

**Melody Woods Water Company**  
**Water Quality Emergency Notification Plan**  
*Revised: 22 September 2016*

**Objective**

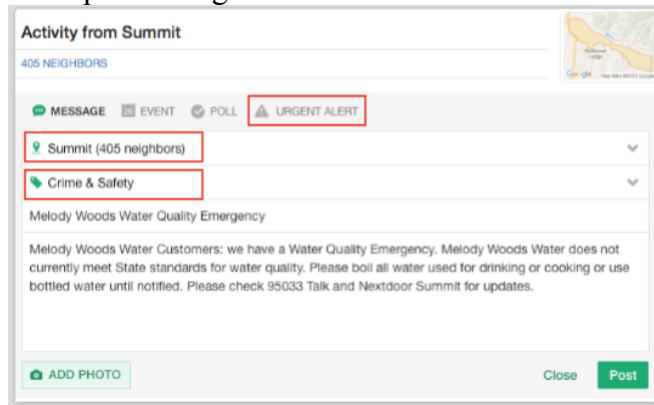
Melody Woods Water Co. has 54 service connections serving 160 consumers. In the case of a Water Quality Emergency (unsafe water) we need to notify our customers. There are three possible notices that can be issued: “Boil Water Notice” (the water supply has a microbiological contaminant that can be rendered safe by boiling the water), “Do Not Drink Notice” (a contaminant that can’t be rendered safe by boiling) or a “Do Not Use Notice” (the water supply has a contaminant that is unknown or where exposure to water can impact the health of the consumer).

The following process shall be used to notify customers promptly in case of a Water Quality Emergency. For more details see the memorandum Unsafe Water Notice Guidance, March 9, 2011 (a copy is available at: <https://www.dropbox.com/s/1cugggva6nyb5ml/PWS%20etc%20Unsafe%20Water%20Guidance.pdf?dl=0> ).

**Water Quality Emergency Notification for Boil Water Notice**

1. Notify our State Water Resources Control Board Santa Clara District. Contact our Assigned Engineer:
  - a. Call Ryan Thissen at (510) 412-4685 and email [Ryan.Thissen@waterboards.ca.gov](mailto:Ryan.Thissen@waterboards.ca.gov)
  - b. If our Assigned Engineer can’t be reached, call the main number (510) 620-3474 and ask to speak with someone from the Santa Clara District regarding a water quality emergency.
  - c. If advised by the Santa Clara District, contact Santa Clara County Department of Environmental Health at (408) 918-4770 and ask to speak with someone regarding a water quality emergency.
2. Notify all customers by phone and text per the Melody Woods Call List
  - a. Use the latest revision: <https://www.dropbox.com/s/siim2xkpqf02xdq/Melody%20Woods%20Call%20List%205-28-16.pdf?dl=0>
  - b. Phone Notification Message (read): “Melody Woods Water has issued a Boil Water Notice. Please boil all water used for drinking or cooking or use bottled water until notified. Notices with more detail will be posted.”
  - c. Text Message Notification Text: Melody Woods Water has issued a Boil Water Notice. Please boil all water used for drinking or cooking or use bottled water until notified. Notices with more detail will be posted.”
  - d. Details

- i. Personnel: 1 Board Member to declare emergency, 1 Phone Tree Volunteer to do notifications
    - ii. Time Required: 2 hours
    - iii. Estimated Coverage: 100%
- 3. Notify customers by postings in **95033 Talk** and **Nextdoor Summit**
  - a. **95033 Talk** – send an email to [95033talk@groups.io](mailto:95033talk@groups.io)
    - i. Email Heading: Melody Woods Water Boil Water Notice
    - ii. Text: “Melody Woods Water Customers: we have a Water Quality Emergency. Melody Woods Water does not currently meet State standards for water quality and we have issued a Boil Water Notice. Please boil all water used for drinking or cooking or use bottled water until notified. Notices with more detail will be posted. Please check 95033 Talk and Nextdoor Summit for updates.”
  - b. **Nextdoor Summit**
    - i. Sign in to Nextdoor Summit (<https://summit.nextdoor.com/>)
    - ii. Select “Summit” for Neighbors
    - iii. Select “Crime & Safety” for Category
    - iv. Select “Urgent Alert”. Note: Urgent Alert will send an SMS message to all users on Nextdoor in the Summit area. This includes subscribers outside Melody Woods Water Company, so be sure to clearly state that the issue only affects Melody Woods.
    - v. Posting Heading: Melody Woods Water Quality Emergency
    - vi. Posting Text: “Melody Woods Water has issued a Boil Water Notice. Please boil all water used for drinking or cooking or use bottled water until notified. Notices with more detail will be posted. Please check 95033 Talk and Nextdoor Summit for updates..”
    - vii. Example Message Format::



- c. Details
  - i. Personnel: 1 Board Member to declare emergency, 1 Phone Tree Volunteer to post
  - ii. Time Required: <1 hours
  - iii. Estimated Coverage: Unknown. We have gotten positive responses from customers about previous postings for maintenance. However, we don’t know how many customers are subscribed to either

95033Talk or Nextdoor Summit or how frequently they check the forums.

