Association of Water Agencies of Ventura County

The Association of Water Agencies of Ventura County (AWA) was formed in 1976 to provide a forum for discussion on regional water issues that could potentially impact our local supply, quality and cost. Our goals and objectives in accordance with our Bylaws are to develop and encourage cooperation among entities for the development, protection, conservation and improvement of the total water resources in our region; to exchange ideas and work toward improved communications and procedures for mutual benefit; to promote water conservation, reclamation and education.

AWA is a non-profit organization governed by a 19-member board of directors representing water related entities from the Ventura County region including agriculture, municipalities, water districts, small systems, industrial users, businesses and concerned citizens. Today, AWA’s membership is comprised of a network of water suppliers, environmental agencies, planners, engineers, scientists, geologists, legal firms, private businesses, major industries, farmers, ranchers, lawmakers/elected officials, students and concerned citizens.

This “network” of interaction and communication result in great benefits to our members and the entire community. Working together is the first step in finding solutions and strengthening the quality of life that we all enjoy. Being informed and discussing both current and potential situations is a pro-active exercise that AWA has been applauded for. AWA addresses many issues including Water Quality, Supply, Demand, Conservation, Distribution, Agriculture, Emergency Plans, Droughts, Floods, Growth, Land Development, Legislation, Regulation, and more...

AWA has been influential in many collaborative efforts regarding watershed planning in Ventura County. AWA facilitates regular meetings and special programs to encourage discussion and innovative solutions to water issues. AWA also hosts many local educational programs to encourage continued education in the field of water related studies.
One of the goals of the Association of Water Agencies of Ventura County Water Systems Committee is to develop a process whereby the small water systems can be better prepared in the event of a countywide emergency (fire, earthquake, flood, etc.).

The Northridge earthquake of 1994 served as a “wake-up call” to Ventura County. Areas of our County received extensive damage and were without water supplies for days. The AWA Water Systems Committee then realized that preparedness and improved communication among our water systems was imperative.

The Association of Water Agencies of Ventura County, in conjunction with the Ventura County Sheriff’s Office of Emergency Services began extensive work on disaster training, education and preparedness. The Water Systems Committee divided the water suppliers of Ventura County into six geographical areas and developed a water emergency communication phone tree.

Since then, the focus of the Association of Water Agencies of Ventura County Water Systems Committee is the refinement of a countywide emergency reporting procedure and promotion of Mutual Aid Agreements.

In developing this handbook, the committee felt that it was more productive to have each small system contact their area captain rather than vice-versa in the event of an emergency. Thus, only the name of the smaller system (without phone number) is included within the reporting hierarchy under their respective area team captain.

Under the current leadership of Committee Chairperson Mike Hollebrands, a subcommittee comprised of volunteer area captains and support members meet regularly to update, distribute and perform practice drills of the *Emergency Handbook*.

AWA plans to continue updates and distribution of this handbook to all Ventura County water purveyors and key agencies via AWA Website Download.
AWA WATER SYSTEMS COMMITTEE
MISSION STATEMENT

The goal of the AWA Water Systems Committee is to assist the smaller water systems in providing safe and reliable water supplies within Ventura County.

To achieve this mission, the Committee shall:

- Provide a forum to exchange information from a wide range of agencies and resources.
- Identify and provide training and educational needs to the smaller utility operators and managers.
- Organize presentations and workshops with qualified speakers.
- Encourage creative problem solving and solutions tailored to the smaller system.
- Foster cooperation between agencies to improve water quality, reliability and supply by encouraging partnerships and engaging in public and small system advocacy.
# TABLE OF CONTENTS

ASSOCIATION OF WATER AGENCIES OF VENTURA COUNTY .... i.
PREFACE ........................................................................................................... ii.
WATER SYSTEMS COMMITTEE MISSION STATEMENT ............... iv.
INTRODUCTION ......................................................................................... 1
  Purpose ....................................................................................................... 1
  How to Use This Handbook................................................................. 1
  Role of Area Captains............................................................................. 1
MUTUAL AID AGREEMENT .............................................................. 2
WATER QUALITY ORDERS - EMERGENCY CHECKLIST ............. 3-4
BOIL WATER CONDITION ............................................................ 5
  Boil Water Order - English................................................................. 6
  Boil Water Order - Spanish .............................................................. 14
  Cancel Boil Water Order - English .................................................. 8
  Cancel Boil Water Order - Spanish .................................................. 9
  Unsafe Water Alert - English............................................................. 10
  Unsafe Water Alert - Spanish ............................................................ 11
  Fact Sheet - What To Do During a Boil Water Advisory ............ 12
  What To Do During a Boil Water Advisory, Continued ........... 13
UNDERGROUND SERVICE ALERT ........................................... 14
OFFICE OF EMERGENCY SERVICES ........................................ 15
IMPORTANT GENERAL CONTACTS ....................................... 16
VENTURA COUNTY REPORTING AREAS ............................. 17
  Area 1A - Ojai Valley ............................................................................ 18
  Area 1B - Ventura ................................................................................. 20
  Area 2 - Santa Clara River ................................................................... 22
  Area 3A - Oxnard ............................................................................... 24
  Area 3B - Coastal & Outside Oxnard Sphere .................................. 26
  Area 4A - El Rio & City of Camarillo .............................................. 28
  Area 4B - Somis & City of Moorpark .............................................. 30
  Area 5 - Simi Valley .......................................................................... 32
  Area 6 - Thousand Oaks & Vicinity ............................................... 34
INSURANCE CLAIM & BASIC PREPAREDNESS .................... 36
  Pre-Loss Preparedness and Considerations .............................. 36
  Post Loss Preparedness and Considerations .............................. 37
LOCAL VENDOR & EMERGENCY SERVICE PROVIDERS ........ 38
ACKNOWLEDGEMENTS ................................................................. 40

A WA DISCLAIMER ................................................................. 41
A WA – AREA CAPTAIN “EMERGENCY CONTACT” PHONE TREE 42
INTRODUCTION

Purpose
The purpose of this handbook is to assist water systems during an emergency. Contained in this handbook is information that a small water system or major water purveyor may use to report damage, report immediate relief requirements, and identify certain vendors of repair parts and services.

The intent is to streamline emergency response actions by utilizing the reporting system outlined in this handbook.

