



WATER QUALITY EMERGENCY NOTIFICATION PLAN

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

ADMINISTRATIVE INFORMATION

Public Water System Name:	Raineri Mutual Water Company
Public Water System Number:	4300520
Public Water System Type (CWS, NTNC, TNC):	CWS
Public Water System Address/Location:	PO Box 11, Los Gatos CA 95031 / Intersection of Raineri Lane and CA HW17, 95033

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

Water Utility Contact Name and Title	Contact Type	Email Address	Daytime Telephone	Cell phone Number
Kelly Archer	Water Operator	kelly@archerengineering.com	831 600 0781	831 600 0781
Zav Hershfeld	Backup Water Operator	zav@archerengineering.com	310 963 9708	310 963 9708
Wade Bastien	Raineri Mutual Water Board member	wbastien0@yahoo.com	408 309 2867	408 309 2867
Rod Fagan	Raineri Mutual Water Board member	rodvfagan@gmail.com	408 656 2734	408 656 2734
Salas Brothers Water Trucking	Water Hauler ¹	[Insert Water Utility Number 4 Email Address]	831 726 3903	831 726 3903

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

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

<https://www.cdph.ca.gov/Programs/CEH/DFDCS/pages/fdbprograms/foodsafetyprogram/water.aspx>

Table 1. SWRCB DDW and County Department personnel

SWRCB or County Department Contact Name and Title	Contact Type	Email Address	Daytime Telephone	Cell phone Number
Van Tsang	State Water Resources Control Board DDW District Office	van.tsang@waterboards.ca.gov	510 620 3602	510 620-3602
Scott Miller	State Water Resources Control Board DDW	scott.miller@waterboards.ca.gov	510 620 3459	510 620 3459
Darius Haghighi	Program Manager County of Santa Clara	Darius.Haghighi@deh.sccgov.org	408 918 3468	408 687 6440 OR 408 299 2501
[Insert County Office of Environmental Safety (OES) Contact Name and Title]	County OES	[Insert County OES Contact Name and Title]	408 918 3400	408 687 6440 OR 408 299 2501

If the above personnel cannot be reached, contact the 24-hour Office of Emergency Services Warning Center at 800-852-7550 or 916-8458911. When reporting a water quality emergency to the Warning Center, please ask for the State Water Resources Control Board Division of Drinking Water Duty Officer.

Water Shortage Contingency Planning

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

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

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

Small Community Water System Water Shortage Contingency Stages	Warning Signs	Shortage Range	Emergency Response Action
Stage 1 – WATCH	Possible leak in the system, possible issue at the source, possible that multiple customers are simultaneously using large quantities of water for irrigation or are filling pools.	Water shortage is 10% less than expected water supply level	Email to the community to limit their water use. Stop filling pools and cut back on irrigation. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property
Stage 2 – WARNING	Watch stage actions have indicated decreasing water supply levels. Possible leak in the system, possible issue at the source, possible that multiple customers are simultaneously using large quantities of water for irrigation or are filling pools.	Water shortage is 20% less than expected water supply level	Email to the community to conserve water. Stop filling pools and cut back on irrigation. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property

Stage 3 – ACUTE	Warning stage actions have indicated decreasing water supply levels. Possible leak in the system, possible issue at the source, possible that multiple customers are simultaneously using large quantities of water for irrigation or are filling pools.	Water shortage is 30% less than expected water supply level	Email to the community to conserve water. Stop filling pools and cut back on irrigation. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property
Stage 4 – CRITICAL	Acute stage actions have indicated decreasing water supply levels. There is a leak somewhere in the system, there is an issue at the source that needs to be resolved, at least one customer is filling a large pool.	Water shortage is 40% less than expected water supply level	Email to the community to stop using water for all nonessential purposes. Ask members with storage tanks to only use their water tanks until the emergency is resolved. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property If there are no breaks and the community cannot restrict their usage to a level that can be supported by our processing capacity: If the issue is at the source and cannot be resolved in a short period of time:

			1) Call a water hauler to fill our processing tank. Will likely have to schedule multiple hauls per day until the source issue is resolved. 2) Work with SJWC to complete a connection to the Montevina Pipeline. Work with Santa Clara County to get permits for all infrastructure necessary to start using SJWC as a water source. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 4 emergency.
Stage 5 – EMERGENCY	Critical stage actions have indicated decreasing water supply levels. There is a leak somewhere in the system, there is an issue at the source that needs to be resolved, at least one customer is filling a large pool.	Water shortage is 50% less than expected water supply level	Email to the community to stop using water for all nonessential purposes. Ask members with storage tanks to only use their water tanks until the emergency is resolved. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property If there are no breaks and the community cannot restrict their usage to a level that can be supported by our processing capacity: If the issue is at the source and cannot be resolved in a short period of time: 3) Call a water hauler to fill our processing tank. Will likely have to schedule multiple hauls per day until the source issue is resolved.

			4) Work with SJWC to complete a connection to the Montevina Pipeline. Work with Santa Clara County to get permits for all infrastructure necessary to start using SJWC as a water source. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 5 emergency.
Stage 6 – CATASTROPHIC WATER LOSS	Emergency stage actions have indicated decreasing water supply levels. One of the following events may have occurred: 1) A water pipe is broke somewhere in the system 2) There is some issue at the source that prevents normal water flow. 3) The water source or plant has an issue that restricted water processing to less than 50% percent of the expected seasonal rate, and membership has not cut their usage to a level below the plant's ability to produce.	Water shortage is 50% less than expected water supply level	Email to the community to stop using water for all nonessential purposes. Ask members with storage tanks to only use their water tanks until the emergency is resolved. Check the source and the pipeline between the source and the water plant for problems. Ask for the community's help to confirm there are no water pipes broken on their property or the area they can see from their property If the issue is at the source and cannot be resolved in a short period of time: 5) Call a water hauler to fill our processing tank. Will likely have to schedule multiple hauls per day until the source issue is resolved. 6) Work with SJWC to complete a connection to the Montevina Pipeline. Work with Santa Clara County to get permits for all infrastructure necessary to start using SJWC as a water source. Notify contacts listed in Table 1. SWRCB DDW and County Department personnel of the Stage 6 emergency.

NOTIFICATION PLAN

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

NAME: **Wade Bastien**

DATE: **June 6, 2026**

SIGNATURE: **Wade Bastien**

EXAMPLE NOTIFICATION PLANS FOR COMMUNITY WATER SYSTEMS

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

PLAN 1 Medium Community

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

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

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

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

PLAN 2 Small Community

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

PLAN 3 Large Community

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