

**WATER QUALITY EMERGENCY NOTIFICATION PLAN**

This form is intended to assist the Division of Drinking Water (DDW) and the public water system in contacting responsible individuals in the event of an emergency affecting the water system operations.

## **ADMINISTRATIVE INFORMATION**

|  |  |
| --- | --- |
| **Public Water System Name:** | **[Insert Water System Name]** |
| **Public Water System Number:** | **[Insert Water System Number]** |
| **Public Water System Type (CWS, NTNC, TNC):** | **[Insert Water System Classification]** |
| **Public Water System Address/Location:** | **[Insert Water System Location Address]** |

The following persons have been designated to implement the plan upon notification by the State Water Resources Control Board Division of Drinking Water that an imminent danger to the health of the water users exists:

| Water Utility Contact Name and Title | Contact Type | Email Address | Daytime Telephone | Cell phone Number |
| --- | --- | --- | --- | --- |
| **[Insert Water Utility Number 1 Contact Name and Title]** | Water Operator | **[Insert Water Utility Number 1 Email Address]** | **[Insert Water Utility Number 1 Daytime telephone number]** | **[Insert Water Utility Number 1 Cell phone number]** |
| **[Insert Water Utility Number 2 Contact Name and Title]** | Backup Water Operator (if applicable) | **[Insert Water Utility Number 2 Email Address]** | **[[Insert Water Utility Number 2 Daytime telephone number]** | **[Insert Water Utility Number 2 Cell phone number]** |
| **[Insert Water Utility Number 3 Contact Name and Title]** | Water Shortage Contingency Response (if different than operator) | **[Insert Water Utility Number 3 Email Address]** | **[Insert Water Utility Number 3 Daytime telephone number]** | **[Insert Water Utility Number 3 Cell phone number]** |
| **[Insert Water Utility Number 4 Contact Name and Title]** | Water Hauler[[1]](#footnote-1) | **[Insert Water Utility Number 4 Email Address]** | **[Insert Water Utility Number 4 Daytime telephone number]** | **[Insert Water Utility Number 4 Cell phone number]** |
| **[Insert Water Utility Number 5 Contact Name and Title]** | Well Drilling / Pump Co. | **[Insert Water Utility Number 5 Email Address]** | **[Insert Water Utility Number 5 Daytime telephone number]** | **[Insert Water Utility Number 5 Cell phone number]** |

The implementation of the plan will be carried out with the following SWRCB DDW and County Department personnel:

*Table 1. SWRCB DDW and County Department personnel*

| SWRCB or County Department Contact Name and Title | Contact Type | Email Address | Daytime Telephone | Cell phone Number |
| --- | --- | --- | --- | --- |
| **[Insert State Water Resources Control Board Department of Drinking Water (DDW) District Engineer Contact Name]** | **State Water Resources Control Board DDW District Office** | **[Insert State Water Resources Control Board DDW District Engineer Email Address]** | **[Insert State Water Resources Control Board DDW District Engineer Daytime telephone number]** | **[Insert State Water Resources Control Board DDW District Engineer Cell phone number]** |
| **[Insert State Water Resources Control Board DDW Alternative Contact Name and Title]** | **State Water Resources Control Board DDW** | **[Insert State Water Resources Control Board DDW Alternative Contact Email Address]** | **[Insert State Water Resources Control Board DDW Alternative Contact Daytime telephone number]** | **[Insert State Water Resources Control Board DDW Alternative Contact Cell phone number]** |
| **[Insert County Environmental Health Department (EHD) Local Primacy Agency (LPA) Contact Name and Title]** | **County EHD LPA** | **[Insert County EHD LPA Contact Email address]** | **[Insert County EHD LPA Contact Daytime telephone number]** | **[Insert County EHD LPA Contact Cell phone number]** |
| **[Insert County Office of Environmental Safety (OES) Contact Name and Title]** | **County OES** | **[Insert County OES Contact Name and Title]** | **[Insert County OES Contact Daytime telephone number]** | **[Insert County OES Contact Cell phone number]** |

If the above personnel cannot be reached, contact the 24-hour Office of Emergency Services Warning Center at 800-852-7550 or 916-845-8911. When reporting a water quality emergency to the Warning Center, please ask for the State Water Resources Control Board Division of Drinking Water Duty Officer.