How to Use This Handbook
As a small system, you should first identify your jurisdictional area within this book (Refer to the table of contents to locate your area and contact information). The reporting hierarchy is organized in an outline format. Thus, you should look for the name of your system indented under your Area Captain’s contact information. Your responsibility is to relay your company’s preliminary damage assessment to your Area Captain who will then attempt to report this information up to the next level.

This handbook contains pull-out forms for your convenience including Water Utility Damage Report Worksheet, Damage Report to External Agencies Worksheet, Public Notice Consumer Alert during Water Outages and Threatening Call Info Sheet. You will also find helpful checklists to follow during an emergency including “Boil Water” orders in English and Spanish.

The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS)

SEMS and NIMS are intended to standardize response to emergencies involving multiple jurisdictions or multiple agencies. SEMS/NIMS is designed to be flexible and adaptable to the needs of all emergency responders in California. The basic components of SEMS/NIMS are the Incident Command System (ICS), multi-agency or inter-agency coordination, the operational area concept, and established mutual aid systems.

Response activities must be performed rapidly and effectively during an emergency. This applies to activities being conducted at the scene of an incident, as well as at the incident command post, or the local water utility EOC (Emergency Operations Center) coordinating and supporting field operations.

Role of Area Captains

The Area Captain position is solely voluntary and is organized by AWA in conjunction with the V.C. Sheriff’s Office of Emergency Services. The role of the Area Captain is to communicate information from smaller agencies to the major district in each area and to provide assistance to the extent possible under the circumstances of the disaster.
MUTUAL AID AGREEMENT

The mission of the California Water/Wastewater Agency Response Network (CalWARN) is to support and promote statewide emergency preparedness, disaster response and mutual assistance processes for water and wastewater utilities.

An agency “joins” CalWARN by signing a multi-agency mutual assistance agreement. There is no cost to join.

The mutual assistance agreement sets forth the terms by which CalWARN signatories can share labor, materials, and equipment with each other in an emergency. There is no obligation to assist an agency that requests help, but if assistance is provided, the terms for payment, indemnity, and other relevant issues are all clearly defined.

The value of CalWARN was observed as the City of Ventura and Montecito Water District used CalWARN resources to restore water service after recent disasters.

Many utilities in the general vicinity of Ventura County have joined CalWARN to immediately have access to a large pool of labor, materials, and equipment to aid in recovering from an emergency.

Additional information is available at www.calwarn.org.
WATER QUALITY ORDERS
EMERGENCY CHECKLIST

The following checklists represent items to be initiated at the time a water quality emergency is recognized.

NOTIFICATION

Initiate notification plan:

NOTIFY: PRIORITY:

☐ Internal Utility Management Immediately
☐ SWRCB/DDW District Engineer By the end of the business day or within 24 hours.
   Jeff Densmore: 805-566-1326
   After Hours Only: 805-570-7830
   Fax Number: 805-745-8196

☐ Local Environmental Health To request release of the Jurisdiction (County Health Officials/Health Officer)
   Boil Water Order or the Unsafe Water Alert
   General Office, Phone: 805-654-2813, hit 0 to bypass recording.
   Specialist On-Call & After Hours: 805-320-6244 (or 911)
   Fax Number: 805-745-8196

☐ Water Purveyors/Customers As soon as possible
☐ Special Contacts As required (i.e. Fire Department, Law Enforcement, etc. See Page 16)

Note: Carefully document all notifications recording the contacts made along with the time and date.

☐ Consult approved Emergency Disinfection Plan (EDP) as required by SWRCB/DDW

☐ Notify AWA Disaster Area Captain of Status
EMERGENCY CHECKLIST (con’t.)

☐ Determine whether or not it is necessary to inform the public of the situation through the public communication systems of the mass media.

☐ Implement formal emergency notification plan.

☐ Document all notices and contacts.

INVESTIGATION

☐ Initiate investigation and corrective items.

☐ Make determination of extent of water quality emergency by expanding special sampling program.

☐ Determine if Boil Water Advisory or Unsafe Water Alert is necessary in conjunction with state health and local health departments.

☐ Survey sources and storage reservoirs.

☐ Identify biological or other contaminant.

☐ Set up water service priorities and make arrangements to have portable water brought into the area.

☐ Determine the status of hospitals, clinics, and convalescent homes in your area and make the necessary arrangements for emergency water supplies.

☐ Ensure the safety of any imported water by instituting a monitoring and disinfection program.

☐ Consult with SWRCB/DDW to determine if public notification is necessary.
BOIL WATER CONDITION

(To be released by Public Health Officer only)

When a Boil Order is in progress, double-check all lab results to guard against false or misinterpreted readings.

☐ Download Boil Water Order and Unsafe Water Alert template forms directly from the SWRCB website: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html

☐ When answering the phone, ask whether caller is a District customer and for their street address to verify if they are affected by boil order.

☐ Update phone staff to ensure everyone is aware of any changes in the situation status and/or in affected locations within the District's service area. New staff relieving staff on phones must first review status board and/or talk with immediate supervisor (or General Manager) for update.

☐ Send District staff out to post boil order notices in all mobile home parks, apartments, condominiums and other master metered dwelling areas. Make sure park/apartment managers get information out to all residents.

☐ Get boil order advisory posted to all restaurants, hospital/medical care facilities, and convalescent care/nursing homes.

☐ Always refer to an updated map of District's service area to avoid miscommunication or misunderstanding by the press concerning affected areas.

☐ Periodically rotate staff answering phones to avoid "burnout" situations.
BOIL WATER ORDER

(PRE-APPROVED BOIL WATER ADVISORY)

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

BOIL WATER NOTICE

Boil Your Water Before Drinking or Food Preparation to Avoid Illness

[Water System Name]

Due to the recent [event (e.g., water outage, power outage, flood, fire, earthquake or other emergency)], which occurred on [date], the State Water Resources Control Board, Division of Drinking Water, the [County Name] County Health Department, and the [Water System name] Water System are advising residents of [City, Town, System] to only use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution to avoid stomach or intestinal illness. The affected area includes: [INSERT GEOGRAPHICAL DESCRIPTION, STREET BOUNDARIES, ETC.]

We will inform you when tests show that water is safe to drink and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

If you have questions about other uses of tap water, such as bathing and dish washing, please call your water system or read this guidance:

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

Optional: Potable water is available at the following locations: [List locations]

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

If you are concerned about your health or the health of a family member, contact your health care provider or [local health department].

