish and Wildlife Service**

– conserves, protects, and enhances fish, wildlife, and plants and their habitats. Some of its functions include enforcing federal wildlife laws, protection of endangered species, manage migratory birds, restore national significant fisheries, and conserve and restore wildlife habitat such as wetlands.

### **United States Department of Interior, National Park Service**

– manages national parks including their watersheds.

### **United States Environmental**

**Protection Agency** – protects human health and safeguards the natural environment—air, water, and land.

### **United States Geological Survey**

– provides water measurement and water quality research.

### **National Oceanic and Atmospheric Administration, National Marine Fisheries Service**

– protects and preserves living marine resources, including anadromous fish.

## Counties & Cities

### **Local Primacy Agency Counties –**

Currently, 30 local primacy agency (LPA) counties have been delegated authority to regulate Public Water Systems with less than 200 service connections. Although the delegation agreement is with the local county health officer, the regulatory program is typically operated by the Local Environmental Health Jurisdictions (LEHJs). These LPA counties are: Alpine, Amador, Butte, Calaveras, Contra Costa, El Dorado, Imperial, Inyo, Kings, Los Angeles, Madera, Mono, Monterey, Napa, Nevada, Placer, Plumas, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, San Luis Obispo, Santa Barbara, Santa Cruz, Shasta, Stanislaus, Tehama, Yolo and Yuba.

### **Local Agency Formation Commissions –**

LAFCOs basic authority is to approve, deny, or modify boundary changes requested by public agencies or individuals. LAFCOs provide input to Public Water Systems during the formations of new communities, special districts, and “spheres of influence” for all public agencies. In 2011, LAFCOs were provided authority (AB 54, Chapter 512, Statutes of 2011) to approve the annexation of a mutual water company that operates as a public water system into the jurisdiction of a city, a public utility or a special district, with the consent of the respective public agency or public utility and mutual water company. LAFCOs have authority to conduct municipal service reviews to ascertain whether the entity is providing municipal services in a satisfactory manner.

**County Planning Departments –** County planning departments may impact Public Water Systems through the development of county-wide plans, which set the framework for specific county ordinances.

**Local Building Departments –** Local building departments have a responsibility to enforce building standards and so ensure compliance with implementation of the state’s lead ban regulations including the use of low-lead solders and prevention of the use of lead plumbing materials. The work of Local Building Departments indirectly impacts Public Water Systems.

## Appendix #13

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## Contacting the State Water Board

<b>Street Address:</b>	1001 I Street, Sacramento, CA 95814
<b>Mailing Address:</b>	P.O. Box 100, Sacramento, CA 95812-0100
<b>Overnight Delivery:</b> (UPS, FedEx, etc.)	1001 I Street, Sacramento, CA 95814

DIVISION NAME	TELEPHONE	TYPE OF INFORMATION
<b>Financial Assistance</b>	916 341-5700	<i>Grants and loans for projects, wastewater operator certification, water recycling</i>
<b>Water Quality</b>	916 341-5455	<i>Storm water, wastewater treatment, water quality monitoring, ocean protection, site clean-up</i>
<b>Water Rights</b>	916 341-5300	<i>Water appropriations/transfers, Bay-delta issues, FERC re-licensing</i>
<b>Drinking Water</b>	916 449-5577	<i>Permit and inspect drinking water systems, set and enforce drinking water standards, award infrastructure grants and loans</i>

OFFICE NAME	TELEPHONE	TYPE OF INFORMATION
<b>Executive</b>	916 341-5615 Tel 916 341-5620 Fax	<i>Access Board Members and Executive Director, Board meetings/workshops</i>
<b>Enforcement</b>	916 341-5272 Tel 916 341-5896 Fax	<i>Compliance with environmental laws pertaining to water quality protection</i>
<b>Legislative Affairs</b>	916 341-5251 Tel 916 341-5252 Fax	<i>Legislative bills/proposals, rulemaking</i>
<b>Public Affairs</b>	916 341-7365 Tel 916 341-5252 Fax	<i>Media contacts and information about water education, activities, publications and water-related subjects</i>
<b>Public Participation</b>	916 341-5254 Tel 916 341-5252 Fax	<i>Public inquiries about the Water Boards' programs, education, outreach and working with Environmental Justice and other communities. Also serves as Ombudsman to the Board</i>



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Appendix #14

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# Regional Water Board Maps & Key Information





*Get involved...***REGION 1****North Coast  
Regional Water Board**

Remote wilderness and towering redwoods characterize the North Coast Region, which stretches from the Oregon border to Marin County. A land of wet coastal mountains and drier inland valleys, it accounts for 12 percent of the state's land area, but 35 percent of its freshwater runoff. Its 340-mile-long coastline includes estuaries and environmentally sensitive areas protected by state law. Timber harvesting, agriculture, recreation and tourism are mainstays of the local economy.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Del Norte  
Glenn  
Humboldt  
Lake  
Marin  
Mendocino  
Modoc  
Siskiyou  
Sonoma  
Trinity

# 2 REGION TWO

Appendix #14-R2

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## San Francisco Bay Regional Water Board

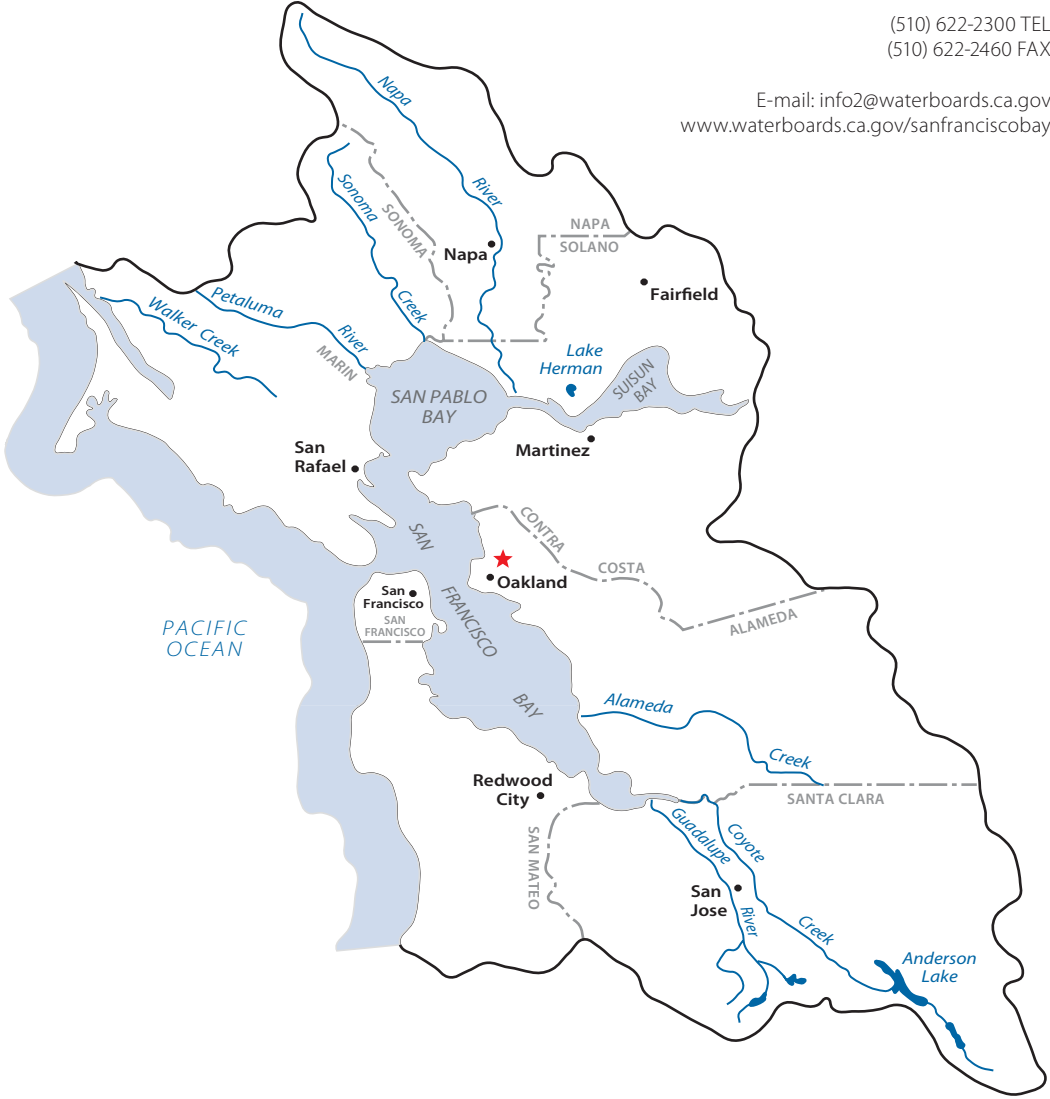
**WATER GLANCE**

- Area Size (Square Miles):  
Appx. 1,100 miles
- Coastline (Square Miles):  
110 miles
- Miles of Streams:  
7,655 miles

