Community Accountability and Engagement Plan

(rev. 5/2022)

**Water District Name**

**Street Address, City, CA Zip Code**

**Month Year**

**Completed by** **Administrator Name**

**Approved by: State Water Board | DATE**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Administrator Name**

**Name of Point of Contact**

**Mailing address**

**Phone number, Email**

**State Water Resources Control Board | SAFER Program**

**Reyna Rodriguez**

**State Water Resources Control Board – Division of Drinking Water**

**265 W. Bullard Avenue, Suite 101, Fresno, CA 93704**

**DDW-Administrator@waterboards.ca.gov**

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# Executive Summary

This Community Accountability and Engagement Plan (Plan) was prepared by

**Administrator name,** the current Administrator for Water District name, located at **Water District address.**

This Plan provides a framework for the appointed Administrator to engage meaningfully with the community served by **XX Water District**.

The purpose of this Plan:

Provide brief description of the purpose of this Plan in brief narrative and or bullets

The main means of communication on a regular basis will be:

Provide bullet points to describe means of communication

The administrator will be reviewing questions and comments:

Provide bullet points to describe how questions and comments will be received and considered

The Community Accountability and Engagement Plan will include:

Provide bullet points to describe frequency of meetings, where meetings will be held, how the public will be informed of these meetings, how the public can provide feedback or comment to the Administrator, how and when the Administrator will be available to address public questions/concerns, etc.

# SAFER Drinking Water Program

# Roles and Responsibilities

# Administrator

All actions taken by an administrator shall be in the best interests of the community served and are intended to ensure the designated water system has adequate technical, managerial, and financial capacity to deliver an adequate supply of affordable, safe drinking water so that the services of the administrator are no longer necessary.

The specific Administrator responsibilities are detailed in the [Administrator Policy Handbook](https://www.waterboards.ca.gov/board_info/agendas/2019/sept/091719_6_cs1_cleanversion.pdf) Section 9: Obligations of Full-Scope Administrators in the Administrator Policy Handbook. For a copy of this handbook, please contact **DDW-Administrator@Waterboards.ca.gov**.

# State Water Board

The SAFER Program is a set of tools, funding sources, and regulatory authorities designed to ensure Californians who currently lack safe and affordable drinking water receive it as quickly as possible:

Through its Division of Drinking Water, the State Water Board is responsible for enforcing federal and state drinking water statutes and regulating over 7,400 public water systems.

Through its Office of Public Participation, the State Water Board provides community engagement assistance to support effective public participation in State Water Board decisions and actions.

# Introduction

This Community Accountability and Engagement Plan (Plan) describes the activities **ADMINSTRATOR**  will take to meaningfully engage with the community, how the Administrator will communicate and provide project information to the community, a timeline for public participation activities and public meetings, how the Administrator will incorporate input from the community, and how the Administrator will be held accountable. The Administrator will update the Plan, as necessary, to reflect changes in this process or surrounding community.

This plan is organized in the following sections:

Section 2.0: **WATER DISTRICT**

2.1 Water System Issues

2.2 Community Profile

Section 3.0 Community Engagement and Communications

3.1: Public Meetings

3.2: Public Meeting Logistics

3.3: Recommendations

3.4 Communication Strategies

3.5 Accountability

* Section 4.0: Appendices

Appendix A – Sample Meeting Notification

Appendix B – Sample Meeting Agenda

Appendix C – Sample Water Bill Insert

Appendix D – Sample Community Survey

# WATER DISTRICT

## Water System Issues

The water system is located at **WATER DISTRICT ADDRESS**

**(Figure 1) Water System Issues**

|  |  |
| --- | --- |
| Primary MCL Violations | Provide brief description |
| Governance or Board Issues | Provide brief description |

**(Figure 2) –WATER DISTRICT Map**

Provide brief description of water map details.

