

Water Emergency Notification Plan



State Water Resources Control Board

Division of Drinking Water

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of System Raineri Mutual Water Company System No. 4300520

System Location PO Box 11, Los Gatos CA 95031, APN 558-13-012-00 County Santa Clara

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

Name	Title	Day Phone	Evening Phone
Wade Bastien	President	408 309 2867	408 309 2867
Westin Bolliger	Secretary	408 515 8129	408 515 8129
Rod Fagan	Vice President	408 656 2734	408 656 2734
Kelly Archer	Water System Operator	831 600 0781	831 600 0781

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

Name	Title	Day Phone	Evening Phone
Van Tsang	District Engineer, SWRCB	(510) 620-3602	(510) 620-3602
Scott Miller	Staff Engineer, SWRCB	(510) 620-3459	N/A

Darius Haghighi	Program Manager, County of Santa Clara	(408) 918-3468	(408) 687-6440 or County Emergency Communications Center: (408) 299-2501
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After reaching the Santa Clara County Emergency Communications Center, ask for the on-call Environmental Health personnel.

If the above personnel cannot be reached, contact:

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

NOTIFICATION PLAN

Describe methods or combination of methods to be used (radio, television, door-to-door, sound truck, etc.). For each section of your plan, give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations (such as schools), non-English speaking groups and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to implement them in the event of an emergency. (Use the other side if necessary or attach additional pages.)

Templates for public notification available on the SWRCB website:

[Templates for Public Notification | California State Water Resources Control Board](#)

The primary notification method for the community is an email to all members. This method has been very successful in communicating with members experiencing low water pressure or a water outage due to a pipe break. Email has been the primary source for all messages announcing that the problem has been corrected.

Email plus sending a text message is recommended for contacting membership of:

- Unsafe Water Notice Guidance
- Boil Water Notices
- Do Not Drink/Use Notices
- PFAS Notification Level and Response Level Exceedance Notices.

Plan prepared by: Wade Bastien, President, Raineri Mutual Water Company

Signature

Title

Date

Link to the Cal Water Boards webpage for different types of water quality emergency templates:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html

Ideally, we would email the whole community plus everyone listed in the generic notification plan. It would be great if we could also post the emergency notice over the typical home page of our website until the emergency is resolved.

Note that we have a separate web page dedicated specifically to problems due to improper plumbing (Cross Connection Control Plan, CCCP). The CCCP is for water quality

issues that are due to plumbing somewhere in the system (not issues at the source or water plant). The CCCP and member surveys should help us find the cause of a problem, and the special steps we need to take to resolve such issues.