**Water Shortage Contingency Planning**

Small water community water systems serving 15 – 999 service connections must incorporate drought planning elements (including, but not limited to, drought-planning contacts and standard water shortage levels) into their Emergency Notification Plan (ENP) or Emergency Response Plan (ERP) under CWS 10632(2)(A). Small community water systems serving 15 – 999 service connections should be aware of the statewide water shortage contingency stages but are not required under SB552 to take specific response actions.

The six standard water shortage levels listed below shall be defined by the small community water system based on their specific water supply conditions. Water supply conditions can be affected by water supply reductions, changes in groundwater levels (if applicable), changes in surface level elevation or level of subsidence, water quality issues, potential interruption of water supply (man-made, natural disaster, etc.), or other changes in hydrological/geological conditions which can affect water supply/quality.

*Table 2. Water Shortage Contingency Stages and Emergency Response Actions to be taken for a water system, per SB 552*

|  |  |  |  |
| --- | --- | --- | --- |
| **Small Community Water System Water Shortage Contingency Stages** | **Warning Signs** | **Shortage Range** | **Emergency Response Action** |
| **Stage 1 –** WATCH | **[Insert warning signs that could impact drinking water supply. Examples: precipitation levels below expected, groundwater aquifer levels below expected.]** | Water shortage is 10% less than expected water supply level | **[Insert emergency response actions to be taken during a watch stage. Examples: begin daily groundwater level logs and individual well logs, groundwater well sounding, track total groundwater production, weekly water meter reading.]** |
| **Stage 2 –** WARNING | Watch stage actions have indicated decreasing water supply levels.  **[Insert conditions from the watch stage that have impacted water supply. Examples: groundwater wells logs show steadily decreasing production rates, groundwater well sounding indicates groundwater aquifer levels are decreasing.]** | Water shortage is 20% less than expected water supply level | **[Insert emergency response actions to be taken during a warning stage. Examples: Continue water monitoring efforts listed in watch phase. Let the community know about water conservation efforts, provide information about water efficient household appliances and optimal landscape watering hours and ways to save water within the house.]** |
| **Stage 3 –** ACUTE | Warning stage actions have indicated decreasing water supply levels.  **[Insert conditions from the warning stage that have impacted water supply. Examples: water monitoring efforts show 30% decrease in water supply, groundwater pumps are syphoning air bubbles, groundwater wells are taking twice the amount of time to recharge.]** | Water shortage is 30% less than expected water supply level | **[Insert emergency response actions to be taken during an acute stage. Examples: Continue water monitoring efforts listed in watch stage, begin locating alternative water supply sources in case of emergency, locate nearby water systems in the case of emergency, have a list of water haulers in case of water shortage, create an emergency hauled water distribution plan for the community.]** |
| **Stage 4 –** CRITICAL | Acute stage actions have indicated decreasing water supply levels.  **[Insert conditions from the acute stage that have impacted water supply. Example: water monitoring efforts find aquifer levels below groundwater pumps at 1 or more wells, people have been calling regarding loss of water at household.]** | Water shortage is 40% less than expected water supply level | **[Insert emergency response actions to be taken during a critical stage. Examples: Continue water monitoring efforts listed in watch stage. Continue outreach efforts with the community regarding water conservation, begin actions to deliver potable water to community (bottled water or hauled water distribution), request assistance from nearby water system, look for long term alternative water supply options. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 4 emergency.]** |
| **Stage 5 –** EMERGENCY | Critical stage actions have indicated decreasing water supply levels.  **[Insert conditions from the critical stage that have impacted water supply. Examples: groundwater monitoring efforts indicate up to 50% of groundwater wells have gone dry and are out of service, potable water supply needs of the community are not being met by local sources.]** | Water shortage is 50% less than expected water supply level | **[Insert emergency response actions to be taken during an emergency stage. Examples: Continue water monitoring efforts listed in watch stage, outreach to the community regarding the water shortage and water conservation efforts, reach out to mutual aid organizations for assistance, continue looking at alternative water supply options such as a new source, nearby intertie connection, or consolidation. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 5 emergency.]** |
| **Stage 6 –** CATASTROPHIC WATER LOSS | Emergency stage actions have indicated decreasing water supply levels.  **[Insert conditions from the emergency stage that have impacted water supply. Examples: at least 50% of community members have called regarding lack of potable water, up to 70% of groundwater wells have gone dry, potable water supply needs cannot be met.]** | Water shortage is 50% less than expected water supply level | **[Insert emergency response actions to be taken during a catastrophic water loss stage. Examples: Continue water monitoring efforts listed in watch stage, outreach to the community regarding the water shortage and water conservation efforts, reach out to mutual aid organizations for assistance, continue looking at alternative water supply options such as a new source, nearby intertie connection, or consolidation. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 6 emergency.]** |