## Community Profile

The **WATER DISTRICT** serves ### people across #### service connections. Information regarding the demographics of the **WATER** **DISTRICT** community were obtained from census tract data obtained from INSERT link for EJ Screen American Community Survey (ACS) Summary Report for community is summarized in the table below.

EJSCREEN is an environmental justice mapping and screening tool that provides a nationally consistent dataset and approach for combining environmental and demographic indicators: <https://www.epa.gov/ejscreen/what-ejscreen>.

**Table 1 – WATER DISTRICT Population Details**[**[1]**](https://gbc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?ui=en%2DUS&rs=en%2DUS&wopisrc=https%3A%2F%2Fcawaterboards.sharepoint.com%2FOPP%2F_vti_bin%2Fwopi.ashx%2Ffiles%2F23fa68a16b874802bffd2879933df927&wdenableroaming=1&mscc=1&hid=30B6FA9F-B032-C000-876E-9595BD05BF17&wdorigin=Other&jsapi=1&jsapiver=v1&newsession=1&corrid=64a58816-557a-c1a6-acf5-d73807125342&usid=64a58816-557a-c1a6-acf5-d73807125342&sftc=1&mtf=1&sfp=1&instantedit=1&wopicomplete=1&wdredirectionreason=Unified_SingleFlush&preseededsessionkey=439d7944-c916-24ad-35c3-dceb5b98b339&preseededwacsessionid=64a58816-557a-c1a6-acf5-d73807125342&rct=Medium&ctp=LeastProtected#_ftn1)

|  |  |  |
| --- | --- | --- |
| **Category** | **Count** | **Percentage** |
| **Total Population** | **#** | **%** |
| Population Reporting One Race | # | % |
| White | # | % |
| African American | # | % |
| Asian | # | % |
| Native American | # | % |
| Native Hawaiian or Other Pacific Islander | # | % |
| Two or More Races | # | % |
| Hispanic or Latinx | # | % |
| **Population by Sex** |  |  |
| Male | # | % |
| Female | # | % |
| **Population 25+ by Educational Attainment** |  |  |
| Total | **#** | **%** |
| Less than 9th Grade | # | % |
| 9th - 12th Grade, No Diploma | # | % |
| High School Graduate (25 and Older) | # | % |
| Some College, No Degree | # | % |
| Associate Degree | # | % |
| Bachelor’s Degree or more | # | % |
| **Linguistically Isolated Households** |  |  |
| Total | **#** | **%** |
| Speak Spanish | # | % |
| Speak other Indo-European Languages | # | % |
| Speak Asian-Pacific Island Languages | # | % |
| **Households by Household Income** |  |  |
| Household Income Base | **#** | **%** |
| <$15,000 | # | % |
| $15,000 -$25,000 | # | % |
| $25,000 - $50,000 | # | % |
| $50,000 - $75,000 | # | % |
| $75,000 + | # | % |
| **Occupied Housing Units by Tenure** |  |  |
| Total | **#** | **%** |
| Owner Occupied | # | % |
| Renter Occupied | # | % |

[1] INSERT EJ Screen Community Survey (ACS) Summary Report U.S. Census Bureau.

**Provide brief description/highlights of community demographics**

[<https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30>](https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30)

# Community Engagement and Communications

## Public Meetings

It is anticipated that the community will be interested in the actions and activities of the designated Administrator because it includes work that directly impacts residents and customers within this water system. The activities described below will be conducted to provide accurate information to facilitate understanding and input.

**Regular Public Meetings: ADMINISTRATOR** will host a public meeting at minimum once every three months. The public meetings will provide the community updates on the following items:

* The performance of the water system.
* The water system’s financial health.
* Major projects or plans.
* Changes to water rates; and
* Other significant matters related to the designated water system.

**Additional Public Meetings:**  Prior to taking any of the following actions, **ADMINISTRATOR** will discuss these actions during a regularly scheduled public meeting or convene an additional meeting as needed.

