SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-B**

FROM: Ed Fortner, General Manager

Meeting Date: November 5, 2020

SUBJECT: Emergency Response Plan; Wildfire and Power Outages Section Updates

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RECOMMENDED ACTION: Receive report related to the Emergency Response Plan Wildfire and Power Outage Section Updates.

FISCAL IMPACT: N/A

DISCUSSION:

The updated Emergency Response Plan (ERP), including updated contacts and updated Wildfire and Power Outage sections, was discussed at the October Board meeting. The Board asked for page numbering, an revision date, and updated contacts to be presented at the November Board meeting. Those changes are included in the attached ERP.

Emergency Preparedness Response & Recovery Plan

Updated September 23, 2020

Sweetwater Springs Water District
17081 Highway 116 • Suite B Guerneville, CA 95446
Phone 707.869.4000 • Fax 707.869.4005

SWEETWATER SPRINGS WATER DISTRICT

EMERGENCY RESPONSE PLAN

Important Phone Numbers, Email Addresses and Other Emergency Information

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- Emergency Generator During Power Outage
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- General Procedures

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Section No. 13 – Flood Emergency Plan
- Well Field Flooding or High Turbidity Level, General Procedures, Power Outage Procedures

Section No. 14 – El Bonita Flood Response Plan and Recovery

Section No. 15 – Contagious Disease/ COVID-19 Emergency Plan

SECTION NO. 1

Administrative

PREFACE
POINTS AND AUTHORITIES
MUTUAL AID AGREEMENTS
RESOLUTION ADOPTING SEMS
WARN – WATER AGENCY RESPONSE NETWORK

PREFACE

The Sweetwater Springs Water District Emergency Preparedness, Response and Recovery Plan is designed to address organized response to emergency situations associated with natural disasters, technological incidents, and national security emergencies in, or affecting the Sweetwater Springs Water District facilities and service area.

The Emergency Preparedness, Response and Recovery Plan has been prepared by Sweetwater Springs Water District personnel.

DISTRICT POLICY NUMBER	DESCRIPTION
5000.30 **EMERGENCY MEETINGS**	**IN THE EVENT OF AN EMERGENCY SITUATION INVOLVING MATTERS UPON WHICH PROMPT ACTION IS NECESSARY, THE BOARD OF DIRECTORS MAY HOLD AN EMREGENCY SPECIAL MEETING WITHOUT COMPLYING WITH THE POSTING REQUIREMENTS FOR A SPECIAL MEEETING REQUIRED IN SECTION 5000.21. AN EMERGENCY SITUATION IMEANS A CRIPPLING DISASTER WHICH SEVERELY IMPAIRS PUBLIC HEALTH, SAFETY OR BOTH, AS ARE DETERMINED BY A MAJORITY OF THE BOARD.**
5000.31	**NEWSPAPERS OF SPECIAL CIRCULATION IN THE DISTRICT, RADIO STATIONS AND TELEVISION STATIONS WHICH HAVE REQUESTED NOTICE OF SPECIAL MEETING IN ACCORDANCE WITH THE RALPH M. BROWN ACT (CA GOVERNMENT CODE SECTION 54650 THROUGH 59426) SHALL BE NOTIFIED AT LEAST ONE HOUR PRIOR TO THE EMERGENCY SPECIAL MEETING. IN THE EVENT THAT TELEPHONE SERVICES ARE NOT FUNCTIONING, THE NOTICE REQUIREMNT OF ONE HOUR IS WAIVED, BUT THE GENERAL MANAGER, OR HIS/HER DESIGHNEE, SHALL NOTIFY SUCH NESPAPERS, RADIO STATIONS, OR TELEVISION STATIONS OF THE FACT OF THE HOLDING OF THE EMERGENCY SPECIAL MEETING, AND OF ANY ACTION TAKEN BY THE BOARD AS SOON AFTER THE MEETING AS POSSIBLE.**
5000.32	**NO CLOSED SESSION MAY BE HELD DURING AN EMERGENCY SPECIAL MEETING, AND ALL OTHER RULES GOVERNING SPECIAL MEETINGS SHALL BE OBSERVED WITH THE EXCEPTION OF THE TWENTY-FOUR (24) HOURS NOTICE. THE MINUTES OF THE EMERGENCY SPECIAL MEETING, A LIST OF THE PERSONS THE GENERAL MANAGER OR DESIGNEE NOTIFIED OR ATTEMPTED TO NOTIFY, A COPY OF THE ROLL CALL VOTE (S), AND ANY ACTIONS TAKEN AT SUCH MEETING SHALL BE POSTED FOR A MINUMUM OF TEN (10) DAYS IN THE DISTRICT OFFICE AS SOON AFTER THE MEETING AS POSSIBLE.**
GOVERNMENT CODES	DESCRIPTION
CA DISASTER SERVICES ACT, ARTICLE 9.5, SECTION 8607	**REQUIRED USE OF SEMS – STANDARD EMERGENCY MANAGEMENT SYSTEM. ONCE THE RESOLUTION ADOPTING SEMS HAS BEEN APPROVED BY THE BOARD, A CERTIFIED COPY OF THE RESOLUTION MUST BE FORWARDED TO THE CA OFFICE OF EMERGENCY SERVICES.**
CA TITLE I, DIV. 4, SECTION 3100, CHAPTER 8	**IDENTIFIES PUBLIC AGENCY EMPLOYEES AS DISASTER SERVICE WORKER (DSWS) AND REQUIRES THEM TO REMAIN AT OR RETURN TO WORK DURING EMERGENCIES. PUBLIC EMPLOYEES RECEIVE PAY FOR THEIR SERVICES.**

Resolution No. 09-26

A Resolution Of The Sweetwater Springs Water District Board Of Directors Adopting The California Standardized Emergency Management System, Master Mutual Aid Agreement, And Operational Area Concepts

WHEREAS Sweetwater Springs Water District facilities, properties, and employees are located where numerous natural or human caused catastrophes may occur and that could affect local or regional areas, and

WHEREAS the greater efficiency for emergency and disaster preparedness, response, recovery, and mitigation can be achieved by joining efforts between all political subdivisions, including cities, counties, special districts, other public benefit non-profit corporations, and utilities in the development and implementation of operational areas; and

WHEREAS the Standardized Emergency Management System (SEMS) regulations identify the need for all political subdivisions within the geographical area of a county to establish an operational area to act as an intermediate level of the state emergency services organization to support local government before and during emergencies; and

WHEREAS following the 1991 East Bay Hills Firestorm, the California Emergency Services Act was amended, creating SEMS (Government Code §8607) to ensure all responding agencies would plan and coordinate emergency response together by incorporating the operational area concepts and master mutual aid agreements; and

WHEREAS the Sweetwater Springs Water District claims for State reimbursement of personnel response costs are contingent upon adopting and using SEMS; and

WHEREAS the Sweetwater Springs Water District wishes to coordinate emergency and disaster planning and response with other agencies and to maximize the ability to recover costs incurred during response; and

WHEREAS the Sweetwater Springs Water District staff have received and continue to update SEMS and National Incident Management System (NIMS) training and participate in the SEMS emergency response approach, including operational area concepts and Incident Command System (ICS).

NOW, THEREFORE, BE IT RESOLVED by the Board Of Directors of the Sweetwater Springs Water District that the District hereby adopts the State of California SEMS, Master Mutual Aid Agreement and operational area concepts as the means by which the Sweetwater Springs Water District will plan and respond jointly with other emergency response agencies; and

BE IT FURTHER RESOLVED that all Sweetwater Springs Water District emergency plans and emergency response training shall reflect the use of SEMS, operational area concepts, and master mutual aid agreements and the compliance standards thereof; and

BE IT FURTHER RESOLVED that the Sweetwater Springs Water District enter into and participate in assistance and operational area agreements to facilitate joint preparedness and response; and

BE IT FURTHER RESOLVED that the General Manager take the steps necessary to effectuate these and future emergency-response-related agreements.

I hereby certify that the foregoing is a full, true, and correct copy of a Resolution duly and regularly adopted and passed by the Board of Directors of the SWEETWATER SPRINGS WATER DISTRICT, Sonoma County, California, at a meeting held on November 5, 2009, by the following vote.

Wanda Smith: _____
Victoria Wikle: _____
Jim Quigley: _____
Sukey Robb-Wilder: _____
Gaylord Schaap: _____

_____
Victoria Wikle
President of the Board

ATTEST:

_____
Julie A. Kenny
Clerk of the Board

WARN – WATER AGENCY RESPONSE NETWORK (Mutual Aid & Assistance)

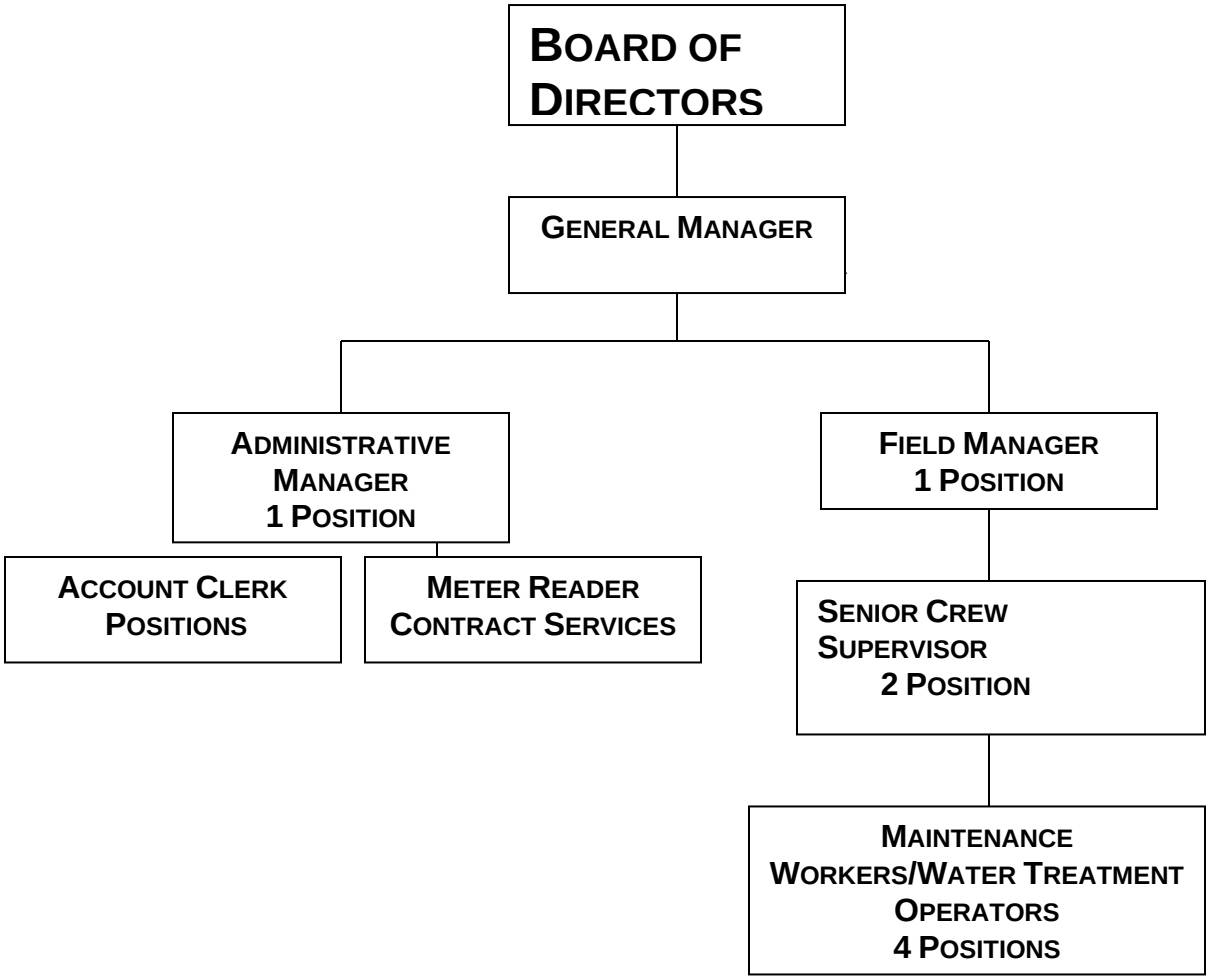
SSWD Member Information – **Website: www.calwarn.org**

User Name: efortner@sweetwatersprings.com
Password: Sweetwater@1

Provides use of/loans of immediate need resources such as Construction Equipment, Vehicles, Tools, Pumps and Generators, Fuel, Personnel, both Skilled, such as Treatment Operators, and General Laborers. Likewise, as a member, the District would also make itself available to lend its goods and services.