For more information, call: Water Utility contact: [Utility Representative Name, title, phone & address]

State Water Resources Control Board District Office: [(XXX) XXX-XXXX]

Local Environmental Health Jurisdiction: [XXXXX County at (XXX) XXX-XXXX]

Please share or post this information with others who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
INFORMACIÓN IMPORTANTE SOBRE SU AGUA POTABLE

Este aviso contiene información muy importante sobre su agua potable, por favor léalo bien.

[Water System Name]

XX/XX/XXXX

AVISO DE HERVIR EL AGUA
Para Evitar Enfermarse, Hierva Su Agua Antes de Beberla o Preparar Comida

Debido al reciente [evento (ejemplo: corte de agua, corte de luz, inundación, incendio, temblor u otra situación de emergencia)], el cual ocurrió en [date], la Junta Estatal de Control de Recursos de Agua (División de Agua Potable), el [County Name] County Health Department, y el Sistema de Agua [Water System name], están advirtiéndoles a los residentes de [City, Town, System] que como precaución de seguridad, solo usen agua de la llave hervida o agua embotellada para beber y para cocinar. Esto es para evitar enfermedad intestinal o del estómago. El área afectada incluye: [INSERT GEOGRAPHICAL DESCRIPTION, STREET BOUNDARIES, ETC.]

Le informaremos cuando las pruebas muestren que el agua es segura para beber y usted ya no tenga que hervir su agua. Esperamos resolver el problema dentro de [estimated time frame].

Si tiene preguntas sobre el agua de la llave para otros usos, como para bañarse, y lavar los trastes, favor de llamar a su sistema de agua o lea esta guía: https://www.cdc.gov/healthywater/emergency/ dwa-comm-toolbox/before/tools/Hoja-informativa.docx

Opcional: En los siguientes lugares hay Agua Potable disponible: [List locations]

Favor de llevar un contenedor limpio para el agua (de 5 galones máximo de capacidad)

Si está preocupado por su salud o la salud de un miembro de la familia, contacte a su proveedor de salud o a [local health department].

Para más información llame a:
- Representante del Proveedor de Servicio de Agua: [Utility Representative Name, title, phone & address]
- Oficina de Distrito de la Junta Estatal de Agua (State Water Resources Control Board): [XXX] XXX-XXXX
- Jurisdicción de Salud Ambiental Local (Local Environmental Health Jurisdiction): [XXXX County, al] [XXX] XXX-XXXX

Por favor publique o comparta esta información con otras personas que beben esta agua, especialmente aquellos que no hayan recibido éste aviso directamente (por ejemplo, las personas en apartamentos, asilos, escuelas, y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona o por correo.

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
CANCELLATION OF BOIL WATER ORDER
(PRE-APPROVED CANCELLATION OF BOIL WATER ADVISORY)

NAME OF UTILITY

DATE_____________________

CANCELLATION OF BOIL WATER NOTICE

On (date) ___________________________ you were notified of the need to boil/disinfect all tap water used for drinking and cooking purposes.

The _____________________________ Water System in conjunction with the State Water Resources Control Board, 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 no longer necessary to boil your tap water or for you to consume bottled water.**

For more information call:

Water Utility contact: ____________________________

(Name, title and phone number of utility representative)

State Water Resources Control Board: ____________________________

Local Environmental Health Jurisdiction: ____________________________

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
CANCELACIÓN DEL AVISO DE HERVIR EL AGUA

El (fecha) de ______________________ le notificaron que tenía que hervir o desinfectar toda el agua de la llave que utilizara para beber y cocinar.

El Sistema de Agua de ______________________ junto con la Junta Estatal de Control de Recursos de Agua, o la Jurisdicción Local de Salud Ambiental han determinado tras la supresión del riesgo de salud, seguido por un análisis completo del agua, que puede beber el agua de su llave sin peligro. **Ya no es necesario que hierva el agua de su llave ni que consuma agua de botella.**

**Para más información llame a:**

Contacto en el Servicio de Agua: __________________________________________

(Nombre, puesto y no. de teléfono del representante del servicio de agua)

Junta Estatal de Control de Recursos de Agua: ________________________________

Jurisdicción Local de Salud Ambiental: _________________________________________

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
UNSAFE WATER ALERT

Date:

[System Name] water is possibly contaminated

with [an unknown substance]

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the [Water System Name] due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The State Water Resources Control Board, [County Name] County Health Department, and [Water System name] Water System are advising residents of [City, Town, 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 or other disinfectants, or letting water stand will not make the water safe.

OPTIONS

- Optional: Potable water is available at the following locations: [List locations]
  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 [estimated time frame].

For more information call:

Water Utility contact: [Name, title, phone & address of responsible utility representative].

State Water Resources Control Board at: [insert local district office, DE and phone number].

Local County Health Department: [insert phone number of local health department].

This notice is being sent to you by [insert water system name]. California Public Water System ID # [XXXXXXX]. Date Distributed: [date].

Please share this information with all other people who receive this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand.

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
(UNSAFE WATER ALERT/DO NOT DRINK - SPANISH)
ALERTA DE AGUA NO SEGURA

El agua de [System Name] posiblemente está contaminada con [an unknown substance]

NO BEBA SU AGUA

Si descarta ésta advertencia puede enfermarse

Una sustancia desconocida fue agregada al agua potable suministrada por [Water System Name], esto fue debido a una reciente [intrusion; break-in] en [uno de los pozos; nuestra planta de tratamiento; tanque de almacenamiento; instalaciones específicas]. La Junta Estatal de Control de Recursos de Agua, el [County Name] County Health Department, y el Sistema de Agua [Water System name], están advirtiéndoles a los residentes de [City, Town, System] que NO USEN EL AGUA DE LA LLAVE PARA BEBER Y COCINAR HASTA NUEVO AVISO.

¿Qué debo hacer?

- **NO BEBA AGUA DE LA LLAVE---SOLO USE AGUA EMBOTELLADA.** Se debería usar agua embotellada para todas las bebidas (incluyendo formulación de bebé y jugo), para lavarse los dientes, lavar trastes, hacer hielo y preparar comida hasta nuevo aviso.

- **NO INTENTE TRATAR EL AGUA USTED MISMO.** Hervir, congelar, filtrar, agregar cloro (chlorine) u otros desinfectantes, o dejar que el agua repose, no hará que el agua sea segura.

OPTIONS

- Optional: Hay agua potable disponible en los siguientes lugares: [List locations]
  Por favor traiga un contenedor limpio para el agua (de 5 galones máximo de capacidad).