* Development of Community Accountability and Engagement Plan.
* Development of Post-Administrator Drinking Water Service Plan.
* Establishing a final operating budget.
* Entering significant long-term contracts.
* Approving and/or entering contracts for significant planning projects or infrastructure improvements,
* Entering significant financing commitments, including any financing contracts with the State Water Board,
* Adoption of final system policies, and
* Altering water rates.

## Public Meeting Logistics

* **Location** *-* Meetings will be held in accordance to what is convenient for the community, in-person, virtually or through a combination of in-person and virtual methods (hybrid), depending on COVID-19 public health guidelines at the time of the meeting.
* **Meeting Notice** – The administrator will provide a public notice to all affected ratepayers, renters, and property owners a minimum of a ten-days prior to the public meeting. (See Appendix A)
* **Meeting agenda** – The administrator will provide a meeting agenda for each public meeting (See Appendix B)
* **Meeting summaries** – The administrator will provide a public meeting summary to the State Water Board within two weeks after the meeting.
* **Public comments** – The administrator will provide the public with an opportunity to provide public comments at every public meeting.
* **Language access services** – The administrator will provide translated written materials and oral interpretation in a language other than English if it is known that at least 5% of the community speaks that language or another language requested by the public.

|  |
| --- |
| **Meeting logistics:**  As of **Month, Year** public meetings will be held:  ☐ In-person at  ☐ Virtually via  Hybrid – virtually and in-person  At the **VENUE NAME AND ADDRESS** and via Zoom meetings  ☐ Unsure: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ☐ **Public meeting notice:** The administrator will provide a meeting notice at least 10-days before the meeting, in the language spoken in the community and will include details that include date, time, and location or meeting platform and point-of-contact information.  ☐ **Meeting agenda:**  The administrator will provide a meeting agenda at every public meeting.  ☐ **Meeting summary:**  The administrator will provide a meeting summary to the State Water Board at least two weeks after a public meeting has taken place.  ☐ **Language access:**  Based on the census tract data for the **ADMINISTRATOR** community demographics, materials will be provided in the following languages:  **English**  Spanish  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## Recommendations

**Pre-Meeting Recommendations**

* While not required, the administrator can use the sample ***community survey*** template to assess the level of community interest in the project, preferred ways to communicate, language(s) spoken, and most suitable dates and times to host public meetings (see Appendix D).
* Prepare ***public meeting notice***, ***meeting agendas***, and ***water bill******inserts*** and/or other meeting appropriate materials (see Appendices A, B, and C).

**Post- Meeting Recommendations**

* While not required, the administrator could upload meeting recordings onto the water system website.

|  |
| --- |
| **ADMININISTRATOR**  will take the following pre- and post-meeting actions:  Conduct a community survey  Use public meeting notices  Use meeting agendas  Use bill inserts  Develop e-mail reminders  Regularly update website  Develop meeting summaries  Upload meeting recording to website  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## Communication Strategies

It is expected that the appointed administrator implements each of the following communication strategies:

* **Means of communication:** The administrator will provide regular updates to the community served *by the best means identified or recommended by community* and may include public meeting notices, newsletters, emails, the water system’s website, billing flyers, posting of flyers at central locations within the community, community repository, and/or other similar means of communication.
* **Language services**: The administratorwill provide written materials in a language other than English if it is known that at least 5% of the community speaks that language or another language if requested by the public. If a need for another language identified, a member of the public can request these services by contacting the office by mail: **DISTRICT ADDRESS** ; by phone: **DISTRICT PHONE NUMBER**; or by email: **ADMINISTRATOR EMAIL** <mailto:> at least two weeks in advance of the meeting.
* **Fact sheets/updates:** The administratorwill provide fact sheets/updates in easy-to-understand non-technical language and should contain graphics/visuals to facilitate understanding by a lay audience. As demonstrated in the community demographic information, fact sheets/updates will be provided in **INSERT LANGUAGE(S)** and in other languages spoken in the community.
* **Point-of-contact:** A designated point-of-contact will be listed on *all communications materials for* the public to contact for more information regarding actions and activities.
* **Mailing and key stakeholder e-mail lists:** Copies of the mailing list and key stakeholder list will be provided to the administrator electronically by the State Water Board. The administratorwilluse the water system mailing list and key stakeholder email distribution list to mail and/or email informational materials and public meeting notices. The key stakeholder list consists of representatives from community organizations and local and state agency representatives. These lists will be updated regularly by **ADMINISTRATOR** to ensure accuracy and to add the addresses of individuals who request to be on the list. Copies of the mailing list and key stakeholder list will be provided to the administrator electronically by the State Water Board. **ADMINISTRATOR** will also include residents, rate payers, landowners of Fountain Trailer Park and Sunset Apartments in the notification of public meetings and sharing of information.