SECTION NO. 2

District Chain of Command/Staffing



SECTION NO. 3

Phone Lists

SSWD STAFF AND RESPONSIBILITIES DURING AN EMERGENCY
OFFICIAL WATER SYSTEM QUALITY CONTACTS
EMERGENCY SERVICES PROVIDERS
AUTOMATED TELEPHONE NOTIFICATION
WATER SYSTEM TECHNICAL SUPPORT CONTACTS
UTILITY AND SUPPLY PROVIDERS
COMMUNICATIONS SERVICE PROVIDERS
LOCK COMBINATIONS
MEDIA CONTACTS
PURCHASED WATER SUPPLIERS
OTHER WATER AGENCIES
BOARD OF DIRECTORS AND PROFESSIONAL STAFF
OFFICIAL POSTING LOCATIONS

SWEETWATER SPRINGS EMPLOYEE CALL LIST
17081 Highway 116, Guerneville (P.O. Box 48)

OFFICE TELEPHONES
707-869-4000
FAX: 869-4005 SCADA 869-3686
E-MAIL: sws@monitor.net WEB SITE: http://www.sweetwatersprings.com
707-310-8420 Ans. Service 310-8397 Code 3214 (no waiting)
800-325-9713 Ans. Service FAX

GENERAL MANAGER
Ed Fortner
Cell: (859) 661-3174

FIELD MANAGER
Jack Bushgen
707-869-1142
Cell Phone: (707) 696-4335

ADMINISTRATIVE MANAGER
Julie A. Kenny
(707) 869-1365
Cell: (707) 483-4052

OFFICE STAFF
Nicole King (707) 481-6036 CELL

METER READER Dale Dross: (707) 869-2502
CELL 707-324-9927

FIELD STAFF
953-4129 CELL: Field Code 4005
Bryon Edgmon CELL 888-2358
(none) Keith McDonald CELL 217-3207
707-865-5238 Ryan Wilson CELL 477-9800
(none) Kevin Gonzalez (H) CELL 396-3833
WORK CELL 387-5079
707-546-4686 Bernard O'Brien CELL 695-3179
(none) Jamin Reed CELL 707-239-1164

EMERGENCY NUMBERS

800-642-2444 USA's
800-743-5000 P.G.&E (Call 743-5002 for outage info)
707-869-2148 P.G.&E. (unlisted)
800-332-1321 AT&T High Priority
510-895-9500 Radios: Crystal Communications
800-367-1091/Acct 3874-0363 ESP & Alarms (Off: 528-3401; p/w 17081)
707-527-2361 S.C.O.E.S. (Rod Graham)
707-544-8807 Brelje & Race Labs
523-1070 Guerneville Sewer (SCWA) 24-hr number
571-8005 Coastland Engineering
544-6123 Sonoma County Water Agency FAX
542-8367 Labor Ready
695-2197 Russian River Park and Rec (John Condon)

707-869-0634 Ferrell Gas
(707) 575-0505 Redwood Coast Fuels
869-3582 (Lambert home)
869-2024 County Road Yard Santa Rosa 565-5100

707-584-9191 Pump Man

800-227-4224 Hach Repair
707-869-0901 Von Renner Const.;
Jeff Leyden CELL 217-7348
576-2857 Cal Trans

Control Systems West: 707-763-1108 (Daytime business hrs)
765-9226 (Bruce Borders home) 479-1108(Bruce's cell)

Combinations:
869-0050 Cal Water
*1024 Combination to Dubrava

1917 Combination to Sweetwater Gate
3213 Combination to Ferrellgas

1313 Combo to Mt. Jackson Gates (2); 9125

STATE WATER RESOURCES CONTROL BOARD/ DIVISION OF DRINKING WATER

General Office (707) 576-2145; Fax (707) 576-2722
Janice Thomas Work 576-2006; Cell 849-6526; Home 568-7062
Misha Anderson Work 576-2728

SHERIFF'S DEPARTMENT
707-869-0202 Guerneville (9-5)/ 565-2121 Dispatch 24 hr.

EL BONITA (STATION 1) 15304 River Road

707-869-3765

MONTE RIO FILTER PLANT (STATION 1) 20890 Hwy 116
707-865-2146

PURCHASED WATER
Steve Pearson Trucking 707-529-4426 (pearsontruck@comcast.net)
Clifton Water Trucking 707-237-2656
Paul Casini 707-484-3979
Leras Water Trucks (Ron McClintock) Office (707)546-5797 or 546-5264
Cell 953-0702; Pager 571-5077

FIRE DEPARTMENT
911 RussRiver F/D (emergency) (869-0553 On-call crew)
869-9089 Russian River F/D (non-emergency)
869-0553 Russian River F/D On-Call Crew
707-874-3800 Occidental F/D
707-865-2067 Monte Rio Fire Department
153 Combination to Monte Rio F.D.
Steve Baxman Pager 573 7429; Car 484-2320

HIGHWAY PATROL
707-551-4200 Accidents/ Dispatch
707-588-1400 Office
911 CHP

HIGHLAND (STATION 4) 14139 Sunset Ave.
707-869-9529

LOWER HARRISON (STATION 3)
707-865-2539

OFFICE/REVISED 09/22/2020

WATER SYSTEM CHAIN OF COMMAND
(INTERNAL NOTIFICATION)

NAME AND TITLE	RESPONSIBILITIES DURING AN EMERGENCY	CONTACT NUMBERS
ED FORTNER **DISTRICT GENERAL MANAGER**	**RDE*: OVERALL MANAGEMENT AND DECISION MAKING FOR THE WATER DISTRICT. INFORMATION SPOKESPERSON TO THE PUBLIC AND NEWS MEDIA.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 661-3174 CELL**
JACK BUSHGEN **FIELD MANAGER**	**RDE: WATER QUALITY MANAGER IN CHARGE OF OVERALL WATER SYSTEM OPERATIONS. RELAYS CRITICAL INFORMATION TO THE DISTRICT G.M. & PROVIDES RECOMMENDATIONS.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 696-4335 CELL** **(707) 869-1142 HOME**
SENIOR CREW SUPERVISOR/ WATER SYSTEM OPERATOR **BRYON EDGMON** **KEITH MCDONALD**	**RDE: IN CHARGE OF INSPECTING TREATMENT PLANT AND DISTRIBUTION SYSTEM. ASSISTS FIELD MANAGER WITH DIRECTING THE FIELD WORK FORCE. MONITORS TREATMENT PLANT FACILITIES. TAKES DIRECTION & REPORTS TO UPPER CHAIN OF COMMAND.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 888-2358 Cell (BE)** **(707) 217-3207 CELL (KM)**
FIELD CREW/ MAINTENANCE WORKERS **JAMIN REED** **KEVIN GONZALEZ** **BERNARD O'BRIEN** **RYAN WILSON**	**RDE: CARRY OUT ORDERS FROM UPPER CHAIN OF COMMAND. TYPICALLY WOULDCONDUCT SITE INSPECTIONS OF FACILITIES, MAKE NECESSARY DISTRIBUTION REPAIRS, & ASSIST OR BACK UP WATER TREATMENT OPERATOR.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 953-4129 CELL** **(707) 239-1164 CELL (JR)** **(707) 396-3833 CELL (KG)** **(707) 546-4686 HOME (BO)** **(707) 657-9643 CELL (BO)** **(707) 477-9800 CELL (RW)** **(707) 865-5236 HOME (RW)**
JULIE KENNY **OFFICE ADMINISTRATOR**	**RDE: RESPONSIBLE FOR ADMINISTRATIVE FUNCTIONS IN THE OFFICE. IN AN EMERGENCY, COULD PROVIDE A STANDARD PRE-SCRIPTED MESSAGE FOR CUSTOMERS WHO CALL WITH GENERAL QUESTIONS.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 869-1365 HOME** **Emergency cell - 707-483-4052**
ACCOUNT CLERK **NICOLE KING**	**RDE: MAKES/RECEIVES CU STOMER PHONE CALLS, AMINTAINS CALL LOG. RESPONSIBLE FOR CUSTOMER RECEIVABLES AND DATABASE OPERATION AND MAINTENANCE. TAKES DIRECTION FROM GENERAL MANAGER AND OFFICE ADMINISTRATOR AND PROVIDES OFFICE SUPPORT AS NEEDED. COORDINATE WITH ALL OTHER AGENCIES PIO'S.**	**(707) 869-4000 OFFICE** **(707) 869-4005 FAX** **(707) 481-6036 CELL (NK)**

*** RDE = Role During Emergency**

WATER SYSTEM CONTACT LIST
(EXTERNAL NOTIFICATION)

ORGANIZATION	OFFICIAL WATER SYSTEM QUALITY CONTACTS	CONTACT NUMBERS
CALIFORNIA DIVISION OF DRINKING WATER (DDW) DISTRICT ENGINEER	**MISHA ANDERSON, DISTRICT ENGINEER** **Misha.Anderson@Waterboards.ca.gov**	**(707) 576-2728 OFFICE** **(707) 545-0746 FAX** **(707) 815-9264 CELL**
DIVISION OF DRINKING WATER	**SANTA ROSA DISTRICT OFFICE**	**(707) 576-2145 OFFICE** **(707) 576-2722 FAX**
SONOMA COUNTY DISTRICT ENGINEER	**JANICE THOMAS, SONOMA COUNTY ENGINEER** **Janice.Thomas@Waterboards.ca.gov**	**(707) 576-2006 OFFICE** **(707) 576-2722 FAX** **(707) 533-4510 HOME** **(707) 849-6526 24/7 CELL**
WQ LABORATORY	**BRELJE & RACE** **425 SOUTH E ST. SANTA ROSA, CA** **DOHS LAB, BERKELEY, CA**	**(707) 544-8807 24/7** **(707) 576-2145 24/7**

ORGANIZATION	EMERGENCY SERVICES PROVIDERS	CONTACT NUMBERS
SHERIFF'S DEPT.	SHERIFF'S DISPATCH PUBLIC INFORMATION LINE GUERNEVILLE SUBSTATION	CALL – 911 (707) 565-2121 DIRECT (707) 565-2511 (707) 869-0202 (707) 875-2660 FAX
FIRE DEPT.	MONTE RIO FIRE DEPT. STEVE BAXMAN, CHIEF MRFD COMBINATION	CALL – 911 (707) 865-2067 DIRECT (707) 484-2320 CELL (707) 573-7429 PAGER 153
FIRE DEPT.	SONOMA COUNTY FIRE DISTRICT (GUERNEVILLE) FIRE DEPT. MARK HEINE, CHIEF	CALL – 911 SCFD- (707) 892-2000 CELL- (707) 696-7500 (707) 869-0553 DIRECT (707) 869-9089 (707) 869-2811 FAX
HAZMAT	HAZMAT	CALL – 911
COUNTY OES COUNTY SUPERVISOR	OFFICE OF EMERGENCY SERVICES PUBLIC INFORMATION HOTLINE FLOOD FORECAST LINE TENNIS WICK CHIRS GODLEY LYNDA HOPKINS	(707) 565-1152 UNTIL 5 PM (707) 565-3856 (707) 526-4768 (707) 799-7726 CELL (707) 548-1942 CELL (707) 483-0443 CELL
ONE CALL NOW	AN AUTOMATED TELEPHONE MESSAGE AND CALL LIST CAN BE GENERATED BY OFFICE STAFF	
AMERICAN RED CROSS	SO. COUNTY CHAPTER 5297 AERO DRIVE, SANTA ROSA	(707) 577-7600 OFFICE (707) 577-7621 FAX
CHP	CALIFORNIA HIGHWAY PATROL ACCIDENT LINE	CALL 911 (707) 576-2175 DIRECT (707) 551-4100
CAL TRANS	CAL TRANS NICK SPERIDON ROAD CONDITIONS	(707) 527-0256 DIRECT
COUNTY ROAD DEPT.	JOE GONZALES	(707) 869-2024 (707) 799-1424 CELL

Organization	Water System Technical Support Contacts	Contact Numbers
HACH Company	**Hach Exclusive Tech support** **Steve LaFirenza, Regional Service Manager**	**(866) 902-4224 24/7** **(800) 227-4224 x 2123** **(515) 956-3810 Fax**
MIOX	**Technical Support** **Frank Kaylor**	**(888) 646-9426 x1122**
Control Systems West	**Bruce Borders**	**(707) 763-1108 Bus. Hrs.** **(707) 479-1108 Cell** **(707) 765-9226 Home**

Organization	Utility & Supply Providers	Contact Numbers
AAction Rents	**Fulton Store**	**(707) 544-0501**
Bartley Pump		**(707) 584-9191**
Pump Man	**Ron Foster**	**(707) 584-9191 Office** **(707) 975-7896 Cell**
Ferrellgas		**(707) 869-0634 Office**
Pace Supply		**(707) 545-7101**
PG&E	**PG&E First Street, Guerneville, CA**	**(707) 869-2149 Direct** **(707) 743-5002 Outage Info.**
AT&T	**Priority Service** **Regular Phone Service**	**(800) 332-1321 24/7** **(800) 924-9632**
USA's	**Underground Service Alert**	**(800) 642-2444**
Von Renner Construction	**Jeff Layden**	**(707) 869-0901 Business** **(707) 217-7348 Cell**
Piazza Construction	**James Piazza**	**(707) 484-1614**