  Le informaremos cuando las pruebas muestren que el agua es segura otra vez. Esperamos resolver el problema dentro de [estimated time frame].

Para más información llame a:
Contacto del Servicio de Agua: [Name, title, phone & address of responsible utility representative].
Junta Estatal de Control de Recursos de Agua (State Water Resources Control Board): [insert local district office, DE and phone number].
Departmento Local de Salud del Condado: [insert phone number of local health department].

Este aviso es enviado a usted por [insert water system name]. Núm. de Identificación de California del Sistema de Agua Público [XXXXXXX]. Fecha de distribución: [date].

Por favor comparta esta información con todas las demás personas que reciben esta agua, especialmente aquellos que no hayan recibido éste aviso directamente (por ejemplo, las personas en apartamentos, asilos, escuelas, y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona.

Download Form: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html
Fact Sheet About What to Do During a Boil Water Advisory

To boil water

Boiling water

- Fill a pot with water.
- Heat the water until bubbles come from the bottom of the pot to the top.
- Once the water reaches a rolling boil, let it boil for 1 minute.
- Turn off the heat source and let the water cool.
- Pour the water into a clean container with a cover for storage.

Disinfecting water

If you are unable to boil your water, disinfect it instead.

If tap water is clear:

- Use unscented bleach (bleach that does not have an added scent).
- Add 1/8 teaspoon (8 drops or about 0.75 milliliters) of unscented household liquid bleach to 1 gallon (16 cups) of water.
- Mix well and wait 30 minutes or more before drinking.
- Store disinfected water in clean container with a cover.

If tap water is cloudy:

- Filter water using clean cloth.
- Use unscented bleach (bleach that does not have an added scent).
- Add 1/4 teaspoon (16 drops or 1.5 milliliters) of unscented household liquid bleach to 1 gallon (16 cups) of water.
- Mix well and wait 30 minutes or more before drinking.
- Store disinfected water in clean container with a cover.

Remember that containers may need to be sanitized before using them to store safe water.

To sanitize containers:

- Use unscented bleach (bleach that does not have an added scent).
- Make a sanitizing solution by mixing 1 teaspoon (5 milliliters) of unscented household liquid bleach in 1 quart (32 ounces, 4 cups, or about 1 liter) of water.
- Pour this sanitizing solution into a clean storage container and shake well, making sure that the solution coats the entire inside of the container.
- Let the clean storage container sit at least 30 seconds, and then pour the solution out of the container.
- Let empty container air dry OR rinse it with clean water that has already been made safe, if available. Never mix bleach with ammonia or other cleaners. Open windows and doors to get fresh air when you use bleach.

Water filters

Boil tap water even if it is filtered. Most kitchen and other household water filters typically do not remove bacteria or viruses.
What to Do During a Boil Water Advisory, Continued.

Preparing and cooking food

- Wash all fruits and vegetables with boiled water that has cooled or bottled water.
- Bring water to a rolling boil for 1 minute before adding food to cook.
- Use boiled water when preparing drinks, such as coffee, tea, and lemonade.
- Wash food preparation surfaces with boiled water.

Feeding babies and using formula

- Breastfeeding is best. Continue to breastfeed. If breastfeeding is not an option:
- Use ready-to-use baby formula, if possible.
- Prepare powdered or concentrated baby formula with bottled water. Use boiled water if you do not have bottled water. Disinfect water for baby formula if you cannot boil your water (see above for directions on how to use bleach to disinfect water).
- Wash and sterilize bottles and nipples before use.
- If you cannot sterilize bottles, try to use single-serve, ready-to-feed bottles.

Ice

- Do not use ice from ice trays, ice dispensers, or ice makers.
- Throw out all ice made with tap water.
- **Make new ice with boiled or bottled water.**

Bathing and showering

Be careful not to swallow any water when bathing or showering.

Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.

Brushing teeth

Brush teeth with boiled or bottled water. Do not use untreated tap water.

Washing dishes

Household dishwashers generally are safe to use if the water reaches a final rinse temperature of at least 150 degrees or if the dishwasher has a sanitizing cycle.

To wash dishes by hand:

- Wash and rinse the dishes as you normally would using hot water.
- In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm water.
- Soak the rinsed dishes in the water for at least one minute.
- Let the dishes air dry completely.

Laundry

It is safe to do laundry as usual.

Pets

Pets can get some of the same diseases as people. It is a good idea to give them boiled water that has been cooled.
IF YOU ARE DIGGING, YOU MUST REPORT WHERE YOU PLAN TO DIG TO USA by calling 811 anywhere in the Country (at least two regular working days before you dig).

Dig Alert or USA (as it is commonly referred to by those who use the system) is California’s one-call law established under Government Code Section 4216. In Section 4216.1 it says, “Every operator of a subsurface installation, except the Department of Transportation, shall become a member of, participate in, and share in the costs of, a regional notification center.” This means that all water companies having underground pipelines in public right of ways shall be members.

The benefit of being a member is that your organization will be notified in advance of any digging around your underground pipeline facilities, lessening the chance of damage and water outages. When notified, you are required to mark the location of your underground facilities.

If you are not a member, you can call 951-808-8112 for membership details. Go to website www.digalert.org or email sue@digalert.org.
OFFICE OF EMERGENCY SERVICES (OES)

VENTURA COUNTY

EMERGENCY OPERATIONS CENTER

The OES office in Ventura County operates under the Ventura County Sheriff’s Department, Support Services Division. The Sheriff is the Director of Disaster Services. Working with disaster-relief organizations, community groups, industries and volunteers, the Sheriff’s Office of Emergency Services is responsible for planning for a wide range of disasters and emergencies – and responding when disaster occurs.

Because every emergency occurs at the local level, Ventura County officials must be prepared to respond quickly and effectively, especially in the initial phase of a disaster before the State or Federal governments provide supplemental assistance. It is, therefore, necessary that Ventura County officials be able to execute operational plans effectively, mobilize available resources, and call upon response personnel trained to carry out assigned emergency responsibilities. The role of the Ventura County Sheriff’s OES as the focus of the planning effort is to develop and maintain an ongoing program of mitigation, preparedness, response and recovery.

Major Water Supplier Service to the Incident Command System

The three largest Water Districts in Ventura County share in providing the “Water Utilities Coordinator” to the Ventura County Emergency Operations Center. A representative (District) serves for a one-year term on an annual rotation basis. This representative acts as a point of contact for information concerning the county’s water situation in times of disaster. They maintain the status of water availability and work in progress to restore water to regions within the county. They coordinate resources to assist in restoring and repairing water mains. If the Water District appointed is impacted by the disaster and cannot serve, the duty rotates to the next available district (in sequence of year). Refer to page 17 of this handbook.

Ventura County Area Reporting Segregation

As noted in the Preface, for the purpose of dealing with water emergencies, Ventura County is divided into six geographical areas for each area captain to oversee. Areas 1, 3 and 4 were divided between two area-captains due to size and/or the geographical area to manage. Thus, some areas have a zone A and B.
IMPORTANT GENERAL CONTACT NUMBERS

Note: Check Phone Numbers Frequently for Possible Changes

WATER DELIVERY PROBLEMS
Ventura County Fire Department – Central Dispatch:
(Report if your water company cannot deliver water) 805.384.1500
www.vcfd.org  Twitter: @VCFDPIO

NON-EMERGENCY ROAD PROBLEMS & HAZARDS
California Highway Patrol Traffic and Accident Reporting:
(805) 477-4174 / Other: (800) 835-5247 (Sacramento) www.chp.ca.gov

ELECTRICAL POWERS & DANGERS
Southern California Edison (Edison International) Emergency reporting:
(800) 611-1911  www.sce.com

NATURAL GAS DANGERS
Southern California Gas Company:
(800) 427-2200  www.socalgas.com

WATER CONTAMINATION
State Water Control Board/Division of Drinking Water: District 06 - Santa Barbara, Jeff Densmore-1180
Eugenia Place, Suite 200 - Carpinteria CA 93013
(805) 566-1326. After Hours (805) 570-7830

Ventura County Environmental Health:
(805) 654-2813  www.ventura.org/rma/envhealth

UNDERGROUND FACILITIES/UTILITY LINES
Underground Service Alert of So. Calif. (Dig Alert):
Dial 8-1-1 from any phone  www.digalert.org

STATEWIDE WATER AGENCY MUTUAL AID
www.calwarn.org
VENTURA COUNTY REPORTING AREAS

Major Water Districts
The three major water districts rotate annual responsibility (each calendar year) as the “on call” representative to serve at the Ventura County Emergency Operations Center (EOC) upon its activation. (If the “on call” representative is involved in the immediate area of emergency and unable to participate at the EOC, the duty would rotate to the next scheduled Representative available.)

Calleguas Municipal Water District
(OES Representative Year 2020, 2023, 2026)
Tony Goff / Alt: Tori Hren
2100 Olsen Road
Thousand Oaks, CA 91360-6800

Regular Hours
(805) 526-9323 Main Office
(805) 579-7137 Plant (24 Hours)

After Hours
(805) 807-9495 Goff Cell
(818) 687-0629 Hren Cell
tgoff@calleguas.com

Casitas Municipal Water District
(OES Representative Year 2021, 2024, 2027)
Julia Aranda / Alt: Todd Evans
1055 Ventura Avenue
Oak View, CA 93022

Regular Hours
(805) 649-2251, Ext 107 Office
(805) 649-6802 Plant

After Hours
(805) 649-2253 Emergency
(805) 701-0290 Cell (24 Hour)
jaranda@casitaswater.com

United Water Conservation District
(OES Representative Year 2019, 2022, 2025)
Craig Morgan
1701 Lombard Street
Oxnard, CA 93030

Regular Hours
(805) 525-4431 x 131 Office
(805) 317-8982 Direct

After Hours
(805)377-3319 Cell (24 hour)
craigm@unitedwater.org
Area 1A
Ojai Valley

Casitas Municipal Water District
1055 Ventura Avenue
Oak View CA 93022

Julia Aranda
Alt: Todd Evans

Regular Hours
(805) 649-2251, Ext 107 OFFICE
(805) 649-6802 PLANT

After Hours
(805) 649-2253 EMERGENCY
(805) 701-0290 EMERG CELL
## Water Systems - Ojai Valley

<table>
<thead>
<tr>
<th>Area 1A Captain</th>
<th>(Reports directly to Casitas MWD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIKE HOLLEBRANDS, Meiners Oaks Water District</td>
<td></td>
</tr>
<tr>
<td>202 W. El Roblar, Ojai, CA 93023</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:mikeh2o@meinersoakwater.com">mikeh2o@meinersoakwater.com</a></td>
<td></td>
</tr>
<tr>
<td>Regular Hours After Hours</td>
<td>(805) 646-2114 (805) 297-7240</td>
</tr>
</tbody>
</table>

### Small Systems Incident Command Center:
Casitas Springs Community Center, Ranch Road and Edison Drive

<table>
<thead>
<tr>
<th>County Water District – Reports to Area 1A Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meiners Oaks Water District</td>
</tr>
<tr>
<td>Ojai Water Conservation District</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mutual Water Companies– Reports to Area 1A Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casitas Old Creek Road Siete Robles</td>
</tr>
<tr>
<td>Gridley Road Rancho Del Cielo Sisar</td>
</tr>
<tr>
<td>Hermitage Rancho Matilija Tico</td>
</tr>
<tr>
<td>North Fork Springs Senior Canyon</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Private Water Companies– Reports to Area 1A Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bella Vista Ranch Water Assoc.</td>
</tr>
<tr>
<td>Sulphur Mountain Road</td>
</tr>
<tr>
<td>Villanova Road Water Association</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ventura County Parks – Reports to Area 1A Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dennison Park Water System</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other – Reports to Area 1A Captains:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arroyo Mobile Home Park</td>
</tr>
</tbody>
</table>

---

Golden State Water Company, Ojai – Reports Directly to Casitas Municipal Water District

Ventura River County Water District - Reports Directly to Casitas Municipal Water District
Area 1B

Ventura

Casitas Municipal Water District
1055 Ventura Avenue
Oak View CA 93022

Regular Hours
(805) 649-2251, Ext 107 OFFICE
(805) 649-6802 PLANT

Julia Aranda

After Hours
(805) 649-2253 EMERGENCY
(805) 701-0290 EMERG CELL
Water Systems - Ventura Area

<table>
<thead>
<tr>
<th>Area 1B Co-Captains</th>
<th>(Reports directly to Casitas MWD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARNIE MOSER, City of Ventura</td>
<td></td>
</tr>
<tr>
<td>PO Box 99 / 336 Sanjon Road, Ventura, CA 93002-0099</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:amoser@ci.ventura.ca.us">amoser@ci.ventura.ca.us</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ARMANDO LUNA, City of Ventura</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
</tr>
<tr>
<td>(805) 652-4506</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Small Systems Incident Command Center:
Public Works Admin. Bldg, 336 Sanjon Rd., Ventura, CA 93002