**SAN FRANCISCO BAY REGION (2)**

1515 Clay Street, #1400  
Oakland, CA 94612  
  
(510) 622-2300 TEL  
(510) 622-2460 FAX

E-mail: [info2@waterboards.ca.gov](mailto:info2@waterboards.ca.gov)  
[www.waterboards.ca.gov/sanfranciscobay](http://www.waterboards.ca.gov/sanfranciscobay)



**REGION 2****San Francisco Bay  
Regional Water Board**

San Francisco Bay lies at the heart of this area, home to more than 7 million people. Industries range from high-tech computer manufacturers in Silicon Valley to oil refineries in Contra Costa County. The northern part of the region supports agriculture, such as the wine industry and dairies. Despite the heavy urbanization, there are still abundant natural resources, such as migratory birds, and fish in and around the Bay.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Alameda  
Contra Costa  
Marin  
Napa  
San Francisco  
Santa Clara (north of Morgan Hill)  
San Mateo  
Solano  
Sonoma



# 3

**REGION THREE**

Appendix #14-R3

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# Central Coast Regional Water Board

**WATER GLANCE**

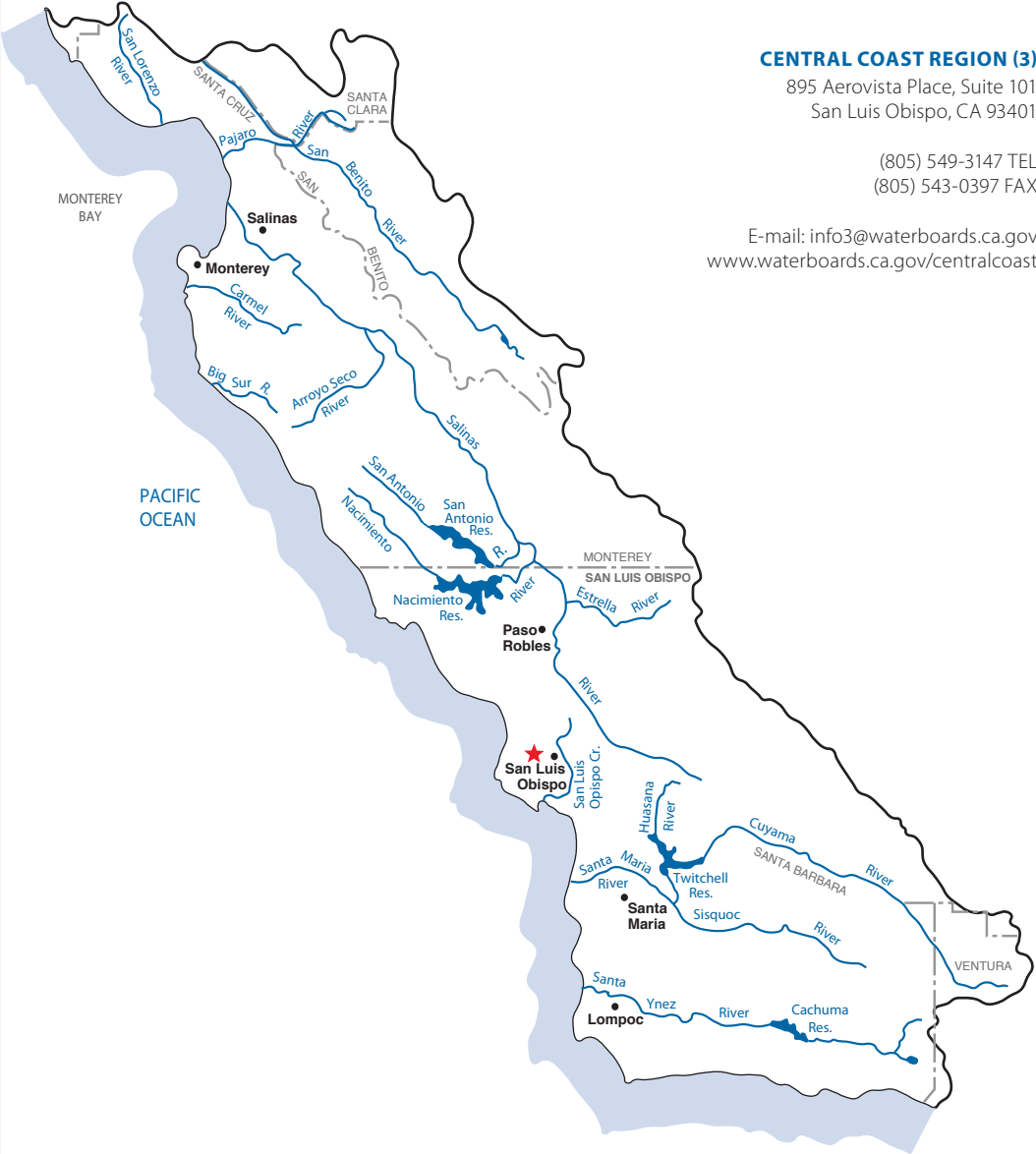
- Area Size (Square Miles): 11,274 miles
- Miles of Streams: 2,360 miles
- Number of Lakes: 99 lakes
- Acres of Lakes: over 25,000 acres

**CENTRAL COAST REGION (3)**

895 Aerovista Place, Suite 101  
San Luis Obispo, CA 93401

(805) 549-3147 TEL  
(805) 543-0397 FAX

E-mail: [info3@waterboards.ca.gov](mailto:info3@waterboards.ca.gov)  
[www.waterboards.ca.gov/centralcoast](http://www.waterboards.ca.gov/centralcoast)



**REGION 3****Central Coast  
Regional Water Board**

The Central Coast Region extends from Santa Clara County south to northern Ventura County. The region has 378 miles of coastline, including Santa Cruz and the Monterey Peninsula, the agricultural Salinas and Santa Maria Valleys, and the Santa Barbara coastal plain. Tourism, power and oil production, agriculture and related food processing activities are the major industries.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Santa Clara (south of Morgan Hill)  
Santa Cruz  
San Benito  
Monterey  
San Luis Obispo  
Santa Barbara