Organization	COMMUNICATIONS SERVICE Providers	Contact numbers
Crystal Communications	**Radio & Paging Antenna** **Michelle Rodriguez**	**(510) 895-9500** **(510) 895-5722 Fax** **(510) 325-2890 Cell**
Day Wireless Systems	**District Radio Repair Service**	**(707) 746-5920**
Signius Communications	**24-Hour Answering Service**	**(707) 310-8397** **CODE: 3214**

Organization	Access Locations	Combinations
SSWD	**Combination to Sweetwater Gate**	**1917**
SSWD	**Combination to Dubrava Gate**	**1024**
SSWD	**Combination to Mt. Jackson**	**Gate – 1313** **Bldg - 9125**

Organization	Media Contacts	Contact numbers
KRON CH 4		**(415) 441-4444** **(415) 581-8136 Fax**
KGO CH 7		**(415) 954-7926** **(415) 956-6402 Fax**
KGGV 95.1 FM The Bridge		**(707) 869-1131** **Volunteers@kggvfm.org**
KPIX CH 5		**(415) 362-5550** **(415) 765-8916 Fax**
KZST 100.1 FM		**(707) 528-4434** **(707) 527-8216 Fax** **news@kzst.com**
KSRO AM 1350		**(707) 545-1000 Newsroom** **(707) 542-1077 Fax**
KMGG 97.7 FM		**(707) 578-0977** **(707) 571-1097 Fax**
KHTT		**(707) 545-3313**
KXFX		**(707) 543-0100** **(707) 571-1097 Fax**
PRESS DEMOCRAT	**Bob Norberg**	**(707) 546-2020** **(707) 521-5330** **(800) 675-5056 Newsroom Fax**
SONOMA WEST		**(707) 823-7845** **(707) 869-3520** **(707) 823-7501** **news@sonomawest.com**

Name and Title	Board of Directors & Professional Staff	Contact numbers
Gaylord Schaap		**(707) 869-9337 Home** **(707) 592-8429 Cell** **(707) 865-1116 Northwood** **(707) 869-2345 Office** **(707) 865-1290 Fax**
Larry Spillane		**(707) 728-1611 Cell**
Richard Holmer		**(707) 865-2998 Home** **(707) 327-8660 Cell**
Sukey Robb-Wilder		**(707) 865-2470 Home** **(707) 322-0811 Cell**
Tim Lipinski		**(707) 869-1696 Home** **(707) 239-6896 Cell** **(Emergency Only)**
Rachel Hundley **General Counsel**	**Meyers Nave Riback Silver & Wilson**	**(510) 808-2009 Business** **(347) 749-4163 Home** **(510) 908-9091 Cell**
John Wanger	**Coastland Engineering**	**(707) 571-8005**
Organization	Official Posting Locations	Contact numbers
Sweetwater Springs District Office	**17081 Highway 116, Ste. B, Guerneville, CA**	**(707) 869-4000** **(707) 869-4005**
Guerneville Visitors Center	**First Street, Guerneville, CA**	**(707) 869-9000 Office** **(707) 869-4005 Fax**
Guerneville Chamber of Commerce	**First Street, Guerneville, CA**	**(707) 869-9000 Office** **(707) 869-9009 Fax**
Guerneville Public Library	**Armstrong Woods Rd, Guerneville, CA**	**(707) 869-9004 Office** **(707) 869-1267 Fax**
Rio Nido Post Office Bulletin Board	**Rio Nido Road, Guerneville, CA**	
Northwood Bulletin Board	**Highway 116, Monte Rio, CA**	

ORGANIZATION	PURCHASED WATER SUPPLIERS	CONTACT NUMBERS
NICK LERAS WATER TRUCKS **CASSINI WATER**	**RON AND JUDY MCCLINTOCK**	**(707) 546-5797 BUSINESS** **(707) 887-7713 HOME** **(707) 953-0722 CELL** **(707) 484-9375 CELL** **(707) 571-5071 PAGER** **(707) 484-3979 CELL**
STEVE PEARSON TRUCKING		**(707) 549-4426**
ORGANIZATION	OTHER WATER AGENCIES – RUSSIAN RIVER AREA	CONTACT NUMBERS
BODEGA BAY PUBLIC UTILITY	**BODEGA BAY**	**(707) 875-3332 BUSINESS**
CAL WATER	**GUERNEVILLE**	**(707) 869-0050 BUSINESS**
FORESTVILLE WATER DISTRICT	**SERVES FORESTVILLE**	**(707) 887-1551 BUSINESS**
RUSSIAN RIVER UTILITY **JAMIE DUNTON**	**SERVES CAMP MEEKER, FORESTVILLE, &** **DOWNTOWN OCCIDENTAL**	**(707) 887-7735 BUSINESS**
SONOMA COUNTY WATER AGENCY		**(707) 523-1070 24/7** **(707) 544-6123 FAX**

SECTION NO. 4

General Emergency Plan

PLAN
CONTACT LIST

General Emergency Plan

A. The normal notification of an emergency situation with the water quality will be from one of the following agencies.

1. Regional Water Quality Board.
2. California Division of Drinking Water (DDW).
3. County Health Department.

B. If employees of the Sweetwater Springs Water District discover a source of possible contamination that affects any waterway, we are to notify the California Division of Drinking Water (**DDW**), and the Water Quality Control Board (**WQCB**) at the following:

707-576-2145 **DDW** General Office **WQCB** 707-576-2220
707-576-2722 **DDW** Fax

After normal business hours contact DDW personnel.
(See WATER QUALITY EMERGENCY NOTIFICATION PLAN)

C. Determine the nature and extent of the emergency.

1. It is paramount to determine the potential of a health hazard after/during an emergency. If public health is jeopardized or the system is unable to meet applicable regulations, laws, or standards, DDW must be contacted.

2. Within as short a time as possible contact all personnel to determine their personal conditions, whether they are affected by the emergency, and if they are available for work.

3. The Field Manager and General Manager will coordinate all outside District employees and materials on loan, and the areas of assistance necessary.

   a. The Field Manager will collect and prioritize incoming information and inform General Manager.

   b. Appoint people to assess site damages, necessary repairs, and needs, such as power.

c. TAG SHEETS will be used to document ALL EVENTS, Make sure to record Times.

(1). Damage Assessments
(2). Health Hazards
(3). Repairs/Equipment Needed
(4). Repairs Completed

D. As quickly as possible start gathering information for a public information release. If applicable, this information should address the location of potable water, emergency measures necessary, the type and duration of the emergency.

(1) The senior account clerk will notify appropriate radio and television stations as well as local and area newspapers.

(2) Clerical staff should be utilized on our phones as much as possible for continuity of information.

(3) If it is possible to keep water in our tanks, have water truck running to keep the tanks with water and have CONSERVE WATER NOTICES put out throughout the town and at radio and TV stations. The Office Manager or General Manager will contact potable water vendors concerning the stationing of water trucks for potable drinking water. Locations will be at:

(a) Safeway parking lot
(b) Wastewater Plant at end of Neeley Rd.
(c) Rio Nido Fire House
(d) Monte Rio Fire House
(e) E Street in Monte Rio across from Fern's

E. The Field Manager and/or General Manager will gather information on damages and needs.

(1) Prioritize damages.

(a) Is it necessary to call in outside contractors to repair damages?
(b) Is it necessary to call in manpower from outside our District?

(c) Is it necessary to implement a Boil Water Order or Unsafe Water Alert to insure the safety of our customers? The District has a list of restaurants, food establishments and businesses that we contact in an emergency situation.

(i) The General Manager/Field Manager, along with DDW will make that determination
(ii) Contact DDW at 707-576-2145 concerning the implementation of the Boil Water Order.

(2) Prioritize needs. Field Manager and/or General Manager).

The District has a 225kw generator for the El Bonita Pumping Station. It is started on a monthly basis and runs the wells for a 4-hour period each month. This generator is located on Old River Rd. where it can be connected to run the pumping station out of flood waters.

At the Monte Rio Treatment Plant resides a 200kw generator that is operated in the same manner.

(a) What supplies are necessary to continue operations?

(1) Generators for water production sites
(2) Chemicals for water disinfection
(3) Liquid Chlorine
(4) Chemical feed equipment
(5) Repair equipment

D. Determine effect of exposure on our water system. (Field Manager, General Manager and Engineers)

1. Is there a long-term effect to our system? What is the short-term effect on our system?

DDW personnel will be able to assist in this determination.

(a) If necessary, contact the Water Quality Control Board and the California Division of Drinking Water.

2. Possible alternative methods of continued service.

Field Manager will determine the requirements for continued operation at present location.

(a) Additional testing required to monitor situation.
(b) Additional treatment required.
(c) Requirements and parameters of continued operations as required by DDW and District operations.
(d) Run stand by generators if power is lost, as well as calling in water trucks as needed.

E. Procedures to complete <u>prior to</u> a declared emergency, or <u>after</u> an unannounced natural emergency.

1. Notification of DDW at the following phone number:
707-576-2145 Fax 707-576-2722.

After normal business hours, DDW personnel should be contacted
(See <u>WATER QUALITY EMERGENCY NOTIFICATION PLAN</u>)

(a) Type of emergency
(b) Duration of emergency
(c) Possible impact of emergency on local operations
(d) Any possible requirements from DDW
(e) Available manpower

(f) Chain of Command

(i) General Manager
(ii) Field Manager
(iii) Office Manager

2. Notification of Local Fire Departments:

Guerneville Fire Department	707-869-9089
Monte Rio Fire Department	707-865-2067

(a) Type of Emergency
(b) Duration of Emergency
(c) Possible impact of emergency on local operations in regards to fire protection

F. Short term exposure. (Less than 12 hours)

1. Estimate daily water use from production reports (Field Manager)

(a) If it is necessary to shut down water production sites, determine if it will be necessary to notify the public and the Fire Departments to conserve water use, and for how long.

2. Office Manager or Accounting Supervisor will contact radio, and television stations covering the area, with specific information concerning the emergency, and what actions, if any, should be taken by our customers.

3. The Field Manager or Lead Person will determine if we can have water trucks fill storage tanks as needed, and have water conservation put into effect. Office or Field Manager will notify potable water providers concerning the stationing of water trucks for potable drinking water.

4. The stand-by generators will be started if power is off.

5. The General Manager, Field Manager, or Office Manager will contact the Office of Emergency Services concerning the possible use of their equipment.

G. Long term exposure. (Longer than 12 hours)

1. If the exposure is determined to be long term and the possible dewatering of the system is a potential these immediate actions should be taken.

(a) Notification by General Manager, or Field Manager to DDW local office of existing problem and all pertinent information.

(b) Notification of the public of the problem (via written notice, radio, television and/or local newspapers) by General Manager, Office Manager or Account Supervisor, requesting conservation of existing supply, and a boil water request for safety. Notices will be posted in all areas of the District on telephone poles and at Post Offices, Fire

Stations and at all tanker truck locations. (See WATER QUALITY EMERGENCY NOTIFICATION PLAN)

(c) As system begins to be dewatered, booster pump stations will be shut down by direction of the Field Manager or other Crew Supervisors to prevent damage of a pumping station.

2. Restoration of water to a dewatered system.

(a) Chlorination into dewatered system areas will be set by DDW.

(b) Hydrants in the areas where water is being reintroduced shall be opened, by operators to vent air and rid the mains of as much dirty water as possible. Chlorine residuals should also be taken from these hydrants and recorded.

(c) Bacteriological samples shall be taken from all zones on a continuous basis till the samples come back safe. Samples will be done in accordance with The Safe Drinking Water Act. Turbidity tests shall be taken with the BT samples. (Membrane Bacteriological samples with a 24 hour turn around time is preferred).

(d) It will be necessary to supply information to the public as to time frames for service restoration and precautions to be taken in regards to water use/consumption.

Follow procedures in WATER QUALITY EMERGENCY NOTIFICATION PLAN.

Locations in Town for Public Notices

The District has a list of restaurants, food establishments and businesses that are contacted in an emergency situation as well as contacting Face to Face and West County Community Services. (See Call List)

Monte Rio Post Office
Guerneville Post Office
Rio Nido Bulletin Board
Guerneville Visitors Center
Guerneville Library
Monte Rio School
Russian River Chamber of Commerce
Safeway

Schools, Hand-Out Notices

Guerneville Elementary	707-869-2864
Monte Rio Elementary	707-865-2266
El Molino High School	707-887-2271

Signs/Banners (Where appropriate)

Available Field personnel will be utilized to hand out notices. Boil Water Notices and/or Unsafe Water Notices will be kept on hand. Estimated time to customize notices for detail purposes, and ready to deliver – 15 minutes during normal business hours.

Refer to Section 3 for contact names and phone numbers of official agencies, reporting agencies, private agencies, outside water Districts, Emergency Services, supply vendors, and contractors.