County Water Districts – Reports to Area 1B Captains:

Aliso Water

Alta Water

Saticoy Country Club

City of Ventura – Reports Directly to Casitas Municipal Water District
United Water Conservation District

Craig Morgan
106 North 8th Street
Santa Paula CA 93060
-or-
1701 Lombard Street
Oxnard, CA 93030

Regular Hours
(805) 525-4431 x 131 Office
(805) 317-8982 Direct

craigm@unitedwater.org

After Hours
(805)377-3319 Cell (24 hour)
**Water Systems – Santa Clara River**

**Area 2 Co-Captain**  (Reports directly to United WCD)

**FRANK BROMMENSCHENKEL, Frank B & Associates**  
134 Davis Street, Santa Paula, CA  93060  
Email: Frank.Brommen@verizon.net

<table>
<thead>
<tr>
<th>Regular Hours</th>
<th>AfterHours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(805) 525-4200</td>
<td>(805) 525-4200</td>
</tr>
</tbody>
</table>

**Area 2 Co-Captain**  (Reports to United WCD)

**MARIA BOMBARA, Farmers Irrigation**  
email: Maria@farmersirrigation.org

<table>
<thead>
<tr>
<th>Regular Hours</th>
<th>AfterHours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(805) 525-5993</td>
<td>(805) 625-0238</td>
</tr>
</tbody>
</table>

**Area 2 Co-Captain**  (Reports to United WCD)

**Small Systems Incident Command Center:**  
134 Davis Street – Santa Paula CA 93060

**Mutual Water Companies - Reports to Area 2 Captains:**

- Brownstone
- Fillmore
- Rancho Sespe
- Tobock Ranch
- Canyon Irrigation
- Goodenough
- San Cayetano
- Storke
- Citrus
- Hardscrabble
- Sespe Agricultural
- Community
- Middle Road Mutual
- South Mountain
- Farmers Irrigation
- Piru
- Storke

**Private Water Company - Reports to Area 2 Captains:**

- Warring Water Service Inc.

**Other - Reports to Area 2 Captains:**

- Thomas Aquinas College
- Linda Vista Adventist
- Elkins Ranch Company
- Elementary School
- Fillmore West Mobile Home Park
- New Camp Bartlett
- Limoneira Company
- Southside Improvement Co.
- Sweetwater Spring Ranch

**City of Santa Paula Water Department - Reports Directly to United Water Conservation District**

**City of Fillmore Water Department - Reports Directly to United Water Conservation District**

**Ventura County Water Works District – Reports Directly to United Water Conservation District**
United Water Conservation District

Craig Morgan
106 North 8th Street
Santa Paula CA 93060
-or-
1701 Lombard Street
Oxnard, CA 93030

Regular Hours
(805) 525-4431 x 131 Office
(805) 317-8982 Direct
craigm@unitedwater.org

After Hours
(805)377-3319 Cell (24 hour)
**Water Systems – Oxnard**

<table>
<thead>
<tr>
<th>Area 3A Captain</th>
<th>(Reports directly to United WCD)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DAVID BIRCH, City of Oxnard</strong></td>
<td></td>
</tr>
<tr>
<td>251 South Hayes, Oxnard, CA 93030</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:david.birch@oxnard.org">david.birch@oxnard.org</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regular Hours</th>
<th>After Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(805) 385-8145 OFFICE</td>
<td>(805) 385-8112 (24 Hours)</td>
</tr>
</tbody>
</table>

| (805) 207-0543 CELL |

**Small Systems Incident Command Center:**
251 South Hayes, Oxnard, CA 93030

**Mutual Water Companies - Reports to Area 3A Captain:**

- Beedy Street Water Well
- Guadalasca
- Cypress
- Rio Manor
- Dempsey Road
- Saviers Road

**Other – Reports to Area 3A Captain:**

- Evergreen Trailer Park
- Santa Clara High School

---------------------------------------------

**Pleasant Valley County Water District – Reports Directly to United Water Conservation District**

**City of Oxnard – Reports Directly to United Water Conservation District**
Area 3B

Coastal Areas and Other Areas
Outside the Oxnard Sphere of Influence

United Water Conservation District

Craig Morgan
106 North 8th Street
Santa Paula CA 93060
-or-
1701 Lombard Street
Oxnard, CA 93030

Regular Hours
(805) 525-4431 x 131 Office
(805) 317-8982 Direct
craigm@unitedwater.org

After Hours
(805)377-3319 Cell (24 hour)
### Area 3B Co-Captain (Reports directly to United WCD)

**STEVE HICKOX, City of Port Hueneme**  
250 North Ventura Road, Port Hueneme, CA 93041  
Email: shickox@cityofporthueneme.org  
Regular Hours | After Hours  
--- | ---  
(805) 986-6566 | (805) 797-0173  
(805) 986-6660 FAX

**WAITING ON UPDATE FROM PORT HUENEME**

**Small Systems Incident Command Center:**  
250 North Ventura Road, Port Hueneme, CA 93041

### Water Agency - Reports to Area 3B Captain:

Channel Island Beach CSD

### Other—Reports to Area 3B Captain:

- Camarillo Airport Utility Enterprise  
- Glennview Mobile Home Park  
- Hailwood Incorporated  
- Naval Air Mobile Home Park  
- Naval Base Ventura County  
- Sunshine Trailer Park  
- U.S. Naval Construction Battalion

-----------------------------

**City of Port Hueneme - Reports to United Water Conservation District**
Area 4A

El Rio and Camarillo

Calleguas Municipal Water District
2100 Olsen Road
Thousand Oaks, CA 91360-6800
(805) 526-9323 MAIN OFFICE

Tony Goff
Alt: Tori Hren

Regular Hours
Goff (805) 579-7138 Office
Hren (805) 579-7196 Office
tgoff@calleguas.com

After Hours
Goff (805) 579-7138 Cell
Hren (818) 687-0629
Water Systems – El Rio and Camarillo

Area 4A Co-Captain  (Reports directly to Calleguas MWD)

ANN DE MARTINI, DeMartini Enterprises LLC
PO Box 1248, Somis, CA 93066
Email: ann.demartini@gmail.com
Regular Hours
(805) 816-3734 CELL
(805) 386-4949 LAND LINE