# 4 REGION FOUR

Appendix #14-R4

*...working together*

## Los Angeles Regional Water Board



**WATER GLANCE**

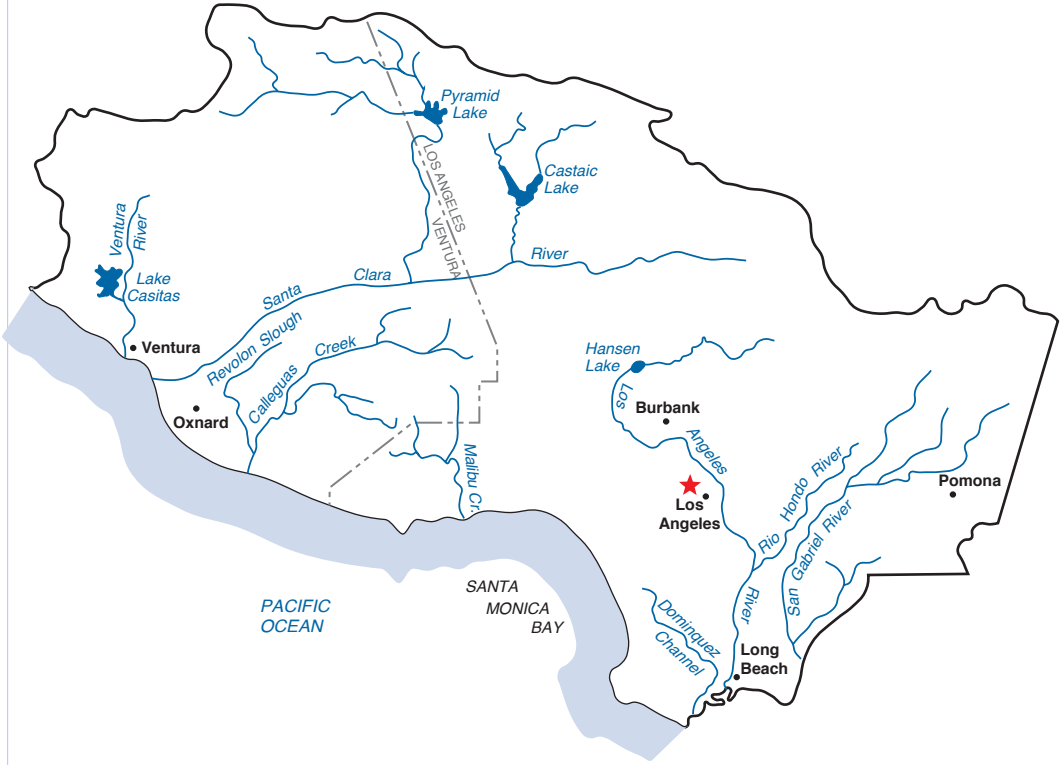
- Area Size (Square Miles): 4,447 miles
- Coastline (Square Miles): 120 miles
- Miles of Streams: 1,115 miles
- Acres of Lakes: 12,107 acres

**LOS ANGELES REGION (4)**

320 W. 4th Street, Suite 200  
Los Angeles, CA 90013

(213) 576-6600 TEL  
(213) 576-6640 FAX

E-mail: [info4@waterboards.ca.gov](mailto:info4@waterboards.ca.gov)  
[www.waterboards.ca.gov/losangeles](http://www.waterboards.ca.gov/losangeles)



## REGION 4

## Los Angeles Regional Water Board



With 10 million residents, the Los Angeles region is the most densely populated region in the state. It encompasses all the coastal watersheds of Los Angeles and Ventura Counties, along with portions of Kern and Santa Barbara Counties. Land use varies considerably. In Ventura County, agriculture and open space exist alongside urban, residential and commercial areas. In northern Los Angeles County, open space is steadily being transformed into residential communities. In southern Los Angeles County, land uses include urban, residential, commercial and industrial.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Los Angeles

Ventura

small portions of Kern and Santa Barbara

4

# 5 REGION FIVE

Appendix #14-R5

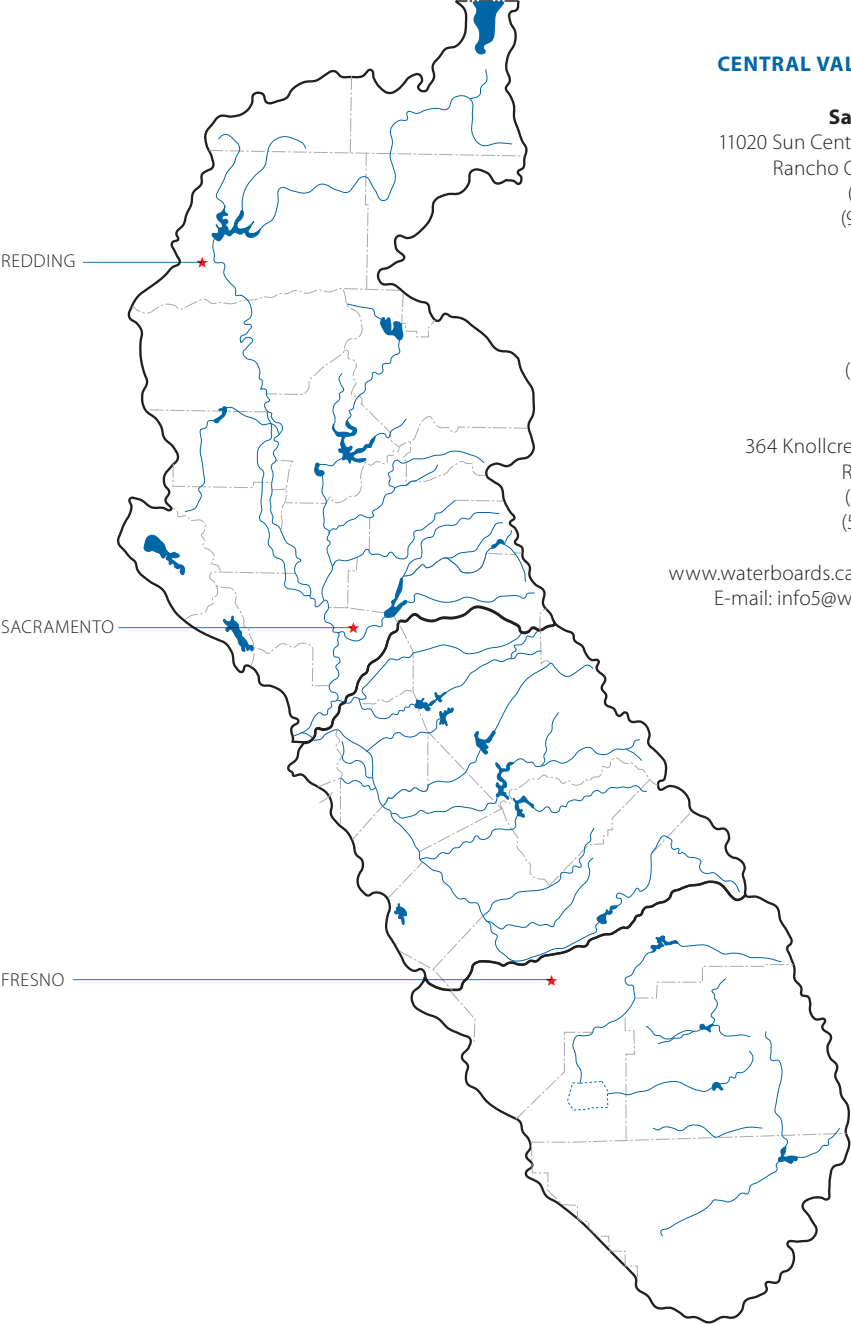
*...working together*



## Central Valley Regional Water Board

**WATER GLANCE**

- Area Size (Square Miles):  
60,000 miles
- Miles of Streams:  
83,624 miles
- Acres of Lakes:  
579,110 acres of lakes



**CENTRAL VALLEY REGION (5)**

**Sacramento Office**  
11020 Sun Center Drive, Suite 200  
Rancho Cordova, CA 95670  
(916) 464-3291 TEL  
(916) 464-4645 FAX

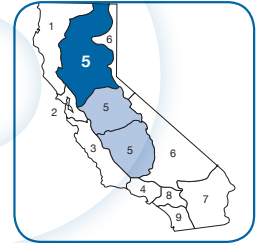
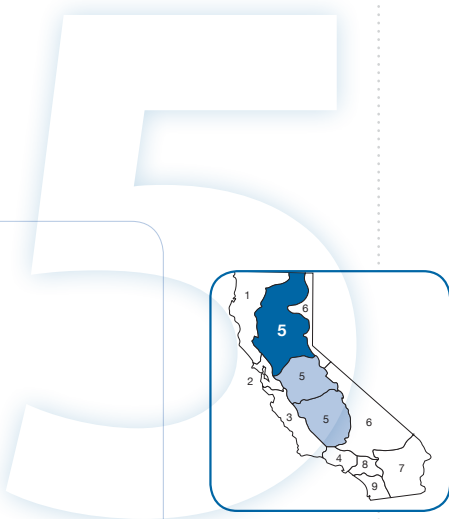
**Fresno Office**  
1685 E Street  
Fresno, CA 93706  
(559) 445-5116 TEL  
(559) 445-5910 FAX