4. Post Notifications on Community Mailbox Stands
  - a. Post notifications on the Community Mailbox Stands where they are visible to people using the mailbox or driving past. Post at the following locations:
    - i. Top of Melody Lane
    - ii. End of Echo Drive
    - iii. Bottom of Melody Lane
  - b. Notice Format
    - i. Notices shall follow the State format
    - ii. Pre-printed notifications are kept in the Treatment Plant.
    - iii. Notifications may also be printed from the following file:
      1. <https://www.dropbox.com/s/vzrnwnxx8fgdrvn/boilwtrnotice%20MelodyWoods.doc?dl=0> (this is the State Template with Melody Woods information added)
    - iv. Blank templates may be downloaded from:
      1. [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Notices.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml)

## **Upon end of Water Quality Emergency**

1. Contact the State Water Board to get approval to cancel the Boil Water Notice (this will normally require two negative coliform tests on water in the distribution system). Contact our Assigned Engineer.
  - a. Call Ryan Thissen at (510) 412-4685 and email [Ryan.Thissen@waterboards.ca.gov](mailto:Ryan.Thissen@waterboards.ca.gov)
  - b. If our Assigned Engineer can't be reached, call the main number (510) 620-3474 and ask to speak with someone from the Santa Clara District regarding a water quality emergency.
2. After approval, respond to customers who requested updates via phone or text
3. Notify customers by postings in **95033 Talk** and **Nextdoor Summit**
  - a. **95033 Talk** – send an email to [95033talk@groups.io](mailto:95033talk@groups.io)
    - i. Email Heading: Melody Woods Water Boil Water Notice Cancelled
    - ii. Text: “The Melody Woods Water System in conjunction with the State Water Resources Control Board has determined that, through abatement of the health hazard and comprehensive testing of the water, your water is safe to drink. It is no longer necessary to boil your tap water or for you to consume bottled water.”
  - b. **Nextdoor Summit**
    - i. Sign in to Nextdoor Summit (<https://summit.nextdoor.com/>)
    - ii. Select “Summit” for Neighbors
    - iii. Select “General” for Category
    - iv. Select “Message” Do not select “Urgent Alert”. Posting Melody Woods Water Boil Water Notice Cancelled

- v. Posting Text: “The Melody Woods Water System in conjunction with the State Water Resources Control Board has determined that, through abatement of the health hazard and comprehensive testing of the water, your water is safe to drink. It is no longer necessary to boil your tap water or for you to consume bottled water.”
- 4. Post notices on Community Mailbox Stands
  - a. Remove Boil Water Notices and post Cancellation of Boil Water Notices.
    - i. Top of Melody Lane
    - ii. End of Echo Drive
    - iii. Bottom of Melody Lane
  - b. Notice Format
    - i. Notices shall follow the State format
    - ii. Blank templates may be downloaded from:
      - 1. [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Notices.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml)
- 5. Do Not Drink Notification
  - a. The process above covers issuing a Boil Water Notice. In the case of a Do Not Drink Notice or Do Not Use Notice, make appropriate changes described below.
  - b. For Phone and Text Messages
    - i. Phone Notification Message (read): “Melody Woods Water has issued a Do Not Drink Notice. Use bottled water for drinking or cooking until notified; boiling or treating water will not make it safe. Notices with more detail will be posted.”
    - ii. Text Message Notification Text: “Melody Woods Water has issued a Do Not Drink Notice. Use bottled water for drinking or cooking until notified; boiling or treating water will not make it safe. Notices with more detail will be posted.”
  - c. For 95033Talk and Nextdoor Summit Postings
    - i. Heading: Melody Woods Water Do Not Drink Notice
    - ii. Posting: “Melody Woods Water Customers: we have a Water Quality Emergency. Melody Woods Water does not currently meet State standards for water quality and we have issued a Do Not Drink Notice. Use bottled water for drinking or cooking until notified; boiling or treating water will not make it safe. Notices with more detail will be posted. Please check 95033 Talk and Nextdoor Summit for updates.”
  - d. For posted notices
    - i. Use the template at:
      - 1. <https://www.dropbox.com/s/o1s2ru6b83m3qo0/bwncancel%20Melody%20Woods.doc?dl=0> (this is the State Template with Melody Woods information added)
    - ii. Blank templates may be downloaded from:
      - 1. [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Notices.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml)

## 6. Do Not Use Notification

- a. The process above covers issuing a Boil Water Notice. In the case of a Do Not Use Notice, make appropriate changes described below.
- b. For Phone and Text Messages
  - i. Phone Notification Message (read): “Melody Woods Water has issued a Do Not Use Notice. Use bottled water for drinking, cooking, hand washing, or bathing until notified; boiling or treating water will not make it safe. Notices with more detail will be posted.”
  - ii. Text Message Notification Text: “Melody Woods Water has issued a Do Not Use Notice. Use bottled water for drinking, cooking, hand washing, or bathing until notified; boiling or treating water will not make it safe. Notices with more detail will be posted.”
- c. For 95033Talk and Nextdoor Summit Postings
  - i. Heading: Melody Woods Water Do Not Drink Notice
  - ii. Posting: “Melody Woods Water Customers: we have a Water Quality Emergency. Melody Woods Water does not currently meet State standards for water quality and we have issued a a Do Not Use Notice. Use bottled water for drinking, cooking, hand washing, or bathing until notified; boiling or treating water will not make it safe. Notices with more detail will be posted. Please check 95033 Talk and Nextdoor Summit for updates.”
- d. For posted notices
  - i. Use the template at:
    2. <https://www.dropbox.com/s/o1s2ru6b83m3qo0/bwncancel%20Melody%20Woods.doc?dl=0> (this is the State Template with Melody Woods information added)
  - ii. Blank templates may be downloaded from:
    3. [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Notices.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml)