



COUNTY OF RIVERSIDE DEPARTMENT OF ENVIRONMENTAL HEALTH

(888)722-4234 • RIVCOEH.ORG

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Utility: _____ System No. _____

Physical Location/Address: _____

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

Water Utility: Contact Name & Title	Email Address	Day	Telephone	
			Evening	Cell

- _____
- _____
- _____

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

SWRCB & County Health Departments:			Telephone	
Contact Name & Title	Email Address	Day	Evening	

- | | | | |
|-----------------------|--|----------------|----------------|
| Shantel Bacon | SBacon@rivco.org | (951) 955-8980 | (951) 782-2968 |
| Brittany Porto | bwhitney@rivco.org | (951) 955-8980 | (951) 782-2968 |
- | | | | |
|--------------------------------|--|----------------|----------------|
| Yesenia Gonzalez | YGonzalez@rivco.org | (760) 863-7570 | (951) 782-2968 |
| Damaris Zepeda Penuelas | dzpenuelas@rivco.org | (760) 863-7570 | (951) 782-2968 |
| Tiffany Su | tsu@rivco.org | (760) 863-7570 | (951) 782-2968 |
| Stephanie Serrato | StSerrato@rivco.org | (760) 863-7570 | (760) 863-7570 |

County of Riverside
Department of Environmental Health
Water Resource Management

3. If the above personnel cannot be reached, contact:

Office of Emergency Services Warning Center (24 hrs)	(800) 852-7550 or (916) 845-8911
When reporting a water quality emergency to the Warning Center, please ask for the State Water Resources Control Board – Division of Drinking Water Duty Officer.	

NOTIFICATION PLAN

- STANDARD PLAN: Please check if you agree to notify customers by door-to-door contact or written handout sheets. It is important that the people going door-to-door are coordinated and trained so they distribute copies to the designated areas of the water system. Maps of the specific areas that the notices are to be distributed should be provided to the customers.
- ALTERNATE PLAN: Please check if you propose to use another method and **attach** the alternate plan to this form.

Report prepared by:

Signature and Title

Date

PLAN I (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 II (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 III (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.