**Redding Office**  
364 Knollcrest Drive, Suite 205  
Redding, CA 96002  
(530) 224-4845 TEL  
(530) 224-4857 FAX

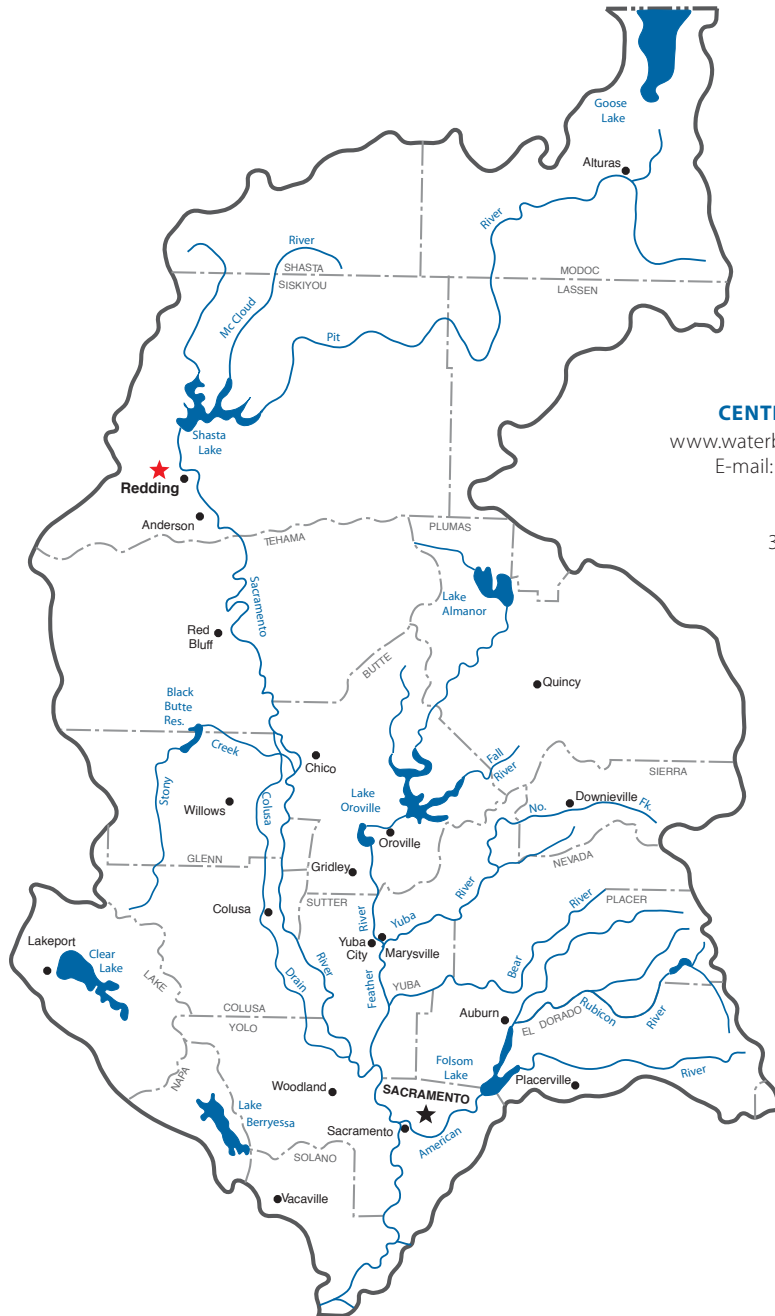
[www.waterboards.ca.gov/centralvalley](http://www.waterboards.ca.gov/centralvalley)  
E-mail: [info5@waterboards.ca.gov](mailto:info5@waterboards.ca.gov)



*Get involved...*



**REGION 5**  
**Central Valley Regional Water Board**



**CENTRAL VALLEY REGION (5)**

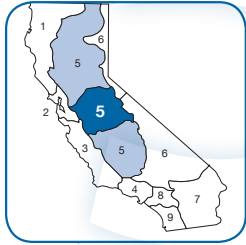
[www.waterboards.ca.gov/centralvalley](http://www.waterboards.ca.gov/centralvalley)  
 E-mail: [info5@waterboards.ca.gov](mailto:info5@waterboards.ca.gov)

**\* Redding Office**  
 364 Knollcrest Dr., Suite 205  
 Redding, CA 96002  
 (530) 224-4845 TEL  
 (530) 224-4857 FAX

*\* Land within Redding Office Jurisdiction*

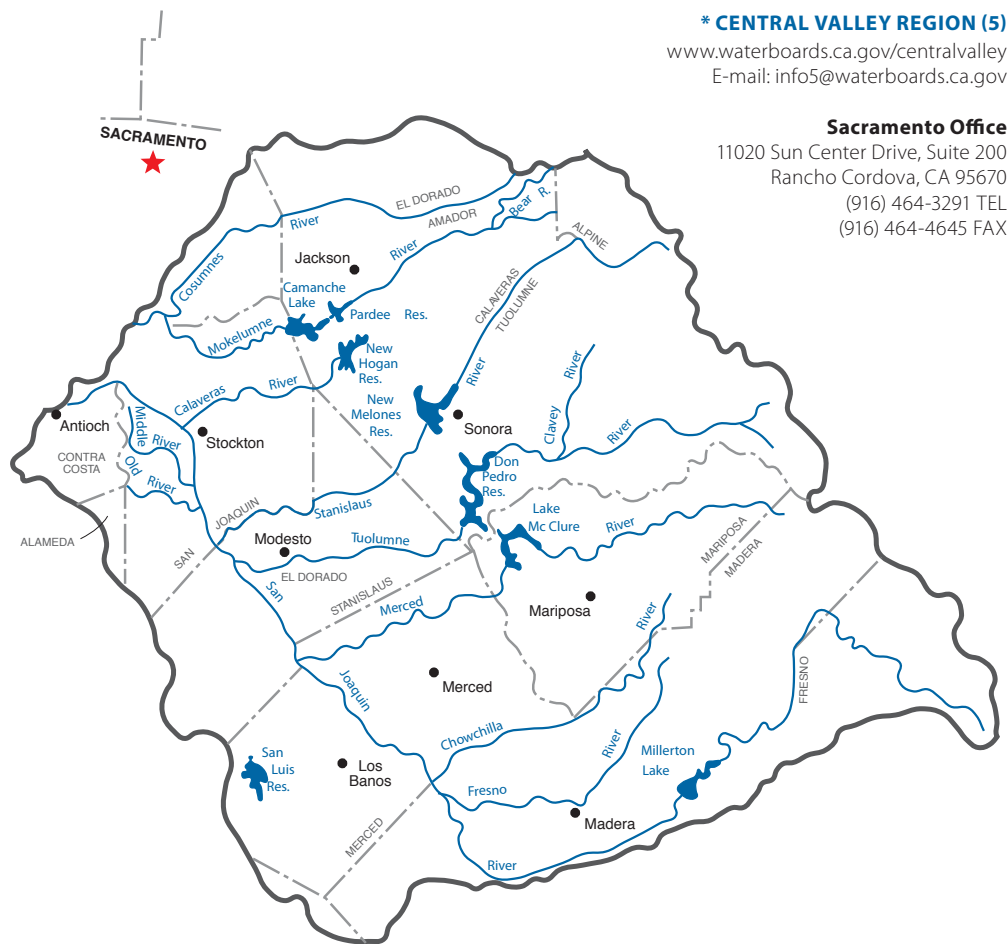
Appendix #14-R5

...working together



REGION 5

Central Valley Regional Water Board



\* CENTRAL VALLEY REGION (5)

www.waterboards.ca.gov/centralvalley  
E-mail: info5@waterboards.ca.gov

Sacramento Office

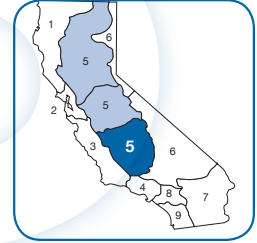
11020 Sun Center Drive, Suite 200  
Rancho Cordova, CA 95670  
(916) 464-3291 TEL  
(916) 464-4645 FAX

\* Land within Sacramento Office Jurisdiction

Get involved...