|  |
| --- |
| **ADMININISTRATOR has identified the following methods as the most appropriate means of communicating with this community:**  Mail  Email  ☐ Text messages  Fact sheets  Newsletter  Water system website:  ☐ Post flyers at identified centers of community (i.e., post office, markets)  Water bill inserts  ☐ Community partners  ☐ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Point-of-contact name and contact information:**  Name:  Organization:  Address:  Phone:  Email: |

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

| **Type of Action or Activity** | **Description or Purpose** | **Timeframe** |
| --- | --- | --- |
| *Describe action or activity* | *Provide details* | *Insert dates* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Accountability

The Water Boards values community input and participation. This is who are we accountable to and why.

|  |
| --- |
| **Respond to and incorporate community Input:** Community input will be documented, considered, and incorporated in the following ways:  Describe how community input will we received, documented, and considered. |

* + **Public access to records**: The administrator shall make available the following documents to the public during business hours **INSERT DAYS AND TIMES.**
  + The current operating budget
  + The organization chart of all designated water system employees and management
  + Ownership information for the designated water system
  + Reports by auditors or other financial professionals regarding the budget or finances of the designated water system
  + Current contracts for professional services
  + All complaints regarding water system services to customers
  + Any approved Post Administrator Drinking Water Plan

Optional, such services can be offered through the establishment of an information repository at a central location in the community such as a public library, community center, school, etc. throughout the duration of the administrator. If feasible, the administrator shall make these documents available on the designated water system’s website.

* **State Water Board Process to Submit Complaints and Petitions:** Any ratepayer, renter, or property owner who receives water from a designated water system which receives services from the administrator is entitled to submit a complaint or file a petition to the State Water Board for the reversal or modification of a decision of an administrator or substitution of the administrator.

**To submit a complaint contact:**

INSERT NAME, Water Resources Control Engineer

Division of Drinking Water, State Water Resources Control Board

Phone : (xxx) xxx- xxxx

Email : DDW-Administrator@waterboards.ca.gov

Mail : INSERT ENGINEER’S MAILING ADDRESS

**To submit a petition:**

Petitions may be submitted the following ways:

In person**:**  
 State Water Resources Control Board, Office of Chief Counsel  
 1001 "I" Street, 22nd Floor, Sacramento, CA 95814  
 Attn: Pamela Downing, Legal Secretary

By mail:  
 State Water Resources Control Board, Office of Chief Counsel  
 P.O. Box 100, Sacramento, CA 95812-0100  
 Attn: Pamela Downing, Legal Secretary

By email: [DrinkingWaterPetitions@waterboards.ca.gov](mailto:DrinkingWaterPetitions@waterboards.ca.gov)

By fax: (916) 341-5199

For more information, visit: [Drinking Water Petitions for Reconsideration | California State Water Resources Control Board](https://www.waterboards.ca.gov/drinking_water/programs/petitions/instructions.html)

# Appendices

Appendix A – Sample Meeting Notification

Appendix B – Sample Meeting Agenda

Appendix C – Sample Water Bill Insert

Appendix D – Sample Community Survey

**Appendix A – Sample Public Meeting Notice**

Join us!