**NOTIFICATION PLAN**

Attach a written description of the method or combination of methods to be used, for example, radio, television, door-to-door, sound truck, etc. to notify customers in an emergency. For each section of your plan give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations such as schools, non-English speaking groups, and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to actually implement them in the event of an emergency. Examples of notification plans are attached for large, medium, and small communities.

NAME:**[Insert name of Water System representative who has completed this plan]**

DATE: **[Insert date of completion of this plan]**

SIGNATURE:**[Insert Signature of Water System representative who has completed this plan**

**EXAMPLE NOTIFICATION PLANS FOR COMMUNITY WATER SYSTEMS**

The following example plans are provided to assist community water systems in developing their own Emergency Notification Plans.

**PLAN 1 Medium Community**

During regular working hours our people will contact the news media at television station KXYZ to broadcast the necessary warning. The local radio stations will also be contacted. The television and radio personnel are available at all hours. As a follow-up measure, we will also contact the Daily Bee, a local newspaper that serves both Ourtown and Hometown.

The warnings will be issued in both English and Spanish to cover all members of the community. Outlying areas of the water service area (such as Isolated Canyon and Lonesome Mountain subdivisions) will also be notified by sound truck and/or handbill distributed to their respective areas. Both of these areas are very small, and this can be done quite quickly.

A special telephone answering service can also be quickly set up at the utility headquarters (using the regular company numbers) to answer questions that will come in from consumers. Questions are anticipated, especially from the Hometown area, because that area is served by three different water companies. A map will be available to the telephone answering personnel to determine the water company serving the caller.

It is anticipated that the time for notification to the television and radio audiences will be very short. The areas served by handbill and sound truck will also be notified within an hour. For notification to be issued in other than normal hours, the same media will be contacted and an announcement will be scheduled for as long as is necessary. A sound truck(s) will be used in the early morning hours to quickly alert the people not listening to their radio or television.

**PLAN 2 Small Community**

Our community is very small, and the most efficient means of notification will be both sound truck and handbill. It is estimated that the entire service area can be covered in less than three hours.

**PLAN 3 Large Community**

The same plan as implemented in Plan I should be used here with the exceptions noted. All the news media will be contacted in the entire metropolitan area. This includes all television and radio stations and all local and general area newspapers. Maps have been prepared to be distributed to the media to locate the boundaries of the water company. This system is large enough that it may only be necessary to notify some of the water users. This information will be transmitted to the media and an answering service at the water company will respond to consumers’ calls. Unless the problems are limited to isolated areas it is unreasonable to assume that contact can be made through sound truck or handbill.

1. Use only licensed water haulers from the California Department of Public Health, see website below under “Licensed Water Haulers by County” – hit “cancel” when it requests a username and password:

   <https://www.cdph.ca.gov/Programs/CEH/DFDCS/pages/fdbprograms/foodsafetyprogram/water.aspx> [↑](#footnote-ref-1)