REGION 5

Central Valley Regional Water Board

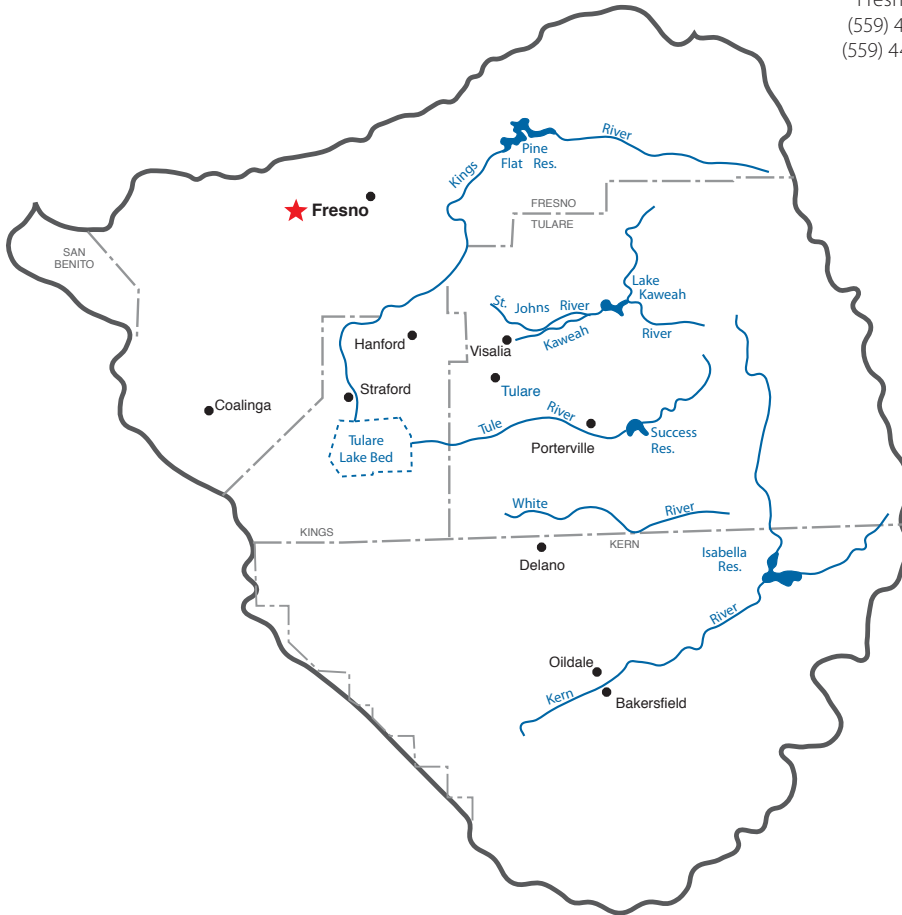


CENTRAL VALLEY REGION (5)

www.waterboards.ca.gov/centralvalley  
E-mail: info5@waterboards.ca.gov

\* Fresno Office

1685 E Street  
Fresno, CA 93706  
(559) 445-5116 TEL  
(559) 445-5910 FAX



\* Land within Fresno Office Jurisdiction

## REGION 5

## Central Valley Regional Water Board



The Central Valley Region is the State's largest, encompassing 60,000 square miles, or about 40 percent of the State's total area. Thirty-eight of California's 58 counties are either completely or partially within the Regional Board's boundaries, formed by the crests of the Sierra Nevada on the east, the Coast Ranges and Klamath Mountains on the west, the Oregon border on the north, and the Tehachapi Mountains on the south. The Sacramento and San Joaquin Rivers, along with their tributaries, drain the major part of this large area through an inland Delta, before emptying into San Francisco Bay. The Delta is the focal point of the state's two largest water conveyance projects, the State Water Project and the federal Central Valley Project. Together, the Sacramento and San Joaquin Rivers and the Delta furnish over half of the state's water supply. The southern third of the Central Valley contains the Tulare Lake Basin, a closed hydrographic unit, except during extremely wet years.

### INCLUDES LAND IN THE FOLLOWING COUNTIES:

#### Sacramento Office:

Alameda (east)  
Amador  
Calaveras  
Colusa  
Contra Costa (east)  
El Dorado  
Glenn  
Lake  
Napa (n. east)  
Nevada  
Placer  
Sacramento  
San Joaquin  
Stanislaus  
Sierra,  
Solano (west)  
Sutter  
Yolo  
Yuba

#### Fresno Office:

Fresno  
Kern  
Kings  
Madera  
Mariposa  
Merced  
Tulare  
Tuolumne  
Los Angeles  
San Benito  
San Luis Obispo

#### Redding Office:

Butte  
Glenn  
Lassen  
Modoc  
Plumas  
Shasta  
Siskiyou  
Tehama





# 6 REGION SIX

Appendix #14-R6

*Working Together*



## Lahontan Regional Water Board

### WATER GLANCE

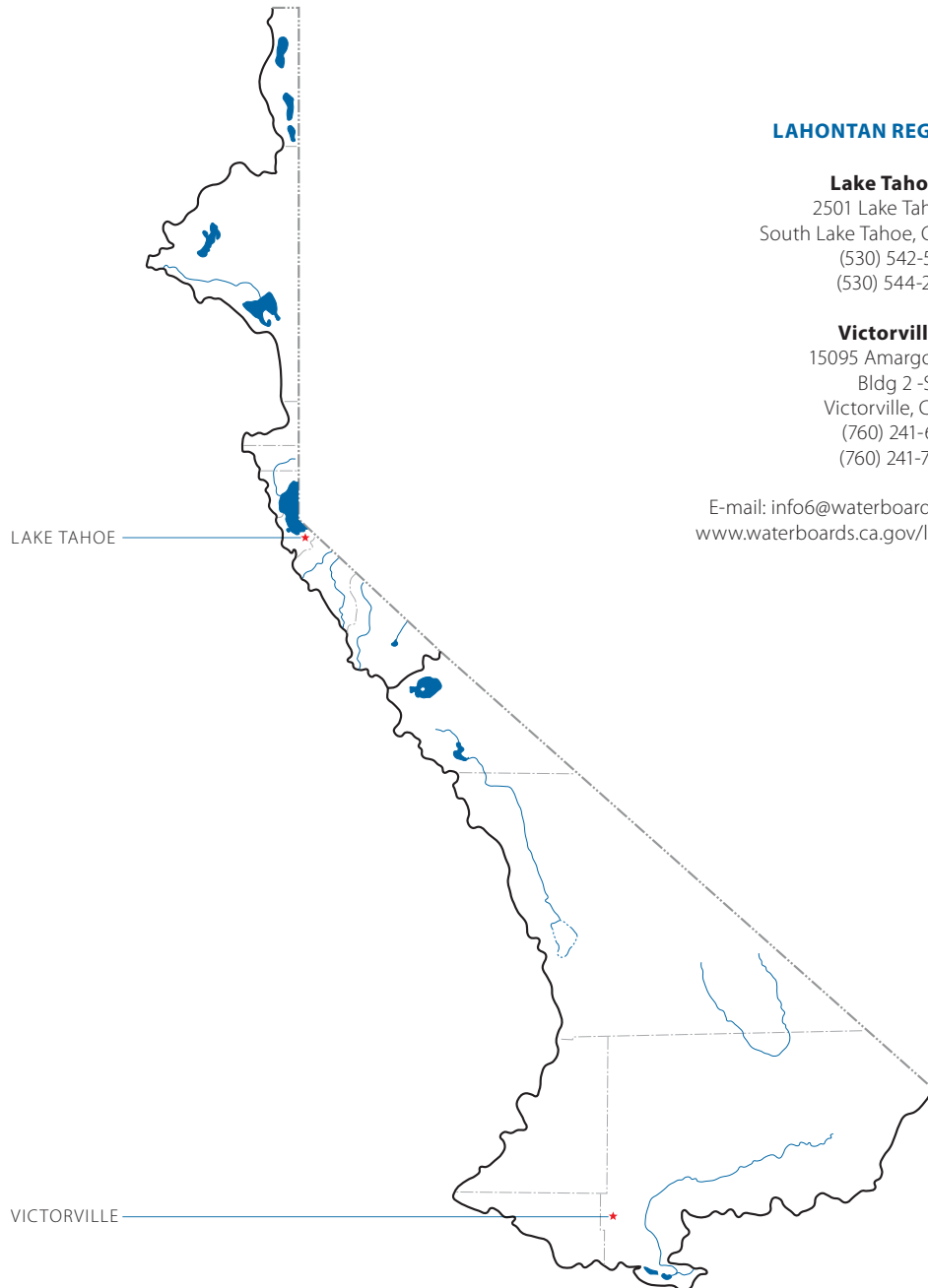
- Area Size (Square Miles): 1,581 miles
- Miles of Streams: 3,100 miles
- Number of Lakes: over 700 lakes