ADMINISTRATOR FOR  **WATER SYSTEM NAME**

PUBLIC MEETING

A water system administrator is an entity or person appointed and funded by the State Water Board that helps failing water systems address their drinking water needs and find long-term solutions to water quality and system management.

Learn more about your drinking water, water rates, and upcoming plans to improve your drinking water system.

We will also cover:

* **[SPECIFIC TOPICS FOR THIS PUBLIC MEETING]**
* **[Example – Water Rate Analysis]**
* **[Example – Pending Contract with XXXX]**

Date/Time: **[DATE AND TIME]**

Location: **[ADDRESS]**

For more information, contact:

**ADMINISTRATOR**

**POINT OF CONTACT**

**PHONE, EMAIL**

**MAILING ADDRESS**

**Appendix B – Sample Public Meeting Agenda Template**

**PUBLIC MEETING # (Insert Meeting Number)**

**ADMINISTRATOR**

**Name of Water System**

**DAY OF THE WEEK, MONTH, DAY, 2022 from 00:00 PM – 00:00PM**

**Meeting Venue Name and Room, Meeting Venue Address or**

**INSERT Zoom Link and/or Conference Line**

**AGENDA**

1. Introductions & Overview of Meeting Format
2. Required Public Meeting Updates:
   * Performance of the Water System
   * Overview of the Water System’s Finances
   * Update on major projects or plans
   * Update on any changes to water rates
   * Update on significant matters related to the Water System
   * \*Public Comments, Questions & Answers
3. Public Comments will be recorded and considered by the Administrator
4. Next Public Meeting Date and Time
5. Adjourn

**Appendix C – Sample Water Bill Insert**

Dear Resident:

ADMINISTRATOR has been assigned by the State Water Resources Control Board to serve as an administrator.

A water system administrator is an entity or person appointed and funded by the State Water Board that helps failing water systems address their drinking water needs and find long-term solutions to water quality and system management.

To keep you up to date on the activities taking place to improve the WATER SYSTEM NAME, ADMINISTRATOR will be hosting a public meeting at a minimum of every 3 months.

The first meeting will be held on DATE, TIME, LOCATION

For more information, call (###) ###-#### or email: #### @ email.org

Sincerely,

POINT OF CONTACT

**Appendix D- Community Survey Template (Optional Resource)**

**[INSERT NAME] Water System**

**Community Questionnaire [MONTH YEAR]**

***Please Print Clearly***

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

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

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

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

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

**1) Have you participated in any public meetings regarding drinking water issues for [NAME] Water System?** (circle) Yes No

**If no, why not?** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

**4) Would you attend an in-person meeting related to the [NAME] Water System?**

\_\_\_**Yes** \_\_\_**No** If no, why?, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

**6) What is the best day of the week and time to hold a public meeting? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**7) What is the best way to provide you with information regarding the [NAME] Water System? Please rate the following communication tools on a scale of 1 to 5** (1 = least preferred and 5 = most preferred):

|  |  |
| --- | --- |
| Small group meetings/discussions | 1 2 3 4 5 |
| Mailed fact sheets | 1 2 3 4 5 |
| Web site/internet | 1 2 3 4 5 |
| Information through schools | 1 2 3 4 5 |
| Information through churches | 1 2 3 4 5 |
| Public notices in a newspaper | 1 2 3 4 5 |
| Workshops (open houses) | 1 2 3 4 5 |
| Community/public meetings | 1 2 3 4 5 |
| E-mailed information | 1 2 3 4 5 |
| Social media (Facebook, Twitter, Instagram) | 1 2 3 4 5 |
| Information posted in public areas | 1 2 3 4 5 |
| Press releases/newspaper articles | 1 2 3 4 5 |

**8) Are there other ways for us to keep you better informed?** (circle) Yes No

**Please describe.**