SECTION NO. 5

Water Quality Notification Plan - Guerneville

California Division of Drinking Water
Drinking Water Field Operations Branch
Sonoma District #18
Sonoma and Marin Counties
50 D Street/Suite 200
Santa Rosa, CA 95404
(707) 576-2145 Fax: (707) 576-2722

21

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of System/Utility: Sweetwater Springs Water District; System 4910004
Service Area: Guerneville, Rio Nido

Date: September 23, 2020

Report prepared by: Jack Bushgen, Field Manager

Water system name: Sweetwater Springs Water District

WATER QUALITY EMERGENCY NOTIFICATION PLAN:

Please describe your water system's plan for emergency notification to all water users:

(See Attached Water Emergency Notification Plan)

WATER QUALITY EMERGENCY NOTIFICATION PLAN *UPDATED SEPTEMBER 2020*

SWEETWATER SPRINGS WATER DISTRICT, **Guerneville** PWSID #4910004
Service Area: Guerneville, Rio Nido

A. The normal notification of an emergency situation with the water quality will be from one of the following agencies.

1. State Division of Drinking Water (DDW)
2. Regional Water Quality Control Board
3. Sonoma County Environmental Health Department

B. The following persons have been designated to implement the plan upon notification by DDW that an imminent danger to the health of the water users exists:

Name	Title	Telephone Day	Telephone Evening
1. Answering Service	After-Hours		(707) 869-4000
2. Ed Fortner	General Manager	(707) 869-4000	(859) 661-3174
3. Jack Bushgen	Field Manager	(707) 869-4000	(707) 869-1142; (707) 696-4355 Cell
4. Keith McDonald	Crew Supervisor	(707) 869-4000	(707) 217-3207

C. The implementation of the plan will be carried out and communicated to the following DDW personnel:

Name	Title	Telephone Day	Telephone Evening ***(See, Section 3)***
1. Drinking Water Field Operations Branch, Santa Rosa	Staff	(707) 576-2145	
2. Misha Anderson	Staff	(707) 576-2765	
3. Janice Thomas, P.E.	DDW, Sonoma District Engineer	(707) 576-2006	

If the above personnel cannot be reached, contact:

Office of Emergency Services (24 hrs) at (916) 262-1621

D. If employees of the Sweetwater Springs Water District discover a source of possible contamination which affects any waterway we are to notify the following:

1. California Division of Drinking Water	(707) 576-2145	(707) 576-2722 Fax
2. Regional Water Quality Control Board	(707) 576-2220	
3. Sonoma County Environmental Health	(707) 565-6565	

E. The General Manager and Field Manager will contact all available District Employees. Public agency employees are considered Disaster Service Workers (DSWs). Section 1300, Chapter 8 of the Government Code identifies public employees as DSWs, and requires them to remain at or return to work during emergencies.

F. The Field Manager will direct Field Staff to assess damages and to determine any necessary repairs or other needs. As information is received from staff, the Field Manager will relay their findings to the General Manager.

G. As soon as possible, the General Manager or other Management Staff will prepare a Public information announcement. The information will address the nature and the estimated duration of the emergency, along with any special measures or precautions customers should take. If applicable, the public will be notified where and when Potable Water will be located.

H. The announcement will be delivered to the Office of Emergency Services , to customers via the District's automated telephone message procedures, and to the Media.

I. The Office Manager will work with Office Staff/Personnel to inform Public Entities, (i.e., Fire and Sheriff's Departments, Schools, Library, Parks and Recreation, Chamber of Commerce, and Post Office).

J. The Field Staff will set out large signs with information at main entrances to neighborhoods and parks.

K. The amount of time it will take to notify the public will vary depending on the time of day and available personnel.

During normal business hours, (Using an automated telephone call) the estimated notification time is expected to take approximately **3-4 hours**.

. . . After business hours, 4 ½ - 5 hours.

(These times include message preparation, organizing the call list, and the total message delivery time it takes to dial all customers.

L. All water system components (such as wells, storage tanks, pressure tanks, softening units, filtration, supply lines, etc.) will be checked for indications of unusual conditions or problems. Any problems will be documented and corrected.

M. The well, storage tanks, and distribution lines will be disinfected if necessary.

N. If the contamination is bacteriological, the required repeat sampling procedure will be initiated per the approved Bacteriological Sampling Plan.

O. Notify the Drinking Water Field Operations Branch of all sample results and any possible problems with the water system.

P. Notify System Users when the Drinking Water Field Operations Branch notifies the water system personnel that the water is safe to consume.

SECTION NO. 6

Water Quality Notification Plan – Monte Rio

California Division of Drinking Water
Drinking Water Field Operations Branch
Sonoma District #18
Sonoma and Marin Counties
50 D Street/Suite 200
Santa Rosa, CA 95404
(707) 576-2145 Fax: (707) 576-2722

21

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of System/Utility: Sweetwater Springs Water District; System 4910028
Service Area: Monte Rio

Date: May 14, 2018

Report prepared by: Jack Bushgen, Field Manager

Water system name: Sweetwater Springs Water District

SWEETWATER SPRINGS WATER DISTRICT, **Monte Rio** PWSID #4910028
Service Area: Monte Rio

A. The normal notification of an emergency situation with the water quality will be from one of the following agencies.

1. State California Division of Drinking Water (DDW)
2. Regional Water Quality Control Board
3. Sonoma County Environmental Health Department

B. The following persons have been designated to implement the plan upon notification by DDW that an imminent danger to the health of the water users exists:

Name	Title	Telephone Day	Telephone Evening
1. Answering Service	After-Hours		(707) 869-4000
2. Ed Fortner	General Manager	(707) 869-4000	(859) 661-3174
3. Jack Bushgen	Field Manager	(707) 869-4000	(707) 869-1142

C. The implementation of the plan will be carried out and communicated to the following DDW personnel:

Name	Title	Telephone Day	Telephone Evening ***(See, Section 3)***
1. Drinking Water Field Operations Branch, Santa Rosa	Staff	(707) 576-2145	(707) 533-4510
2. Sheri Miller	Staff	(707) 576-2145	(707) 974-8004
3. Janice Thomas, P.E.	DDW, Sonoma District Engineer	(707) 576-2145	(707) 849-6526

If the above personnel cannot be reached, contact:

Office of Emergency Services (24 hrs) at (916) 262-1621

D. If employees of the Sweetwater Springs Water District discover a source of possible contamination which affects any waterway we are to notify the following:

1. California Division of Drinking Water	(707) 576-2145	(707) 576-2722 Fax
2. Regional Water Quality Control Board	(707) 576-2220	
3. Sonoma County Environmental Health	(707) 565-6565	

E. The General Manager and Field Manager will contact all available District Employees. Public agency employees are considered Disaster Service Workers (DSWs). Section 1300, Chapter 8 of the Government Code identifies public employees as DSWs, and requires them to remain at or return to work during emergencies.

F. The Field Manager will direct Field Staff to assess damages and to determine any necessary repairs or other needs. As information is received from staff, the Field Manager will relay their findings to the General Manager.

G. As soon as possible, the General Manager or other Management Staff will prepare a Public information announcement. The information will address the nature and the estimated duration of the emergency, along with any special measures or precautions customers should take. If applicable, the public will be notified where and when Potable Water will be located.

H. The announcement will be delivered to the Office of Emergency Services, to customers via the District's automated telephone message procedures, and to the Media.

I. The Office Manager will work with Office Staff/Personnel to inform Public Entities, (i.e., Fire and Sheriff's Departments, Schools, Library, Parks and Recreation, Chamber of Commerce, and Post Office).

J. The Field Staff will set out large signs with information at main entrances to neighborhoods and parks.

K. The amount of time it will take to notify the public will vary depending on the time of day and available personnel.

During normal business hours, (Using an automated telephone call) the estimated notification time is expected to take approximately **3-4 hours**.

. . . After business hours, 4 ½ - 5 hours.

(These times include message preparation, organizing the call list, and the total message delivery time it takes to dial all customers.

L. All water system components (such as wells, storage tanks, pressure tanks, softening units, filtration, supply lines, etc.) will be checked for indications of unusual conditions or problems. Any problems will be documented and corrected.

M. The well, storage tanks, and distribution lines will be disinfected if necessary.

N. If the contamination is bacteriological, the required repeat sampling procedure will be initiated per the approved Bacteriological Sampling Plan.

O. Notify the Drinking Water Field Operations Branch of all sample results and any possible problems with the water system.

P. Notify System Users when the Drinking Water Field Operations Branch notifies the water system personnel that the water is safe to consume.

SECTION NO. 7

Boil Water Orders

PRECAUTIONARY DRINKING WATER WARNING NOTICE
BOIL WATER ORDER
CANCELLATION OF BOIL WATER ORDER
UNSAFE WATER ALERT
CANCELLATION OF UNSAFE WATER ALERT

Sweetwater Springs WATER DISTRICT

Date

PRECAUTIONARY DRINKING WATER WARNING
FOR THE GUERNEVILLE WATER SYSTEM

STEPHEN F. MACK, *General Manager*

Dear Customer,

Due to impending flood levels, Sweetwater Springs Water District in conjunction with the State Division of Drinking Water is advising that some people may want to take special precautions before consuming the water.

Please read the following for specific details.

What should you do?

- **If you have a normal immune system and are in good health, you do not need to boil your water, however persons with the risk factors listed below may want to choose to do so as an extra precaution.**
- Surface water may contain disease causing organisms and could potentially enter the wells while they are under water. These organisms include bacteria, viruses, and parasites that can cause symptoms, such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. Environmental Protection Agencies **Safe Drinking Water Hotline at 1 (800) 426-4791.**
- If you have other health issues concerning the consumption of this water, you may wish to consult with your doctor.
- **Boil water Procedure: Bring all water to a boil, let it boil for at least one (1) minute, and let it cool before drinking. Boiling kills bacteria and other organisms in the water. Bottled water is another alternative for drinking and food preparation.**

It is possible during a flood that an unexpected event could occur, causing contaimination that would require a boil water order. If so, the District will be providing additional notice of that requirement.

For further information on our Districts operations you can visit our web site at www.sweetwatersprings.com. Or you can contact our District office by phone at 707-869-4000.

P.O. Box 48, 17081 Hwy. 116, Suite B, Guerneville, CA 95446 • 707-869-4000 • FAX 707-869-4005
email: sws@monitor.net • web site: www.sweetwatersprings.com

[Date]

BOIL WATER ORDER

(XX SYSTEM ONLY)

Do not drink or prepare food with the water without boiling it first. Failure to follow this advisory could result in stomach or intestinal illness.

Due to a XXXX, the Sweetwater Springs Water District in conjunction with California Division of Drinking Water are advising residents of the **(XX System)** to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

We will make an announcement when the Boil Water Order has been lifted. We anticipate that will be XXXXX.

We will try to have Potable water available at the following locations:

- **Guerneville** Possible locations**:** Safeway, Neely Rd at Wastewater Plant, Rio Nido Firehouse.
- **Monte Rio** Possible locations**:** Northwood parking lot, MR Firehouse, E Street. Please bring a clean water container. (5 gallons maximum capacity)

For more information, call the District Office at 707-869-4000.

PLEASE SHARE THIS INFORMATION WITH THOSE MAY NOT HAVE RECEIVED THIS NOTICE DIRECTLY, E.G., APARTMENT HOUSES, NURSING HOMES, SCHOOLS, AND BUSINESSES. YOU CAN DO THIS BY POSTING THIS NOTICE IN A PUBLIC PLACE OR BY DISTRIBUTING COPIES BY HAND OR MAIL.

To purify your own water . . .

1. Bring all water to a boil**,** let it boil for one (1) minute, **and let it cool before using. Boiled or bottled water should be used for drinking and food preparation** until further notice. **This is the preferred method to assure that the water is safe to drink. Boiling kills bacteria and other organisms in the water;** OR

2. Use fresh liquid household bleach **(Clorox®, Purex®, etc.). Add 8 drops (1/4 tsp.) of bleach per gallon of clear water or 16 drops (1/2 tsp.) per gallon of cloudy water. Mix thoroughly, and allow to stand for 30 minutes before using. A chlorine-like taste and odor will result from this purification procedure, indicating that adequate disinfection has taken place;** OR

3. Use water purification tablets **following manufacturer's instructions.**

CANCELLATION OF BOIL WATER ORDER

(XX SYSTEM)

On [DATE] you were notified of the need to boil/disinfect all tap water used for drinking and cooking purposes.

The Sweetwater Springs Water System in conjunction with the California Division of Drinking Water, has determined through abatement of the potential health hazard and comprehensive testing of the water, your water is safe to drink. It is no longer necessary to boil your tap water for consumption.

For more information call the Sweetwater Springs Water District at (707) 869-4000.

Sweetwater Springs Water District

UNSAFE WATER ALERT

Sweetwater Springs Water District (XX System) water is possibly contaminated.

DO NOT DRINK YOUR WATER

FAILURE TO FOLLOW THIS ADVISORY COULD RESULT IN ILLNESS.