### LAHONTAN REGION (6)

**Lake Tahoe Office**  
 2501 Lake Tahoe Blvd.  
 South Lake Tahoe, CA 96150  
 (530) 542-5400 TEL  
 (530) 544-2271 FAX

**Victorville Office**  
 15095 Amargosa Road  
 Bldg 2 -Suite 210  
 Victorville, CA 92394  
 (760) 241-6583 TEL  
 (760) 241-7308 FAX

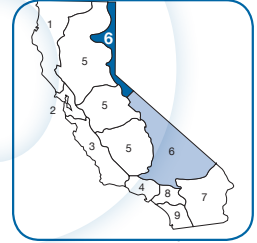
E-mail: [info6@waterboards.ca.gov](mailto:info6@waterboards.ca.gov)  
[www.waterboards.ca.gov/lahontan](http://www.waterboards.ca.gov/lahontan)





REGION 6

Lahontan Regional Water Board

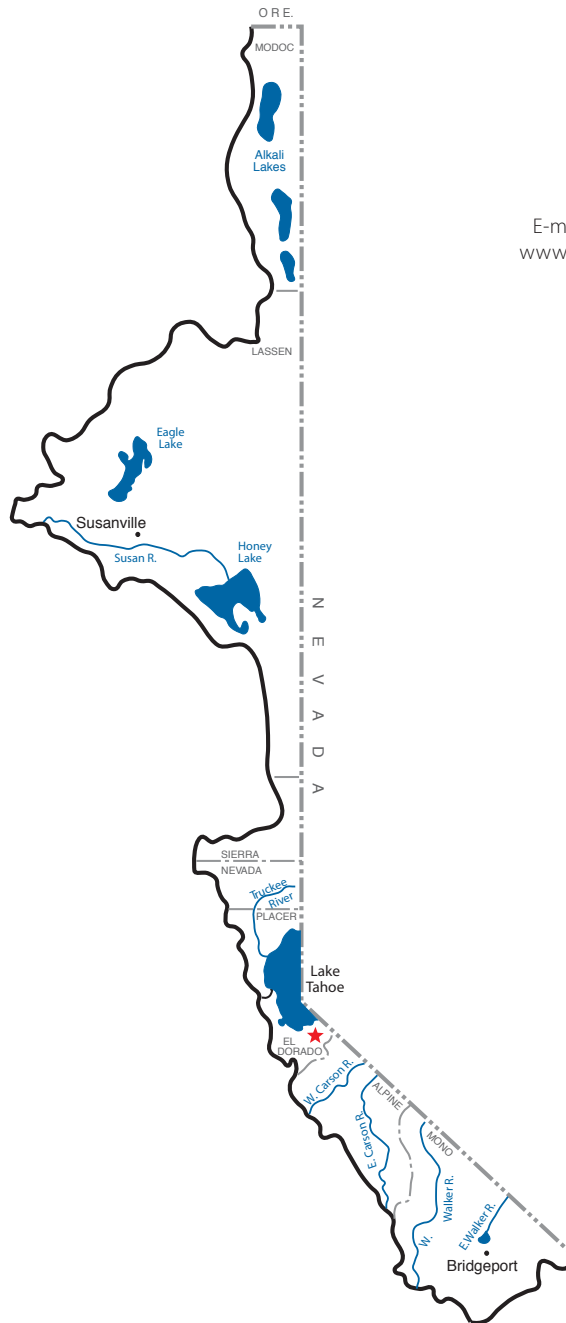


\* LAHONTAN REGION (6)

Lake Tahoe Office

2501 Lake Tahoe Blvd.  
 South Lake Tahoe, CA 96150  
 (530) 542-5400 TEL  
 (530) 544-2271 FAX

E-mail: [info6@waterboards.ca.gov](mailto:info6@waterboards.ca.gov)  
[www.waterboards.ca.gov/lahontan](http://www.waterboards.ca.gov/lahontan)



\* Land within South Lake Tahoe Office Jurisdiction

Appendix #14-R6



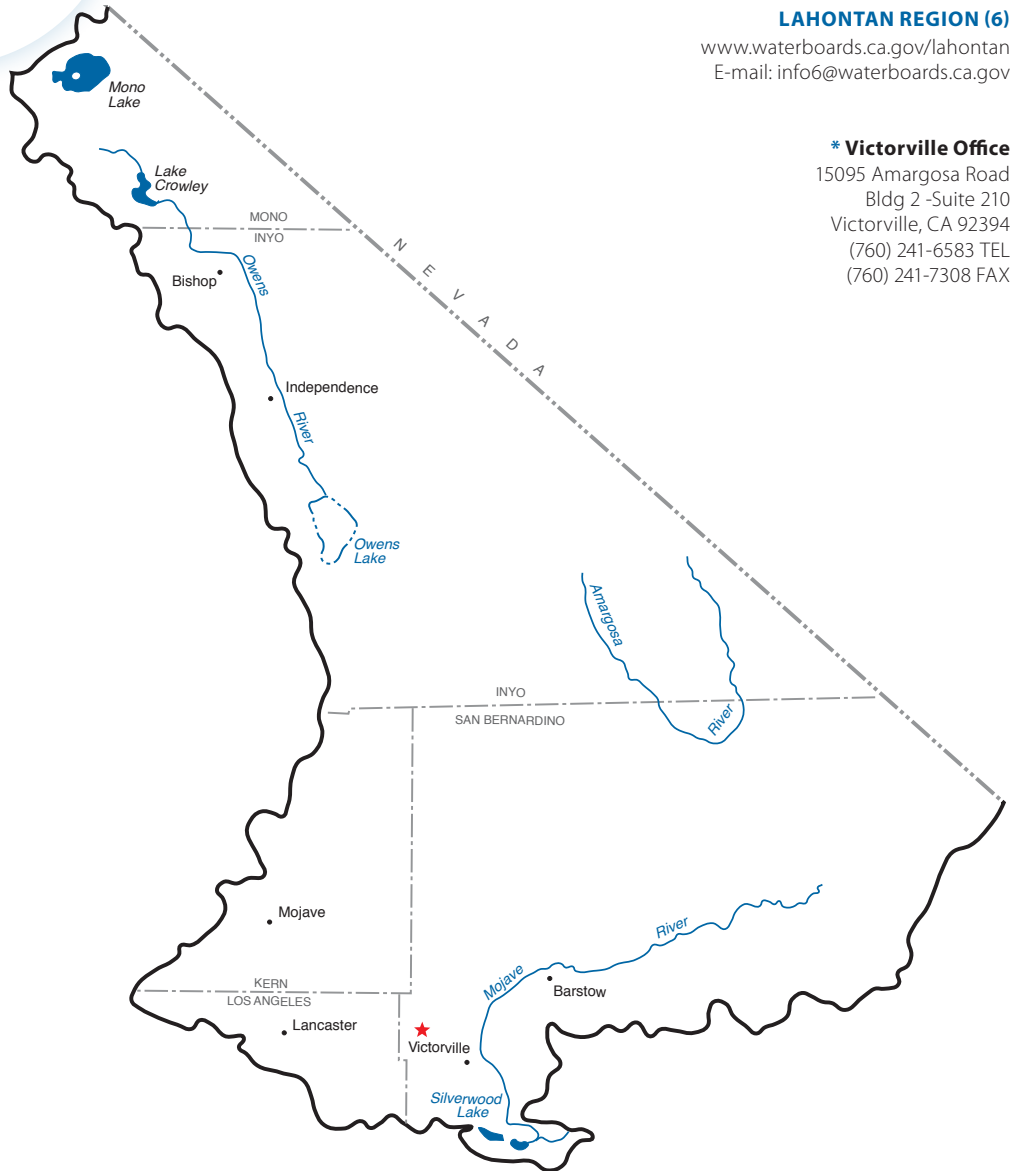
## REGION 6 Lahontan Regional Water Board