Area 4A Co-Captain  (Reports directly to Calleguas MWD)

ROBERT ERANIO, Robert’s Associated Water, Inc.
328 Valley Vista Drive, Camarillo, CA  93010
Email: reranio@hotmail.com
Regular Hours
(805) 482-2001
(805) 732-0495 CELL (24 Hours)

Small System Incident Command Center:
328 Valley Vista Drive, Camarillo, CA  93010

Mutual Water Companies–Reports to Area 4A Captains:
Cloverdale   Las Lomas Water   Rancho Canada
Crestview   Lloyd-Butler   Rio Plaza Water Co
El Rio   Nyeland Acres   Strickland
Garden Acres   Pleasant Valley   Vineyard Ave Acres
               Vineyard Ave Estates

Other - Reports to Area 4A Captains:
Cal State Univ Channel Islands   Rio Mesa High School
Jim Alger (all agricultural)   Ventura Oil Company
Rio Real/Rio Del Valle School   Ventura School Youth Authority

Camrosa Water District – Reports Directly to Calleguas Municipal Water District

City of Moorpark - Reports Directly to Calleguas MWD:
Box Canyon - Reports to City of Moorpark
Ventura County Water Works District 1 and 19 - Reports to City of Moorpark
City of Camarillo - Reports Directly to Calleguas Municipal Water District
**Area 4B**

**Somis and Moorpark**

**Calleguas Municipal Water District**
2100 Olsen Road
Thousand Oaks, CA 91360-6800
(805) 526-9323 MAIN OFFICE

**Tony Goff**
Alt: Tori Hren

**Regular Hours**
Goff (805) 579-7138 Office
Hren (805) 579-7196 Office
tgoff@calleguas.com

**After Hours**
Goff (805) 579-7138 Cell
Hren (818) 687-0629
**Water Systems – Somis and Moorpark**

<table>
<thead>
<tr>
<th>Area 4B Co-Captain</th>
<th>(Reports directly to Calleguas MWD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANN DEMARTINI, DeMartini Enterprises LLC</td>
<td>AWA Water Systems Chair</td>
</tr>
<tr>
<td></td>
<td>PO Box 1248, Somis, CA  93066</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ann.demartini@gmail.com">ann.demartini@gmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Regular Hours</td>
</tr>
<tr>
<td></td>
<td>(805) 816-3734 CELL</td>
</tr>
<tr>
<td></td>
<td>(805) 386-4949  LAND LINE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alternate Area 4B Co-Captain</th>
<th>(Reports to Calleguas MWD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROBERT ERANIO, Robert’s Associated Water, Inc.</td>
<td>328 Valley Vista Drive, Camarillo, CA  93010</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:reranio@hotmail.com">reranio@hotmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Regular Hours</td>
</tr>
<tr>
<td></td>
<td>(805) 482-2001 OFFICE</td>
</tr>
<tr>
<td></td>
<td>(805) 732-0495 CELL (24 Hours)</td>
</tr>
</tbody>
</table>

**Small System Incident Command Center:**
4590 Donlon Road, Somis, CA  93066

**Mutual Water Companies–Reports to Area 4B Captain**

- Arroyo Las Posas
- Balcom Bixby
- Berylwood Heights
- Del Norte
- Fairview Ranches
- La Loma Ranch
- Solano Verde
- Zone

**Other – Reports to Area 4B Captain**

- Balcom Canyon Water Well
- Bordiers Nursery
- Paramount Citrus Company
- Tom Grether Farms
- Waters Road Users Group

**Ventura County Water District #19 and District #1, Report Directly to Calleguas Municipal Water District**
Simi Valley

Calleguas Municipal Water District
2100 Olsen Road
Thousand Oaks, CA 91360-6800
(805) 526-9323 MAIN OFFICE

Tony Goff
Alt: Tori Hren

Regular Hours
Goff (805) 579-7138 Office
Hren (805) 579-7196 Office
tgoff@calleguas.com

After Hours
Goff (805) 579-7138 Cell
Hren (818) 687-0629
## Water Systems – Simi Valley

**Area 5 Captain**  (Report directly to Calleguas MWD)

**DANIEL NEWTON, City of Simi Valley Water Department**  
500 W. Los Angeles Avenue, Simi Valley, CA 93065  
Email: dnewton@simivalley.org

### Regular Hours  |  After Hours
---|---
(805) 583-6494 OFFICE  |  (805) 501-2637 CELL
(805) 501-2637 CELL

**Small System Incident Command Center:**  
3901 Alamo Street, Simi Valley, CA 93063-2102 (Police Dept)

**Small Water Systems – Reports to Area 5 Captain:**

- Butler Ranch Mutual Water Company
- Mesa Water Company
- Brandeis -Bardin

**Golden State Water Company, Simi Valley – Reports Directly to Calleguas Municipal Water District**

**Ventura County Water District #8 – Reports Directly to Calleguas Municipal Water District**
Calleguas Municipal Water District
2100 Olsen Road
Thousand Oaks, CA 91360-6800
(805) 526-9323 MAIN OFFICE

Tony Goff
Alt: Tori Hren

Regular Hours
Goff (805) 579-7138 Office
Hren (805) 579-7196 Office
tgoff@calleguas.com

After Hours
Goff (805) 579-7138 Cell
Hren (818) 687-0629
Water Systems – Thousand Oaks and Vicinity

Area 6 Co-Captain  (Reports to Calleguas MWD)

RICK SALDIVAR - California American Water
2439 W. Hillcrest, Newbury Park, CA 91320-2202
Email: Richard.Saldivar@amwater.com
Regular Hours   After Hours
(805) 498-1266 ext 7822       (805) 498-6770 ON CALL
(800) 652-6987 CALL CTR        (805) 498-9691 EOC

Area 6 Co-Captain  (Reports to Calleguas MWD)

RICHARD JONES - Oak Park Water Service
1001 Partridge Dr. #150, Ventura CA 93003
Email: richardjones@vrsd.com
Regular Hours   After Hours
(805) 432-0497       805-658-4648
(805) 659-4667       (805) 207-1296

Alt: JUSTIN ROBBINS
(805) 659-4667       (805) 207-1296

Small System Incident Command Center:
2439 W. Hillcrest, Newbury Park, CA 91320-2202

Water Agencies-Reports to Area 6 Captain:
Hidden Valley MWD       Oak Park Water Service
Lake Sherwood CSD