An unknown substance may be in the drinking water supplied by Sweetwater Springs Water District due to a recent (Occurrence) The Sweetwater Springs Water District in conjunction with State Division of Drinking Water are advising residents of the (XX System) to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- ***DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.*** *BOTTLED WATER SHOULD BE USED FOR ALL DRINKING (INCLUDING BABY FORMULA AND JUICE), BRUSHING TEETH, WASHING DISHES, MAKING ICE AND FOOD PREPARATION UNTIL FURTHER NOTICE.*
- ***DO NOT TRY AND TREAT THE WATER YOURSELF.*** *BOILING, FREEZING, FILTERING, ADDING CHLORINE OTHER DISINFECTANTS, OR LETTING WATER STAND WILL NOT MAKE THE WATER SAFE.*

OPTIONS

- Optional: We will try to have water available at the following locations:
  - Guerneville (Possible locations: Safeway, Neely Rd at the Wastewater Plant, Rio Nido Firehouse)
  - Monte Rio (Possible locations:Northwood parking lot, MR Firehouse, E Street)

Please bring a clean water container (5 gallons maximum capacity)

We will inform you when tests show that the water is safe again.
We expect to resolve the problem within _____.

For more information, call:

Sweetwater Springs Water District, 707-869-4000
17081 Highway 116, Suite B, Guerneville, CA 95446
State Division of Drinking Water, Santa Rosa Branch, 707-576-2145

PLEASE SHARE THIS INFORMATION WITH ALL THE OTHER PEOPLE WHO DRINK THIS WATER, ESPECIALLY THOSE WHO MAY NOT HAVE RECEIVED THIS NOTICE DIRECTLY, E.G., APARTMENT HOUSES, NURSING HOMES, SCHOOLS, AND BUSINESSES. YOU CAN DO THIS BY POSTING THIS NOTICE IN A PUBLIC PLACE OR BY DISTRIBUTING COPIES BY HAND OR MAIL.

SWEETWATER SPRINGS WATER DISTRICT DATE_____

CANCELLATION OF UNSAFE WATER ALERT

On (Date) _____ you were notified that your water was unsafe for consumption.

The Sweetwater Springs Water District in conjunction with the State Division of Drinking Water, and/or _____ Local Environmental Health Jurisdiction, has determined that, through abatement of the health hazard and comprehensive testing of the water, your water is safe to drink. **It is Now Safe to Drink Your Water.**

For more information call:

Water Utility Contact:___(707-869-4000_____
(Name, title, and phone number of utility representative)

State Division of Drinking Water, Santa Rosa:_____(707) 576-2145_____

SECTION NO. 8

Office Power Outage Procedures and Distribution System Power Outage/ Emergency Generator Procedures

OFFICE POWER OUTAGE PROCEDURES

Power Outages at the District office (switching to Generator power)

In the event a power outage occurs in the Guerneville area, the District office could be affected. The phone system and the SCADA system rely on electrical power to operate, but both systems have limited battery backup. Ideally, we can switch to generator power before the battery backup power runs out. .

The **SCADA system** battery backup will last for one **hour**. This system will crash once battery backup runs out.

Step 1: Switch to generator power

1. Go to the power source switchover panel. (This is located in the office hallway directly across from the vault door). Flip each of the six switches from the **line** position to the **off** position. (**Off** is the middle position.)

2. Go out and get a 5000 watt or bigger generator from the tool shed and put in the back next to the dead 10000 watt generator. Make sure all the oil and fuel levels are good. Now, run the portable generator. Now plug in 240 volt plug by the old generator to the portable generator. Make sure the generator is secured with a chain. (The fuel for the generator is expected to last well over 24 hours.)

3. Go back inside the building to the power source switchover panel. Flip each of the six power switches one by one, **up** to the generator power position. **(The office should now have electrical power.)**

Step 2: Make sure SCADA is up and running

Check if the power button is lit on the SCADA server. If it isn't, reach down and boot up the server by pushing the power button. (After a couple minutes the screen should light up.) Using a cell phone, call the SCADA alarm number 869-3686 to test it. If you get an answer from the SCADA alarm automated voice, the alarm system is functioning.

If you have any problems contact a supervisor. If there are no field supervisors available, contact Julie Kenny. If you are unable to make phone contact, make contact in person.

Julie Kenny: 869-1365 (home)
483-4052 (cell)
Other cell # Matt - 535-6791

Power Outages in the Distribution System(s) (Deploying and Switching to Generator power)

1. Generators are set at various locations in both the Guerneville and Monte Rio Distribution systems. Some of these generators are mobile and will be moved around as needed during a power outage event.

2. The spreadsheet showing all locations for generators for deployment and use is below. In the event of a power outage, the mobile generators will be deployed, and all generators will be fueled. Fuel delivery has been confirmed, and contact information is included in the spreadsheet.

GENERATOR LOCATION	SIZE	FUEL SIZE (Gallons)	FUEL TYPE	SUMMER DAYS OF FUEL	WINTER DAYS OF FUEL	STORAGE W/O GENERATOR	AGE	MOBILE
EL BONITA	250 KW	335	diesel	2.25	3.75	1.0 Days (Summer)/ 1.75 Days (Winter)		YES
MONTE RIO FILTER PLANT	125KW	240	diesel	6.5	11	1.0 Days (Summer)/ 1.75 Days (Winter)		Yes
CANYON THREE BOOSTER	45 KW	200	propane	5.5 gal propane /hour				YES
PARK AVE BOOSTER/TANK	55 KW	100 d/120 p	diesel	0.86 gal diesel /hour				YES
HIGHLAND TREATMENT PLANT	10 KW	100	diesel	1 gal diesel /hour				NO
OFFICE GENERATOR	10 KW	96	propane	1.75 gal propane/hour	**NOTE GENERATOR IS OFF-LINE UNTIL IT'S REPLACED BY FERRELL GAS**			NO
LOCATIONS W/O GENERATORS PLUGS								
upper summit ave booster **note when lower sumit booster running,we have about 35 psi at upper site**								
hidden vally booster **NOTE when power goes off cust still have water but low psi 15/20**								
santa rosa booster **NOTE just system psi keeps them in water /pump hardly ever turns on**								
crespo booster NOTE **we have a by-pass valve to feed the system**								
LOCATIONS WITH GEN PLUGS								
EAGLESNEST BOOSTER/TANK	5.0/7.5 KW							
CANYON FOUR BOOSTER/TANK	5.0/7.5 KW							
MONTA ROSA BOOSTER/TANK	5.0/7.5 KW							
NORTHWOOD BOOSTER/TANK	5.0/7.5 KW							
HARRISON TANK AND BOOSTER	45/55KW							
LOWER SUMMIT BOOSTER/TANK	45/55 KW	96	propane	3.18 gal propane/hour				
WRIGHT DR BOOSTER /TANK	5.0/7.5 KW							
SHOENMAN BOOSTER / TANK	5.0/7.5 KW							
UPPER SCHOOLHOUSE BOOSTER/TANK	5.0/7.5 KW							
NOTE THE 45 AND 55 KW GENERATORS ARE ON PORTABLE TRAILERS								
AND CAN BE USED AT HARRISON BOOSTER,PARK AVE BOOSTER,LOWER SUMMIT BOOSTER								
AND CANYON THREE BOOSTER								
ALSO WE HAVE TWO HONDA EM 6500 SX GENERATORS,5000 CRAFTMAN AND A 7500 FIRMAN (DUAL FUEL) WILL PLUG INTO								
WRIGHT DR BOOSTER ,SHOENMAN BOOSTER ,EAGLES NEST BOOSTER,CANYON FOUR BOOSTER , MIDDLE SCHOOL HOUSE BOOSTER								
AND NORTHWOOD BOOSTER								
FUEL VENDOR WILL QUARANTEE DELIVERY AND HAS GENERATOR BACKUP AT FILLING FACILITY								

SECTION NO. 9

El Bonita Power Outage Procedures

EMERGENCY GENERATOR DURING POWER OUTAGE PROCEDURE
GENERATOR PICTURES ???
GENERATOR LOG AND CHECKLIST

9/11/09

EMERGENCY GENERATOR DURING POWER OUTAGE GUERNEVILLE SYSTEM

(WINTER TIME STATISTICS)

- The generator is only capable of operating one well pump at a time. (Well pump capacity is 550-600 gpm.)
- The generator diesel fuel tank capacity is 335 gallons.
- When in operation the generator consumes approximately 6 gallons per hour.
- The average winter day requires approximately 15 hours of operation with one well pump to keep the Highland storage tanks full. (This amounts to 90 gallons of fuel per day.)
- Without refueling the generator, the storage system could be maintained at full capacity for approximately 3 ¾ days.

(Without the generator assistance, the storage would last for 1 ½ – 2 days.)

(SUMMER TIME STATISTICS)

The average summer day requires almost 24 hours of operation with one well pump to keep the storage tanks full. (This amounts to 144 gallons of fuel per day.)

- Without refueling the generator, the storage system could be maintained at full capacity for 2 ¼ days.

(Without the generator assistance, the storage would last for approximately 1 day.)

Note: With serious conservation efforts on the part of our customers the water demand could be reduced dramatically.
Conversely, a large water system leak could increase demand.

El Bonita Power Outage

Procedure For Switching From PG &E to Generator Power

DO NOT RUN THE GENERATOR WITHOUT SUPERVISOR'S OK.

1. Always contact a supervisor before switching power source.
   (Most PG&E power outages do not require generator assistance.)

2. Go to Highland Chemical Building and Turn OFF Alarm at the Chatter Box. (**You can avoid this first step of going to the Highland Chemical Building If you know the remote program phone code to disarm the Chatter Box**.)

AT GENERATOR

Note: Each panel door is marked with a number. Pictures related to the procedures for turning the generator on and off, can be viewed on the last page of this section. They can also be viewed on the same clip board where the GENERATOR LOG & CHECK LIST is attached to.

3. Turn ON the switch for the Batteries. (Located inside Panel Door #3.) (See Picture 1.)

4. Check the Main Circuit Breaker on the generator. It must be OFF. (Located inside Panel Door #7.) (See Picture 2.)

5. Check the generator **OIL, FUEL, AND WATER LEVELS, ALL BELTS, WATER HOSES, A GOOD OVER-ALL CHECK.**

6. Fill out the **GENERATOR LOG & CHECK-OFF LIST.**

7. Check **GROUND CONNECTION.** (Located next to the power pole.)

8. At the **MAIN CONTROL PANEL,** Set switch to MANUAL. (Located inside Panel Door #1.) (See Picture 3.)

9. Push the Pre-heat button in for ten (10) seconds. (Located inside Panel Door #1.) (See Picture 4.)

10. Push up on the Start/Toggle Switch. (Located inside Panel Door #1.) (See Picture 5.) Do not hold the Start Switch longer than ten (10) seconds at a time. **IF THE GENERATOR DOES NOT START, CALL A SUPERVISOR.**

11. Let the generator run until the water temperature rises to 140^0 Fahrenheit. (Located inside Panel Door #1.) (See Picture 6.)

12. Check the voltage on the **MAIN CONTROL PANEL**. (Should read 480 Volts on each leg. (Located inside Panel Door #1.) (See Picture 7.) If not, call a Supervisor.

13. Check the Hertz Main Control Panel. (Should read 60HZ.) (Located inside Panel Door #1.) (See Picture 8.) If not, call a Supervisor.

14. Move the Main Circuit Breaker Generator Switch to ON position. (Located behind Panel Door #7.) (See Picture 2.)

15. **LOCK** all generator panel doors and go to El Bonita Up Stairs.

16. Turn OFF all wells by adjusting the Hand/Off/Auto (HOA) Switch to the OFF Position on the Hour Meter Panel.

17. Adjust the REMOTE Switch from PG&E to GENERATOR. (Located upstairs at El Bonita just inside the door. The panel is labeled #2.)

18. Switch the Lead Well to AUTO**. (Leave other wells OFF because only one (1) well at a time can be run from generator power.)** If the tanks are calling for water, the lead well should run. (You can refer to Pump Log Sheets to identify the Lead Well.)

19. Go to Highland Treatment Plant.

20. Monitor the CL^{17} Chlorine Analyzer and wait until the residual is in normal operating range. Check the EAGLE Unit in the Miox Building to be sure the Cl^2 Residual and the PO^1 are also in range.

21. Re-arm Chatter Box by flipping the switch from the Disable position to the Alarm Ready position. (If Chatter Box calls out an alarm, contact Supervisor for direction.)

Procedure For Switching From Generator Power back to PG&E Power And for Shutting Off Generator

1. Turn Off the Lead Well upstairs at El Bonita.

2. Adjust the REMOTE Switch from Generator to PG&E Power. (Located upstairs at El Bonita just inside the door. The panel is labeled #2.)

3. Reset the wells to the original settings (Lead and Lag). (You can refer to the Pump Log Sheets to identify the Lead and Lag Wells.)

4. Go to the Generator.

5. Move the Main Circuit Breaker Generator Switch to OFF position. (Located behind Panel Door #7.) (See Picture 2.)

6. Allow the generator to run, no load, for at least five (5) minutes to cool down.

7. At the main control panel, adjust the Manual/OFF/Auto Switch to the OFF position. (Located behind Panel Door #1.) (See Picture 3.)

8. Turn off the batteries. (Located behind Panel Door #3.) (See Picture 1.)

9. Complete the Generator Log and Check-off List.

10. **LOCK** all generator panel doors.