**LAHONTAN REGION (6)**

[www.waterboards.ca.gov/lahontan](http://www.waterboards.ca.gov/lahontan)  
E-mail: [info6@waterboards.ca.gov](mailto:info6@waterboards.ca.gov)

**\* Victorville Office**

15095 Amargosa Road  
Bldg 2 -Suite 210  
Victorville, CA 92394  
(760) 241-6583 TEL  
(760) 241-7308 FAX



*\* Land within Victorville Office Jurisdiction*

**REGION 6****Lahontan Regional  
Water Board**

The Lahontan Region is named for a prehistoric lake that once covered much of the Great Basin. The region includes about 20 percent of California from the Oregon border south along the eastern crest of the Sierra Nevada through the northern Mojave Desert. Within this area are hundreds of lakes, streams and wetlands, including the nationally significant Lake Tahoe and Mono Lake. Tourism is the most important industry in the region, which also includes Death Valley National Park, the Mammoth Lakes area and portions of the Mojave National Preserve. The region's southern cities are experiencing rapid population increases ranking them within the top ten nationally.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Modoc (east)  
Lassen (east side and Eagle Lake)  
Sierra  
Nevada  
Placer  
El Dorado  
Alpine  
Mono  
Inyo  
Kern (east)  
San Bernardino  
Los Angeles (north east corner)

# 7

**REGION SEVEN**

Appendix #14-R7

*...working together*



## Colorado River Basin Regional Water Board

**WATER GLANCE**

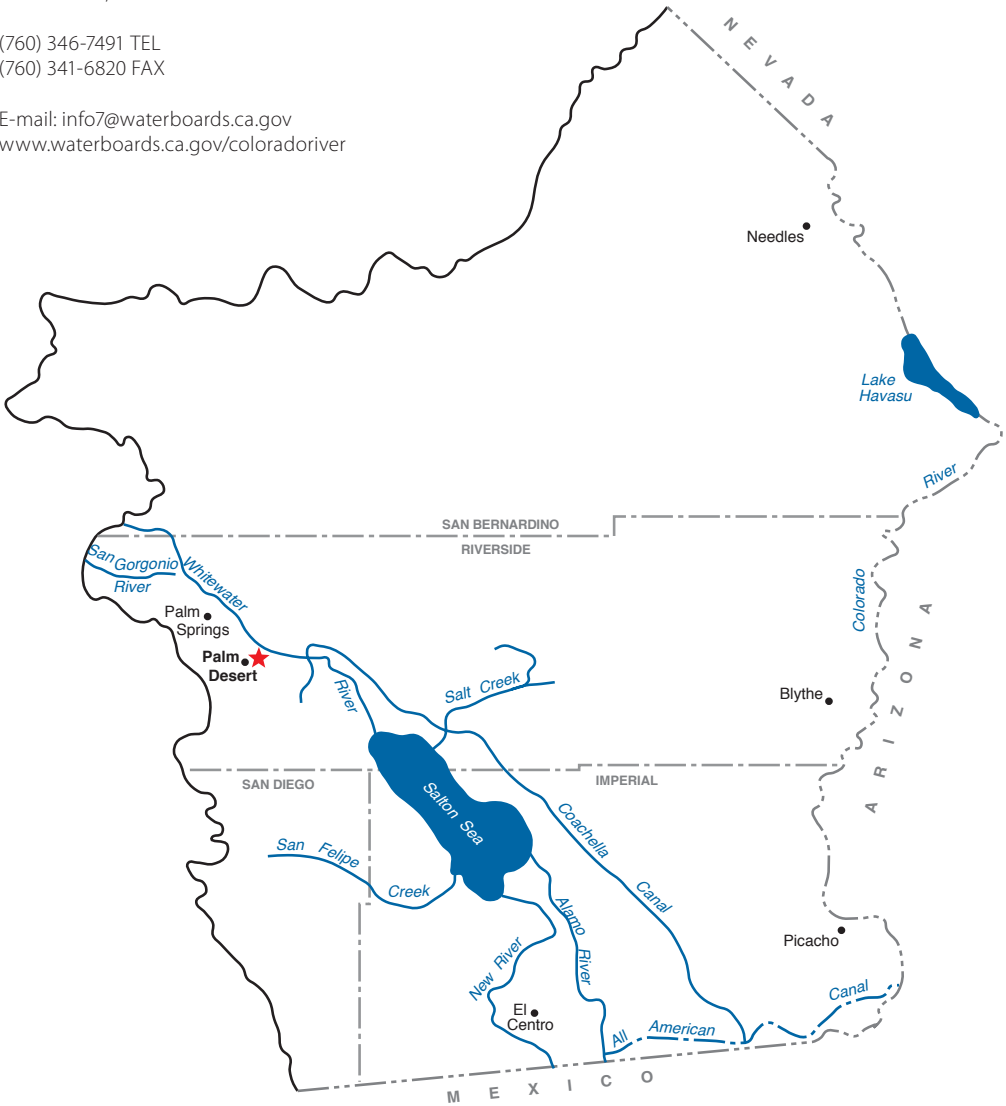
- Area Size (Square Miles): 20,000 miles
- Miles of Streams: 900 miles
- Acres of Lakes: 250,000 acres

**COLORADO RIVER BASIN REGION (7)**

73-720 Fred Waring Dr., Suite 100  
Palm Desert, CA 92260

(760) 346-7491 TEL  
(760) 341-6820 FAX

E-mail: [info7@waterboards.ca.gov](mailto:info7@waterboards.ca.gov)  
[www.waterboards.ca.gov/coloradriver](http://www.waterboards.ca.gov/coloradriver)





## REGION 7

## Colorado River Basin Regional Water Board



The Colorado River Basin Region covers California's most arid area. Despite its dry climate, the region contains two water bodies of state and national significance: the Colorado River and the Salton Sea. Water from the Colorado River irrigates more than 700,000 acres of productive farmland in the Imperial, Coachella, Bard, and Palo Verde Valleys. The river also provides drinking water to several million people in California's southern coastal cities.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Imperial  
Riverside  
San Bernardino  
San Diego

# 8 REGION EIGHT

Appendix #14-R8

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# Santa Ana Regional Water Board

**WATER GLANCE**

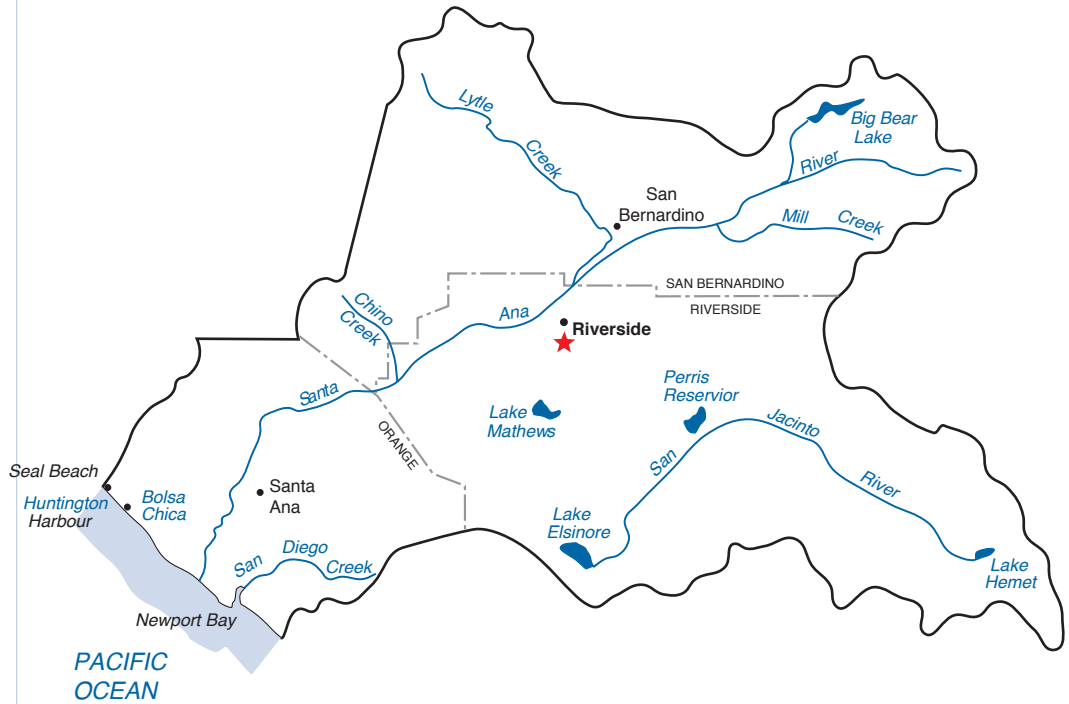
- Area Size (Square Miles):  
2,800 miles
- Miles of Streams:  
460 miles
- Number of Lakes:  
over 17