Mutual Water Companies-Reports to Area 6 Captain:
Yerba Buena
White Stallion Ranch

Other - Reports to Area 6 Captain:
Conejo Trailer Park       Point Mugu Natl. State Park
Foxfield Riding Club      Wilshire Blvd.– Temple Camps
Lazy J Ranch

California American Water – Reports Directly to Calleguas Municipal Water District
City of Thousand Oaks – Reports Directly to Calleguas Municipal Water District
California Water Service – Reports Directly to Calleguas Municipal Water District
INSURANCE CLAIM
AND BASIC PREPAREDNESS

Pre Loss Preparedness and Considerations:

1. Buildings and other above ground structures:
   - For each structure maintain records of the following:
     - Year built
     - Type of Construction i.e., types of materials used in bearing walls and roof
     - Description of Occupancy
     - Dimensions
     - Number of Stories

2. Contents of Buildings and Structures:
   - Videotape or otherwise record the contents of administrative offices and stores.
   - Maintain a record including Make, Model and Serial Numbers of all key equipment.
   - Maintain duplicate copies of Invoices of all newly purchased equipment.
   - Maintain duplicate records of Accounts Receivables and Valuable Papers.

3. To the extent possible, maintain redundant pieces of key equipment or parts including pumps, pipes, valves, etc.

4. Identify and list important suppliers and contractors:
   - Identify primary and secondary providers
   - List contact names and alternate phone numbers or other means of contact in case of an emergency
   - Discuss their supply on hand at any one time and plans to respond in anticipation of an emergency; for contractors discuss their plans for responding with the necessary equipment and crew.
   - Consider negotiating pre-loss response agreements with major suppliers and contractors.

5. Identify and list all sources of mutual aid from other agencies:
   - See Page 2 “Mutual Aid Agreement” or the statewide water agency response mutual assistance organization “CalWARN at www.calwarn.org.
   - List contact names and phone numbers or other means of contact in case of an emergency.
   - If you are assisting others consider an accurate means of documenting your expenses including equipment from inventory and man power; conversely if you are being assisted consider a means of documenting these extra expenses.
   - Maintain duplicate copies of all records described above including historical revenue information off-premises.
   - Consider duplicating and removing this information once a week.
7. Request and maintain Property Insurance carriers Home Office claims department 24 hour/7 day week hotline phone numbers.

- You are more likely to reach an out of state number than an office located in California.
- In the event of a catastrophe, a carrier’s loss response will be coordinated at the Home Office level. Do not rely on a local claim’s office or your broker who may also be affected by the same catastrophe.

8. Contact FEMA and any other governmental resource for emergency repair funds and/or low cost loans:

- Request the information they will need from you to process a claim or loan
- Consider a separate accounting mechanism for capturing the expenses related to your loss

9. Consider a line of credit for use in case of an emergency.

Post Loss Preparedness and Considerations:

1. Report your loss immediately. Adjusters will be assigned on a first come/first serve basis.

2. Assume you can make immediate repairs without approval from an insurance adjuster, however you must:

   - Maintain an accurate description of the damage [including pictures] and the necessary repairs to make the system operational.
   - Maintain all copies of all work orders and invoices for work performed by others and equipment purchased.
VENDORS AND EMERGENCY SERVICE PROVIDERS

(Use this page to log important telephone numbers in your area)

Environmental (Public) Health Office – Ventura County: (805) 654-2813

Insurance Agent: ____________________________________________

Local Fire Department: _______________________________________

Local Sheriff/Police Department: ______________________________

Local Medical Officer: ________________________________________

Laboratory: _________________________________________________

Pipeline Contractors

Chlorination Equipment

Automated Controls

Backflow Installation and Testing

Ham/CB Radio Operators

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
ACKNOWLEDGEMENTS

A very special thanks to the AWA Board of Directors, AWA Water Systems Committee Chair Ann DeMartini and the following entities for their help in producing this handbook and making the production of this handbook a truly cooperative effort:

**AWA EMERGENCY PREPAREDNESS SUBCOMMITTEE:**

- **Mike Hollebrands-Chair**, Meiners Oaks Water District
- **Julia Aranda**, Casitas Municipal Water District
- **David Birch**, City of Oxnard Water Division
- **Maria Bombara**, Farmers Irrigation
- **Frank Brommenschenkel**, Frank B & Associates
- **Ann DeMartini**, DeMartini Enterprises
- **Robert Eranio**, Crestview Mutual Water Company
- **Tony Goff**, Calleguas Municipal Water District
- **Steve Hickox**, City of Port Hueneme
- **Tori Hren**, Calleguas Municipal Water District
- **Richard Jones**, Ventura Regional Sanitation District
- **Armando Luna**, Ventura Water
- **Kevin McGowan**, Ventura County Sheriff’s OES
- **Craig Morgan**, United Water Conservation District
- **Arnie Moser**, Ventura Water
- **Daniel Newton**, City of Simi Valley Water
- **Kelle Pistone**, Assoc. of Water Agencies of Ventura County
- **Rick Saldivar**, California American Water

**Calleguas MWD / Casitas MWD / United WCD**

**Ventura County Sheriff’s Office of Emergency Services**

**California Department of Public Health**

**Ventura County Environmental Health**

**Ventura County Fire Department**
DISCLAIMER

The information contained in this handbook was compiled by the Association of Water Agencies of Ventura County Emergency Preparedness Committee Members and is believed to be accurate as of the time it was compiled. Nevertheless, because the information contained in this handbook is inherently dynamic, no decision involving risk of economic loss or physical injury should be made in reliance thereon, but must be made only after careful individual study of the specific situation.
The Association of Water Agencies of Ventura County (AWA) Water Systems Committee believes that preparedness and improved communication among our water systems is imperative to disaster response effectiveness.

AWA under the guidance of the Ventura County Sheriff’s Office of Emergency Services (OES), practices disaster training, education and preparedness. Accordingly, the AWA Water Systems Committee divided the water suppliers of Ventura County into six geographical areas and developed a water emergency phone tree.

The OES, having experienced large volume emergency incident reporting during events that activate the County Emergency Command Center, instructs that it is more productive to have each smaller water system contact their “area captain” in the event of an emergency. The area captain, if possible, could then relay the information to their local major water district contact. The major water district representative would then contact the rotating OES water representative to relay information to the County Emergency Command Center.

(If the “on call” representative is involved in the immediate area of emergency and unable to participate at the EOC, the duty would rotate to the next scheduled Representative available.)