11. Go to Highland Treatment Plant.

12. Monitor the Cl^{17} Chlorine Analyzer and wait until the residual is in normal operating range. Check the EAGLE Unit in the Miox Building to be sure the Cl^{2} Residual and the PO^{1} are also in range.

13. Re-arm Chatter Box by flipping the switch from the Disable position to the Alarm Ready position. (If Chatter Box calls out an alarm, contact Supervisor for direction.)

SECTION NO. 10

Monte Rio Power Outage Procedures

EMERGENCY GENERATOR DURING POWER OUTAGE
GENERAL PROCEDURES

9/11/09

EMERGENCY GENERATOR DURING POWER OUTAGE

MONTE RIO SYSTEM

(WINTER TIME STATISTICS)

- The generator is only capable of operating one well pump at a time. (Well pump capacity is 340- 425 gpm depending on well selected.)
- The generator diesel fuel tank capacity is 240 gallons.
- When in operation the generator consumes less than 3 gallons per hour.
- The average winter day requires approximately 7 hours of operation with one well pump to keep the storage tanks full. (21 gallons of fuel per day.)
- Without refueling the generator, the storage system could be maintained at full capacity for approximately 11 days

(Without the generator assistance, the storage would last for 1 ½ – 2 days.)

(SUMMER TIME STATISTICS)

- The average summer day requires approximately 12 hours of operation with one well pump to keep the storage tanks full. (36 gallons of fuel per day.)
- Without refueling the generator, the storage system could be maintained at full capacity for 6 ½ days.

(Without the generator assistance, the storage would last for approximately 1 day).

Note: With serious conservation efforts by the part of our customers, the water demand could be reduced dramatically.
Conversely, a large water system leak could increase the demand.

Monte Rio Filter Plant Power Outage

Procedure For Switching From PG&E to Generator Power

DO NOT RUN THE GENERATOR WITHOUT SUPERVISOR'S OK.

Always contact a supervisor before switching power source.
(Most PG&E power outages do not require generator assistance.)

Go to Monte Rio Treatment Plant to get the generator in operation.

Turn off breaker for the well on line. (Located upstairs on the front of the well control panel box. Make sure you know which well is on line.)

Disable the Chatter Box by flipping the switch from Alarm Ready position to the Disable position.

Go to the generator and open all the Panel Doors.

Get the generator checklist out from inside Panel Door #1.

Inspect belts, hoses, etc.

Check coolant level. (Spare gallon of distilled water is located inside Panel Door #4.)

Check oil level. (Spare quart of 30wt. oil is located inside Panel Door #4.)

Check diesel fuel level (inside Panel Door #5.)

Adjust the PG&E/OFF/GENERATOR power knife switch to the OFF position. (Located on the outside of the building near PG&E electric meter.)

On the generator, make sure the generator breaker switch is in the Off position. (The switch is located inside Panel Door #5).

On the generator, adjust the Off/Manual switch to Manual. (Located inside Panel Door #1)

Put your ear protection on now.

Push the Pre-heat button in for ten (10) seconds. (Located inside Panel Door #1.)
Push up on the START toggle switch to start the generator. **If generator fails to start after three (3) seconds, contact a Supervisor.**

Let the generator run until the water temperature rises to approximately 140^0 Fahrenheit before proceeding. (Located inside Panel Door #1.)

Check the voltage on all three (3) legs by using the 1-2-3-OFF selector switch. (Should be about 490 Volts without a load.) (Located inside Panel Door #1.)

Check the Hertz Meter. (Normal range should be 60-63 Hertz.) (Located inside Panel Door #1.)

Adjust the power knife switch to the Generator position (Down). (Located on the outside of the building near the PG&E electric meter.)

Adjust the generator breaker switch to the On position (Up). (Located inside Panel Door #5.)

Disarm (Turn off) the chlorine alarms, both the High and the Low switches. (Located upstairs next to the Chlorine Analyzer and the sink.)

Wait for ten (10) minutes.

Turn on the breaker switch for the well that is on line. (Located upstairs on the front of the well control panel box.)

If the Monte Rio tanks are calling for water, the well should begin to run.

If the Monte Rio tanks are not calling for water, adjust the Manual override switch to the On position (Up). This will **force** the well to run even though the tanks are not calling for water. (The override switch is upstairs above the Production/Backwash panel.)
WARNING! THE OVERRIDE SWITCH MUST BE TURNED OFF BEFORE LEAVING THE PLANT.

The well should now be running. Monitor the CL^{17} Chlorine Analyzer and wait until the residual is in normal operating range. Check the EAGLE Unit in the Miox Building to be sure the Cl^{2} Residual and the PO^{1} are also in range.

Return to the generator and re-check for any fluid leaks. (If all looks good, shut all the panel doors.)

Re-arm (Turn On) the chlorine alarms, both High and Low switches. (Located upstairs next to the Cl^{17} Chlorine Analyzer and the sink.)

REMINDER: IF YOU USED THE MANUAL OVERRIDE SWITCH TO FORCE THE WELL TO RUN, BE SURE TO TURN IT OFF NOW.

Re-arm Chatter Box by flipping the switch from the Disable position to the Alarm Ready position. (If Chatter Box calls out an alarm, contact Supervisor for direction.)

Procedure For Switching From Generator Power back to PG&E Power And for Shutting Off Generator

1. Disarm Chatter Box.

2. Turn Off well at Well Panel.

3. Go Downstairs. Adjust the power knife switch to the PG&E position (UP).

4. Go Upstairs. Turn On well at Well Panel. System should come on unless Monte Rio Tanks are not calling for water.

5. Monitor the Cl^{17} Chlorine Analyzer and wait until the residual is in normal operating range. Check the EAGLE Unit in the Miox Building to be sure the Cl^{2} Residual and the PO^{1} are also in range.

6. **Shut off generator** using the following steps:

A. On the generator, adjust the Off/Manual switch to Off. (Located inside Panel Door #1.)

B. On the generator, adjust the generator breaker switch to the Off position. (Located inside Panel Door #5.)

C. Complete the Generator Log and Check-off List.

SECTION NO. 11

Fire Emergency Plan

FIRE EMERGENCY PLAN/DISTRICT OFFICE

A. CALL 911.

B. All employees should evacuate the building immediately and close all doors upon leaving.

C. Go to the tennis court on Old Cazadero Road.

D. If time permits, personnel will secure fireproof safes and vaults before exiting building.

E. If it can be done safely and quickly, personnel will secure (shut-off) gas and electric utilities.

F. Within as short as time as possible Supervisors should account for all employees determining their personal conditions, and whether they are affected by the fire. Employees should be prepared to report to Emergency personnel.

1. Report any injuries to the General Manager

2. For minor injuries utilize fully stocked first aid kits located in any District vehicle, and in the supply cabinet located in the Board Room.

3. For more serious injuries, Call 911 or transport injured person to hospital.

G. Gather information on damages and needs.

1. Prioritize damages

(a) The Field Manager will collect and prioritize incoming information and inform General Manager.

(b) Appoint people to assess site damages, necessary repairs, and needs, such as power.

(1) General Manager/Field Manager will determine the necessity and urgency of calling in outside contractors to repair damages.

(2) Any possible needs known to be necessary to continue operations based on immediate knowledge.

H. Possible alternative methods of continued service.

1. General Manager will determine the requirements for continued operations at present location.

FIRE EMERGENCY/ DISTRICT AREA (S)

A. Notification of Fire Districts, Monte Rio/Guerneville, of substantial fire hazard: **CALL 911**.

1. Field Manager or General Manager to designate District employees or resources as needed to assist.

B. Field Manager to analyze and coordinate water needs with Fire Department to determine how to divert water to assist in fighting fire and possibly provide mutual aid and assistance.

1. General Manager will determine the requirements for continued operations at the present location.

FIRE EMERGENCY: WILDFIRE, POWER OUTAGE, EVACUATION

A. Notification of Fire Districts, Monte Rio/Guerneville (Sonoma County Fire District), of substantial fire hazard:
CALL 911.

1. Field Manager or General Manager to designate District employees or resources as needed to assist.

B. Field Manager to analyze and coordinate water needs with the Fire Department to determine how to divert water to assist in fighting the fire and possibly provide mutual aid and assistance. Field Manager will coordinate communications and logistics with Fire District Chief using radios and cell phones.

C. General Manager will coordinate and liaison with Sonoma County Emergency Operations Center (EOC) to assess real-time conditions relative to SSWD staff safety and fire district(s) support. GM will update important information to SSWD staff, Fire District(s), SSWD Board, and the public throughout the incident. Field Manager will coordinate communications with State Water Board, field staff and office staff (when necessary). Group texts may be utilized due to reliability. Email and phones will also be used.

D. During PG&E power outages, SSWD staff will follow the backup generator deployment plan, including topping off water storage tanks and fuel tanks for generators (Section 8, 9, 10 of RFP).

E. During Wildfire Mandatory Evacuation Order, GM will communicate with Fire District(s) and County EOC to determine the timing of SSWD staff evacuation. After assuring staff's family safety, SSWD key personnel will be asked to voluntarily continue work in the system under the constant presence of Fire personnel to assure safety and real-time information regarding status of wildfire and access to safe exit paths. Office staff will evacuate. Temporary housing for SSWD staff will be requested at the Monte Rio FD if needed.

SECTION NO. 12

Earthquake Emergency Plan

Earthquake Emergency Plan

Emergency Plan: Notify Supervisor

A. **IMMEDIATELY** seek cover either in reinforced doorways or under desks. When earthquake stops, and as safety permits, evacuate the building to the pre-designated area (s)

1. Parking Lot in front of office building.
2. Tennis Courts on Old Cazadero Road

B. If time and safety permit, personnel should secure fireproof safes and vaults before exiting building.

C. If it can be done safely and quickly, personnel should secure (shut-off) gas and electric utilities.

D. Within as short a time as possible, Supervisors should account for all his/her employees determining their personal conditions and whether they are available for work.

E. Report any injuries to the General Manager

1. For minor injuries utilize fully stocked first aid kits located in any District vehicle, and in the supply cabinet located in the Board Room.

2. For more serious injuries, CALL 911.

E. Gather information on damages and needs.

1. Prioritize damages

(a) The Field Manager will collect and prioritize incoming information and inform General Manager.

(b) Personnel to assess site damages, necessary repairs, and needs, such as power.

(c) General Manager / Field Manager will determine any possible needs known to be necessary to continue operations based on immediate knowledge.

(d) Is it necessary to implement a Boil Water Order to insure the safety of our customers?

(1) General Manager / Field Manager, along with DOHS, will make that determination.

(2) Contact the Department of Health Services at 707-576-2145 concerning the implementation of the Boil Water Order.

2. Prioritize Needs.

(a) What is necessary to continue operations?
(1) Generators for water production sites.
(2) Chemicals for water disinfection.
(3) Liquid Chlorine
(4) Chemical feed equipment.
(5) Repair equipment.

F. Possible alternative methods of continued service.

1. General Manager will determine the requirements for continued operations at present location.

(a) Requirements and parameters of continued operations as required by Department of Health and District operations.

G. Restoration of water to a dewatered system.

Follow the same guidelines as set forth in the <u>General Emergency Plan</u>

SECTION NO. 13

FLOOD EMERGENCY PLAN

A. It is important to constantly monitor for a potential emergency situation as the Russian River approaches flood levels.

1. The Field Manager or Designated person will monitor the flood level at the Guerneville Bridge hourly, and report their findings to the General Manager.

B. If employees of the District discover a possible source of contamination that will affect any waterway they are to notify the California Division of Drinking Water (Check Phone List for updated numbers):

1. California Division of Drinking Water	(707) 576-2145	(707) 576-2722 Fax
2. Regional Water Quality Control Board	(707) 576-2220	
3. Sonoma County Environmental Health	(707) 565-6565	

C. Procedures to complete PRIOR to, during, and after El Bonita wellfield flood inundation:

(See, Section 14 - El Bonita Flood Response Plan and Recovery.)

D. Determine the nature and extent of the emergency.

1. The Field Manager will collect and prioritize incoming information.

2. The General Manager / Field Manager will appoint field personnel to assess site damages, necessary repairs, and needs, such as power.

3. **FOLLOW <u>WATER QUALITY EMERGENCY NOTIFICATION PLAN</u>**.

(a) Contact the Office of Emergency Services and the local Fire Departments concerning any possible needs we may have.

4. Office Staff should be utilized on phones as much as possible for continuity of information.

5. Gather information on damages and needs.

(a) Prioritize damages

(b) Assess needs. What supplies are necessary to continue operations?

(1) Generators for water production sites.
(6) Chemicals for water disinfection.
(7) Liquid Chlorine
(8) Chemical feed equipment.
(9) Repair equipment.

F. Determine effect of exposure on our Water System.

1. Is there a long-term effect to our system? What is the short-term effect to the system? Department of Public Health personnel will be able to assist in this determination.

   (a) The Field Manager will contact DDW if necessary.

      (1) Type of emergency
      (2) Duration of emergency
      (3) Impact of emergency on local operations
      (4) Possible DDW requirements
      (5) Available manpower
      (6) Chain of Command

         (i) General Manager
         (ii) Field Manager
         (iii) Office Manager

G. Restoration of water to a dewatered system.

<u>Follow the same guidelines as set forth in the General Emergency Plan</u>

H. The Office Manager or Account Supervisor will implement our notification process. (See **<u>WATER QUALITY EMERGENCY NOTIFICATION PLAN</u>**.)

1. The General Manager will determine / prioritize the areas needing immediate attention, and utilize employees accordingly. A list of employee's will be prepared by the Field Manager for Emergency On-Call.

SECTION NO. 14

EL BONITA FLOOD RESPONSE PLAN AND RECOVERY

Section 2. District Flood Response Preparations:

A. Annual Preparations: The District prepares for flooding at El Bonita every year. Flood response preparation drills are performed at least twice per year and possibly three. One in early fall, one in late fall or early winter, and one prior to a predicted flood. The District monitors Russian River water elevations. River water elevations based on flood modeling is online and observed whenever appropriate - prior to and during rain events that are predicted to bring the River to flood stage. The online flood elevation forecasts give District staff at least 24 hour notice prior to possible flooding of El Bonita.

Flooding Drill Elements:

- Perform a leak test at the well heads by filling the inside of the vaults with water and then cycling the pumps. We're looking for any decrease in the water level, and for any bubbles in the vault, as well as any leakage through the vault drain plugs. We also pressure test the air vent pipes.

- At Highland Treatment plant perform drill to operate the wells remotely and make adjustments to the chlorine dose, observe the chlorine analyzer, turbidity level, and adjust the inlet and outlet valves for the two main storage tanks for the purpose of isolation and rotating between the two tanks.

B. El Bonita Well Field Flooding Precautionary Procedures:

The El Bonita Well Field Flooding Precautionary Procedures are District procedures that go into effect when it becomes apparent that the El Bonita Well Field is likely to become inundated from a flood event. The Field Manager or a Crew Supervisor will notify District personnel and the local State Division of Drinking Water office that the precautionary procedures are taking place. **(The communication between District personnel and Division of Drinking Water personnel will continue until the flood event is over.)**

Public Communication:
District management will be in contact with the County of Sonoma Emergency Operations Center and local public safety organizations regarding preparations for the flood event, and will contact local media explaining the situation and asking for reduced water use from customers to extend existing supplies as long as possible.

Precautionary Procedures:

Prior to the base of the well field taking on water, the well vault seal lids will be fastened to the top of each well head vault.

Prior to the flood water reaching the top of the vault walls, continue pumping until the Highland storage tanks are filled to complete capacity. (Just below the Highland tanks' overflow level of 27ft.)

Shut off well pumps remotely, using the SCADA system at the office or from inside the control building at the Highland Treatment plant.

Adjust the Highland storage tanks' inlet and outlet valves to operate in series so that only one storage tank at a time is supplying the distribution system.

Use the following steps to adjust valves:

- Close the **inlet** and the **outlet valve** for tank #2

(At this point tank #1 will be supplying the distribution system, while tank #2 will remain full, in an idle position.)

When tank #1 drops down to the 10ft level, follow this order of operations:

- Open the outlet valve for tank #2.
- Close the outlet valve for tank #1.
- At this point tank # 2 will be supplying the distribution system.

Note: Prior to running well pumps while flood is over the well heads follow the **Specific Emergency Procedure Plans.**

El Bonita Well Field Flooding
Specific Emergency Procedure Plans

Customer Notification:

Office personnel will activate the automated call-out system to advise affected customers of the conditions.

Before pumping water from the wells, the chlorine will need to be adjusted to meet CT Compliance. Prior to making the adjustments, go inside the control building at the treatment plant and make a note of the current chlorine residual and the turbidity level.

Now go to the SCADA screen to make the chlorine adjustments by following instructions for one of the two scenarios**:**

- **One well running.**

OR

- **Two wells running.**

See instructions on following pages.

Instructions for adjusting chlorine to meet CT Compliance: One Well Running

Note: Prior to making the adjustments document the original settings in the pump diary.

1. Scroll to **DOSAGE SP** and change it from present setting to **0.80**

2. Scroll to **COMPOUND: PR ENT**
   FLOW: PRESS CLR and press the **CLR** on the key pad. This should change the mode to be in **FLOW.**

3. Scroll to **STROKE SP** and verify the stroke is at 50% **DEAD BAND SP**

4. Now go back and check each of the screens to make sure the changes reflect what you put in.

5. At this point the wells will remain off until the Field Manager or Crew Supervisor makes a decision to proceed to step 6. Determining factors for the decision will be a combination of the Highland water tank levels, the current system demand, and how long the River level is estimated to remain above the well heads.

6. Turn the lead well on.

7. Go to the MIOX room and verify the stroke on the chlorine booster pump dial is at **50%.**

8. It will take about 15 minutes before the adjustments will actually level out to the target. During this time there may be chlorine alarms from SCADA and the Chatterbox. Disable the Chatterbox alarm and leave the SCADA alarm on.

9. ***Slight adjustments on the chlorine may be required. If so, the adjustments can be made using the* DOSAGE SP.**

Instructions for adjusting chlorine to meet CT Compliance: Two Wells Running

Note: Prior to making the adjustments document the original settings in the pump diary.

1. Scroll to **DOSAGE SP** and change it from present setting to **1.7**
2. Scroll to **COMPOUND: PR ENT**
   FLOW: PRESS CLR and press the **CLR** on the key pad. This should change the mode to be in **FLOW.**

3. Scroll to **STROKE SP** and change to **100%**
   DEADBAND SP

4. Now go back and check each of the screens to make sure the changes reflect what you put in.

5. At this point the wells will remain off until the Field Manager or Crew Supervisor makes a decision to proceed to step 6. Determining factors for the decision will be a combination of the Highland tank levels, the current system demand, and how long the River level is estimated to remain above the well heads.

6. Turn on the lead well, wait for at least 1 minute, then turn on the lag well.

7. Go to the MIOX room and change the stroke on the chlorine booster pump dial to **100%.**

8. It will take about 15 minutes before the adjustments will actually level out to the target. During this time there may be chlorine alarms from SCADA and the Chatterbox. Disable the Chatterbox alarm and leave the SCADA alarm on.

9. ***Slight adjustments on the chlorine may be required. If so, the adjustments can be made using the* DOSAGE SP.**

CT Compliance forms:

The Field Manager will monitor contact time and the effluent chlorine residual at the tank, and then enter the data into the CT compliance form for final calculations. A copy will be submitted to Division of Drinking Water personnel by the Field Manager.

Lifting the Precautionary Drinking Water Warning notice.

When the floodwaters recede below the top of the wellhead vaults and new flood levels are not predicted, District operators will take bacteriological samples from treated water in **three specific areas** of the distribution system and an **enumerated raw water sample** at the well field for Lab testing.

After a clean set of two consecutive days of samples from each sample site and upon the approval of Division of Drinking Water Personnel, the notice will be lifted.

The distribution sample site locations will be Guerneville, Rio Nido and Guernewood Heights.

The raw water sample site location will be from the test port on the main raw water line, at the well field, just outside the fence.

Section 3. El Bonita Well Field Flooding
Boil Water Order

If the turbidity level increases during flood conditions a **Boil Water Order** will go into place.

Sweetwater Springs Water District understands that the Division of Drinking Water considers running wells with increased turbidity during a flood event a 'boil water' situation. If so, the District will be prepared to implement its boil water noticing plan which is sandwich board notices throughout the system area, public notices through local media and the County Emergency Operations Center, and automated call-out to customers to advise of the changed conditions.

The boil water notice will be rescinded after all testing requirements set forth by the Division of Drinking Water have been met.

Section 4. Recovery from Inundation at El Bonita Well Field:

Recovery from El Bonita Well Field inundation will begin when flood levels start dropping from peak levels and hydrologic predictions estimate that a flood level rise is not coming in the forecast future.

When flood levels are below the well field ground elevation, cleanup at the vaults at the El Bonita Well Field will begin.

11-4-2016

CT COMPLIANCE FOR 3-LOG REMOVAL

Information for completing the CT compliance form when Highland storage tanks are adjusted to operate in series during periods of flooding.

When tanks are set up to operate in series, the tanks are alternated in a manner that allows one tank to supply the distribution system, and the other tank to be filled while being isolated from the distribution system.

In order to do this the tank inlet and outlet valves are manipulated by a district operator. The purpose for operating the tanks in series is to provide the required chlorine contact time to achieve 3-log removal for inactivation of Giardia Cyst.

Completing the CT compliance form requires four pieces of information as follows:

1) **Chlorine contact time.** This is the length of time the tank has been full of water, prior to being released into the distribution system.
2) **Temperature** of the water in the tank measured in **Celcius.**
3) **PH** of the water.
4) **Chlorine residual** of the water in the tank prior to being released into the distribution system.

Note: Prior to releasing the water from the tank, the four pieces of information need to be noted and then inserted into the compliance form for complete CT calculation. (Each tank of water has to be calculated individually.) The forms will be completed by the Field Manager and will be sent to the local State office of the Division of Drinking Water.

SECTION NO. 15

Contagious Disease Disaster/ Coronavirus (COVID-19) Risk Minimization and Outbreak Response Plan Updated 07/23/2020

I. Introduction

Backgroud Information

Contagious Disease Disaster recovery in the broad sense will require similar responses as the COVID-19 Disaster of 2020. The specific responses to the COVID-19 Crisis follows:

Coronaviruses are a family of viruses that occur in humans and many species of animals, such as camels, cattle, cats, and bats. In fact, the common cold is caused by a coronavirus. A novel form of coronavirus, referred to as "severe acute respiratory syndrome coronavirus 2" (SARS-CoV-2) first appeared in Wuhan City, China in December 2019, and as of the end of February 2020, has been detected in 60 locations internationally. This name was chosen because the virus is genetically related to the coronavirus responsible for the SARS outbreak of 2003. The World Health Organization (WHO) announced "COVID-19" as the name of the new disease caused by SARS-CoV-2. COVID-19 has spread rapidly in China, and has now spread to many countries world-wide, including the United States. COVID-19 has an estimated incubation period of up to 14 days, but most commonly about 5 days. The Centers for Disease Control and Prevention (CDC) has stated that during this incubation period, the person may show little to no symptoms, yet can transmit the virus.

COVID-19 is believed to be spread from person to person by the infected person coughing or sneezing. This produces respiratory droplets from the infected person being put into the air where they can land in the nose or mouth of people in close proximity or be breathed in by people close by. This, coupled with its long incubation period, has led to its rapid spread. This primary mode of transmittance is why infected persons, and those caring for them, are encouraged to wear masks. The most common symptoms of COVID-19 are fever, tiredness, cough, runny nose, and trouble breathing (e.g., pneumonia symptoms). Some patients have reported aches and pains, nasal congestion, sore throat or diarrhea. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. About 1 out of every 6 people that contract COVID-19 become seriously ill, and develop difficulty breathing. Although most cases are not life-threatening, COVID-19 affects older individuals with chronic health conditions (e.g., high blood pressure, heart disease, diabetes) most severely, and can be fatal. Thus, people with fever, cough and difficulty breathing should seek medical attention.

This virus is currently spreading in the United States. It is important to note that the CDC has stated that the virus has caused a pandemic (i.e., an international epidemic). The COVID-19 situation is a rapidly evolving situation and the risk assessment is being updated regularly by the CDC (https://www.cdc.gov/coronavirus/2019- ncov/index.html).

Although health officials are working on a vaccine for COVID-19, no vaccine is currently available, and likely will not be available until later this year, or early 2021. Consequently, we all need to work together to limit the spread of COVID-19 in our community. The information presented in this document is taken from the websites listed in the references section of this plan, which also serve as sources for additional information for District employees.

All Federal, State, and County orders and guidance will be followed. The most current State Mandate requires wearing a cloth mask at all times that you can not maintain social distancing.

Each employee will be compensated one time only, by the District up to 14 working days without having to use personal leave or vacation leave if prescribed by physician for COVID symptoms or positive test result, until the employee is cleared to return to work by a health official or the General Manager.

Purpose and Intended Use for this Plan

This COVID-19 Risk Minimization and Outbreak Response Plan (Plan) has been developed by the Sweetwater Springs Water District (District) to best protect its employees against the risk (current and future) posed by COVID-19. The specific objectives of this plan are to: 1) identify precautionary measures that District employees can implement to best protect themselves and each other against contracting and spreading of COVID-19, and 2) to maintain critical operations of the District if COVID-19 becomes established in Sonoma County. Following the introduction, this plan has three major sections.

- *Section II: Precautionary Measures to Reduce the Spread of Illness in the Workplace* identifies precautionary measures that both the District and its employees can implement to minimize the risk of workplace exposure to COVID-19.

- *Section Ill: Tiered Plan for Maintaining District Operations* provides a tiered risk-level approach to modifying District operations while minimizing employee risk of workplace exposure to COVID-19 and spread to others within and outside the office, and to maintain critical District operations should an outbreak of COVID-19 occur in Sonoma County.

- *Section IV: References* provides the websites from which much of the information herein was obtained. District employees and management can use these sites to get more information and CDC and WHO updates.

The General Manager reserves the right to modify any element of this Plan at any time based on his discretion, changed circumstances, and/or direction or requests made by health authorities or other agencies.

II. Precautionary Measures to Reduce the Spread of COVID-19 in the Workplace

The following is a list of actions recommended by the CDC and other State and County health authorities that people should implement to reduce their risk of contracting COVID-19 and to reduce its spread should they, or others they interact with, contract the virus.

Precautionary Actions for Immediate Implementation by District Employees

The recommended precautionary actions listed below are similar to, or the same as, measures we are all familiar with to minimize our annual risk of contracting influenza (i.e., the flu). Other precautionary measures have been added that are specific to COVID-19 at this time, as recommended by the CDC and other health authorities.

- Employees who have symptoms of acute respiratory illness (i.e., fever and cough, and possibly trouble breathing) need to notify their supervisor and stay home and not come back to work until they are free of fever (100.4°F) or greater (using an oral thermometer), signs of fever, or other respiratory illness symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines.

- If you have a family member that becomes ill with acute respiratory illness symptoms, notify your supervisor, who may request that you stay home for an appropriate period of time prior to returning to the workplace. Keep your supervisor apprised of your/family member's recovery.

- If you come down with a cough, fever, shortness of breath or other acute respiratory illness symptoms while at work, separate yourself from your co-workers, notify your supervisor, and immediately go home.

- All employees should practice the following respiratory etiquette and related practices to minimize their risk of contracting and spreading COVID-19.

    - Avoid close contact with people who are sick. Maintain 6 ft or greater distance between yourself and anyone else.
    - Cover your nose and mouth when you cough or sneeze with a tissue and then throw the tissue away or do so into your elbow or shoulder if no tissue is available.
    - Wash your hands frequently with soap and water for at least 20 seconds.
    - If soap and water is not available, use hand sanitizer with at least 60% alcohol.
    - Avoid touching your eyes, nose and mouth with unwashed hands.
    - Put away any community candy jars.

- Routinely clean all frequently touched surfaces in your workspace, such as workstations, mouse, desktop phones, cell phones, countertops, and doorknobs. Use disinfecting wipes to wipe-down common-surface places, where appropriate.
- Seek medical advise that may include COVID-19 testing if the employee exhibits these described symptoms. If symptomatic personnel receive medical advice for testing and test positive, employee will remain off work until symptoms stop and medical clearance allows employee to return to work. County of Sonoma Health Officer guidance will help determine the District procedure for potential isolation and return to work.

Use cleaning products that contain >60% alcohol, 0.5% hydrogen peroxide, 0.1% sodium hypochlorite (bleach), or other active ingredients known to kill viruses.

- Check the "CDC's Traveler's Health Notices" [https://wwwnc.cdc. gov/travel] for the latest guidance and recommendations before you travel to other countries. Avoid travel to level 3 and 4 countries until the CDC has indicated that it is safe to do so.

- Do not travel by airplane, bus, cruise ship or other means with large numbers of people if you are experiencing symptoms of acute respiratory illness.

Precautionary Actions for Immediate Implementation by District Management

- Stay aware of the latest information on the COVID-19 outbreak, available on the WHO and CDC websites. State alerts and orders, and County alerts and orders.

- Provide tissues and no-touch disposal receptacles for use by all employees.

- Provide alcohol-based hand sanitizers that contain at least 60% alcohol at various locations in the workplace, including in trucks and the office space.

- Provide disposable wipes for employee use for wiping down frequently touched surfaces within the workplace.

- Keep Union notified of any changes to policies or procedures

- Keep District IDs available for Emergency/ Essential personnel needs

III. Tiered Plan for Maintaining District Operations

This section identifies how District operations, including individual employee roles, may need to change if COVID-19 becomes established in Sonoma County. The co-equal objectives for this portion of the plan are to: 1) best protect employees against the spread of COVID-19, and 2) maintain critical District water supply operations for the community. The plan for maintaining District operations is tiered based on the COVID-19 risk level in Sonoma County, as discussed in greater detail below.

Risk Level 1: Continued Increases in the Number of Confirmed Cases of COVID-19 in the United States and California, and no Confirmed Cases in Sonoma County and Surrounding Counties.

Trigger Points: Risk Level 1 shall be declared by the General Manager when confirmed cases of COVID-19 were announced in the United States and in the state of California.

Under Risk Level 1, the risk to employees of contracting COVID-19 is low and thus the District shall conduct normal business operations, with the addition of implementing the precautionary measures identified in Section II of this Plan.

Risk Level 2: Continued Increases in the Confirmed Cases of COVID-19 in the United States, California, and few Confirmed Cases in Sonoma and/or Surrounding Counties.

Trigger Points: Risk Level 2 shall be declared by the General Manager when confirmed cases of COVID-19 are announced in Sonoma County and/or surrounding counties.

Under Risk Level 2, the risk to employees of contracting COVID-19 remains relatively low, but the risk level is increasing due to increasing numbers of confirmed cases in the country, state, Sonoma County and surrounding counties.

In addition to the actions being implemented under Risk level 1, including the precautionary measures identified in Section II of this Plan, actions to be implemented at Risk Level 2 include, but may not be limited to, the following.

- Disinfect identified surfaces and bathrooms more frequently.
    - Implement employee efforts to sanitize identified administrative office surfaces.
- Those collecting money from the public are to wear disposable latex medical gloves or hand sanitize after each transaction.
    - Remove and dispose of gloves and wash hands prior to eating or touching common-surface places within the office.
- Limit routine in-person meetings in favor of conference calls.
- Ensure all supplies for treating water are fully stocked.
- Temporary flexible workplace and leave policies, and other relevant aspects of this Plan, shall

be communicated to all District employees.

- The General Manager will coordinate with CalWarn and local agencies including water agencies to discuss procedures and mutual aid.

At Risk Level 2, District management will start to hold meetings on Risk Level 3 and 4 scenarios, and through these meeting discussions will determine whether the District is ready to implement the necessary modified operations for those higher risk levels. These scenario exercises are intended to identify short comings in the District's preparedness and to focus near-term efforts on remedying the "holes" in the response planning as quickly as possible. If not already in place, authorities, triggers, and procedures for activating and terminating key elements of this Plan will be put in place.

Risk Level 3: Continued Increases in the Number of Confirmed* Cases *of COVID-19 in the United States, California, and Numerous* Cases *in Sonoma County and Surrounding Counties.

Trigger Points: Risk Level 3 will be declared by the General Manager if COVID-19 reaches or approaches epidemic levels in the United States and numerous confirmed cases of COVID-19 are announced for Sonoma County and surrounding counties.

We are currently operating under Risk Level 3, due to numerous confirmed cases of COVID-19 in Sonoma County and surrounding counties.

At Risk Level 3, COVID-19 may be declared an epidemic or pandemic by the CDC and local health authorities in the United States and California and numerous cases have been confirmed in people living in Sonoma County and surrounding counties. As such, the risk of contracting COVID-19 for District employees is no longer low. At the direction of the General Manager, the District will now further modify operations to minimize all contact of employees with the general public and will focus on maintaining essential duties necessary to maintain water service to the public, with the minimal number of employees.

Operational scenarios will now focus on how best to maintain essential services with reduced staff, should one or more District employees contract the virus. Additional operational modifications to be implemented at Risk Level 3 shall include, but not necessarily be limited to, the following.

- Shut down foot traffic to office, allowing payment online, over the phone, by mail, or through the mail slot.
    - Notify the public by website, media, answering service. Close-down the administrative office to the general public.
    - Notify other local agencies and vendors of the District's office closure to the public.
- Board meetings shall be postponed or conducted by teleconference (if possible) rather than by in-person meetings.
- Implement practices developed, including less interaction with homeowners, methods of leaving door notices, etc. to increase physical distance among employees and between employees and the public, as further directed in **Attachment A.**
    - Separate departments and minimize in-person interactions between District administrative, operations, and distribution employees as much as possible.
    - Within departments, minimize face-to-face interactions of key personnel as well.
    - Coordinate by email, phone, and text messages whenever possible and effective.

Risk Level 4: Initial Confirmed Case(s) of COVID-19 Among District Employees.

Trigger Point: Risk Level 4 will be declared by the General Manager if one or more District employees, or an immediate family member of an employee, test positive for COVID-19.

Because of the small size of the District, operating out of a single administrative office, one or more District employees (or their immediate family members) being confirmed to have contracted COVID-19 is a situation that poses a relatively high risk to other District employees of contracting the virus.

The District will follow County of Sonoma Health Officer guidance for isolation, contact tracing, and return to work status of all affected employees.

In addition to the actions and operational procedures already being implemented, additional operational modifications/actions to be implemented at Risk Level 4 may includethe following.

- All employees will remain home until directed otherwise by the General Manager.
    - Each employee will be compensated one time only, by the District up to 14 working days without having to use personal time off or vacation time until the employee is cleared to return to work by a health official or the General Manager.
    - Employees not exhibiting symptoms of COVID-19 will be on-call for work activities, at the direction of the General Manager, Field Manager, or their Administrative Manager. All on-call employees must respond and be at work as stated in the MOU if called upon to work.
    - Any employees reporting to work shall wear a face mask and gloves when interacting with other parties.
- Employee(s) that have contracted COVID-19 (or employees who have family members that have confirmed COVID-19) will not be allowed to return to work until they can provide a doctor's note, clearing them of COVID-19.
- If an employee has been confirmed to have COVID-19, the General Manager will inform other employees, using the phone tree, of their possible exposure to COVID-19, but will maintain confidentiality of the infected employee. All District employees will be instructed to stay home.
- Employees should refer to the CDC guidance for "how to conduct a risk assessment" of their potential exposure (CDC Website: https://www.cdc.gov/coronavirus/2019-ncov/summarv.html#risk-assessment).

- Board meetings shall continue to be postponed or conducted by teleconference (if possible) rather than by in-person meetings.
- Implement any potential remaining actions identified to minimize in-person contact among employees and between employees and the public.
- Implement all identified minimum essential functions necessary to maintain only essential District services, with essential personnel, as further defined in **Attachment B.**
- CIP work is temporarily suspended. Other actions may be implemented at the direction of the General Manager or Assistant General Manager, the CDC, or local health authorities.

VI. References

Websites that contributed information to this plan are listed below. They also serve as reference sites for employees to obtain further information about COVID-19.

https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-business-response.html

https://www.osha.gov/SLTC/covid-19/

https://www.enn.com/2020/02/16/health/coronavirus-how-to-protect-yourself-trnd/index.html

https://q13fox.com/2020/02/26/how-you-and-your-workplace-can-protect-yourselves-from-the-novel-coronavirus/

https://www.livescience.com/how-long-coronavirus-last-surfaces.html https://www.who.int/news-room/q-a-detail/q-a-coronaviruses

https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/address-workplace-coronavirus-concerns.Aspx

https://socoemergency.org/

https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html.html

https://hrexecutive.com/coronavirus-hrs-role/

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Attachment A
Action Plan for Risk Level 3

Attachment A
Action Plan for Risk Level 3

Operations:

Operations personnel will isolate themselves into the following groups. There shall be no person-to-person interactions between these two groups.

Group 1: Treatment and Distribution staff

- The Distribution/ Field Department will generally remain back in the Field with minimal use of District Offices. The Department will respond in person to service calls only for the most serious situations such as no water service and/or water line breaks. Customers who have water quality complaints or pressure problems will be responded to with telephone calls in a concerted effort to resolve the problems. Meter reading and basic water distribution maintenance activities will continue to the extent that employees can maintain safe distances from the general public. The Utility Department will continue to conduct CIP work with the understanding that employees need to maintain safe distances from the general public.

Administration:

Administrative personnel will continue to conduct business as normal, except that the Administration Building will be closed to the public. All interaction with the public will be by telephone or email.

Administrative personnel will isolate themselves from Operations personnel as much as possible and all possible contact will be conducted through telephone or email.

Attachment B
Action Plan for Risk Level 4

Attachment B
Action Plan for Risk Level 4

Operations:

Operations will be suspended for the duration of the quarantine period. The length of the quarantine period will be determined by the General Manager based on the circumstances at the time (including prevalence of COVID-19 in the community), and input from health authorities. (estimated to be approximately 14-28 days). During this time:

- Two Distribution Operators will conduct patrols throughout Service Area during normal business hours.

- All Distribution Operators not exhibiting symptoms of COVID-19 will be on call.

After the quarantine period, as declared by the General Manager, Operations staff cleared to return to work will resume duties commensurate to the declared Risk Level.

Administration:

Administration operations will be suspended for the duration of the quarantine period (estimated to be approximately 14-28 days). During this time:

- The Administrative Manager will only perform essential duties such as payroll, necessary AP vendor payments, billing and procurement through remote access from home or office.

After the quarantine period, Administrative staff cleared to return to work will resume duties commensurate to the declared Risk Level.