**SANTA ANA REGION (8)**

3737 Main Street, Suite 500  
Riverside, CA 92501-3339

(951) 782-4130 TEL  
(951) 781-6288 FAX

E-mail: [info8@waterboards.ca.gov](mailto:info8@waterboards.ca.gov)  
[www.waterboards.ca.gov/santaana](http://www.waterboards.ca.gov/santaana)



**REGION 8****Santa Ana Bay  
Regional Water Board**

The Santa Ana Region, which extends from the San Bernardino and San Gabriel mountains in the north and east to Newport Bay along the coast, continues to be one of the most rapidly growing areas of the state. While the region is geographically the smallest, 2,800 square miles, it boasts one of the largest populations with almost 5 million people. This semi-arid region is known for its temperate climate and relatively low rainfall - about 15 inches per year.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Orange  
Riverside  
San Bernardino

# 9 REGION NINE

Appendix #14-R9

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## San Diego Regional Water Board

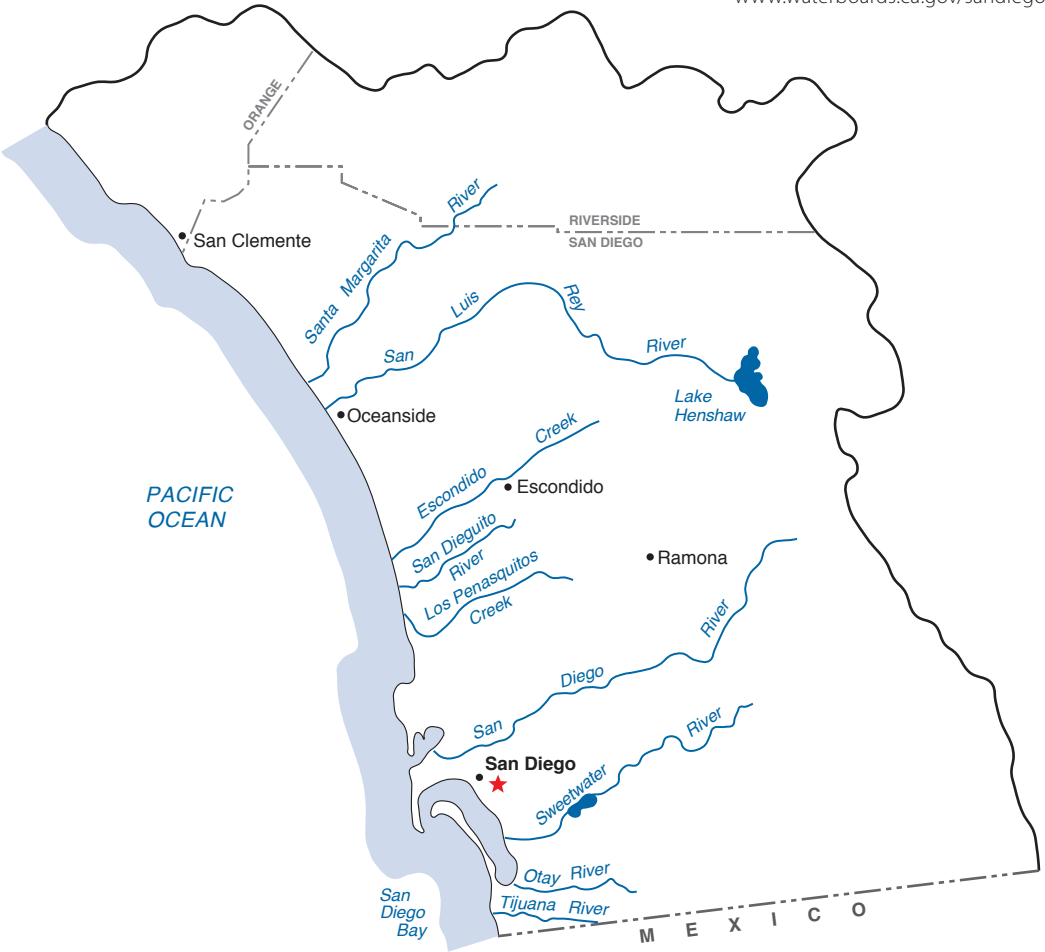
**WATER GLANCE**

- Area Size (Square Miles):  
3,900 miles
- Coastline (Square Miles):  
85 miles
- Miles of Streams:  
910 miles
- Acres of Lakes:  
19,220 acres

**SAN DIEGO REGION (9)**  
2375 Northside Drive, Suite 100  
San Diego, CA 92108

(619) 516-1990 TEL  
(619) 516-1994 FAX

E-mail: [info9@waterboards.ca.gov](mailto:info9@waterboards.ca.gov)  
[www.waterboards.ca.gov/sandiego](http://www.waterboards.ca.gov/sandiego)



## REGION 9

## San Diego Regional Water Board



The San Diego Region stretches 85 miles of scenic coastline from Laguna Beach to the Mexican Border and extends 50 miles inland to the crest of the coastal mountain range. In a mild coastal climate, the region's growing populations enjoys many water-related activities; however, little precipitation falls within this semiarid region. About 90 percent of the region's water supply is imported from northern California and the Colorado River.

**INCLUDES LAND IN THE FOLLOWING COUNTIES:**

Imperial  
Riverside  
San Diego



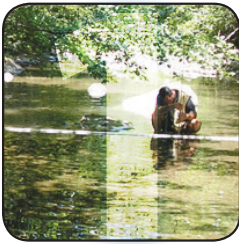


# Water Boards



**Water Boards**

STATE WATER RESOURCES CONTROL BOARD  
REGIONAL WATER QUALITY CONTROL BOARDS



**OFFICE OF PUBLIC PARTICIPATION (OPP)**  
**[www.waterboards.ca.gov/opp](http://www.waterboards.ca.gov/opp)**  
**916.341.5254**

...working together

California is  
blessed with  
an abundance of  
water resources...

lakes, rivers, streams,  
underground aquifers  
and the ocean.

Water is California's  
lifeblood, vital  
to every aspect  
of our lives.

The Water Boards  
want to work with  
all Californians  
to protect these  
precious resources.



STATE WATER RESOURCES CONTROL BOARD  
REGIONAL WATER QUALITY CONTROL BOARDS

**Office of Public Participation (OPP)**

[www.waterboards.ca.gov](http://www.waterboards.ca.gov)  
916.341.5254

\* Updated: MAY 2017

2011

**WRITING & EDITING:**  
**Sandra Salazar-Thompson,**  
Outreach and Education  
Coordinator, Office of  
Public Participation

**Gita Kapahi,**  
Director, Office of  
Public Participation

**LAYOUT & DESIGN:**  
**Maria Bozionelos,**  
Graphic Designer III,  
Division of Information  
Technology

The Office of Public Participation  
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and Regional Board staff who  
contributed to this Guide.

process

jump right in...

get involved...

...participate

decision-making

invaluable

opportunities

*participate*