



## RURAL NORTH VACAVILLE WATER DISTRICT



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### BOARD OF DIRECTORS

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# Rural North Vacaville Water District Emergency Response Plan

**Public Water System Number: CA4810013**

**Number of connections: 372**

**Population served: 900**

To continue minimum service levels and mitigate the public health risks from drinking water contamination that may occur during a disaster or other emergency events and in order to provide reliable water service and minimize public health risks from unsafe drinking water during those events, the North Rural Vacaville Water District water system proposes the following plan that defines how it will respond to emergencies and/or disasters that are likely to affect its operation.

Disasters/emergencies that are likely to occur in the water system's service area that are addressed are: earthquake, major fire emergencies, water outages due to loss of power, localized flooding, water contamination, well failure, and acts of sabotage.

1) **DESIGNATED RESPONSIBLE PERSONNEL:**

Name and title	Responsibilities during an emergency	Contact numbers
Kevin King Water & Power Operations Manager  Water Utility Emergency Response Manager (WUERM)	<ul style="list-style-type: none"> <li>• Overall management and decision making for the water system.</li> <li>• WUERM is lead for managing the emergency and contacting the regulatory agencies.</li> <li>• WUERM contacts the public and news media</li> <li>• All communications to external parties are approved by the WUERM</li> </ul>	707- 455-4013 Office 707- 470-9867 Cell  <a href="mailto:kking@sidwater.org">kking@sidwater.org</a>
Jim Daniels District Engineer  Public Information Officer (PIO)	<ul style="list-style-type: none"> <li>• Coordinate with all the other agencies PIOs.</li> <li>• Report and work with the joint information center (JIC) if more than one agency is involved.</li> </ul>	707- 455-4015 Office 707- 249-6241 Cell  <a href="mailto:jdaniels@sidwater.org">jdaniels@sidwater.org</a>
Thomas S. Campbell WT/WQ Supervisor	<ul style="list-style-type: none"> <li>• In charge of running water treatment plant</li> <li>• Performs inspections, maintenance, sampling of the WTP and relaying critical information to the WUERM.</li> <li>• Assess WTP facilities and treatment provided and provides recommendations to the WUERM</li> </ul>	707- 455-4030 Office 707- 299-8881 Cell 707- 864-6985 Home  <a href="mailto:tcampbell@sidwater.org">tcampbell@sidwater.org</a>
Justin Noutary Operations Supervisor	<ul style="list-style-type: none"> <li>• In charge of operating the water system.</li> <li>• Delivers water quality notices or door hangers</li> <li>• Conducts site inspections of all facilities.</li> <li>• Performs inspections, maintenance, sampling of the system and relaying critical information to the WUERM.</li> <li>• Assess facilities, and provides recommendations to the WUERM.</li> </ul>	707- 455-4025 Office 707- 249-3071 Cell  <a href="mailto:jnoutary@sidwater.org">jnoutary@sidwater.org</a>
Mike Doyle Maintenance Supervisor	<ul style="list-style-type: none"> <li>• Provides backup to water system operator.</li> <li>• Performs inspections and maintenance of the system and relaying critical information to the WUERM.</li> <li>• Assess facilities, and provides recommendations to the WUERM.</li> </ul>	707- 455-4040 Office 707- 249-6034 Cell  <a href="mailto:mdoyle@sidwater.org">mdoyle@sidwater.org</a>
Sue Murphy Water Quality Specialist	<ul style="list-style-type: none"> <li>• In charge of collecting samples, having samples analyzed by certified labs, receiving the results.</li> <li>• Determines the quality of the water being served meets all drinking water and public health requirements.</li> </ul>	707- 455-4021 Office 707- 249-6007 Cell  <a href="mailto:murphys@sidwater.org">murphys@sidwater.org</a>
Rachel Grant Account Clerk	<ul style="list-style-type: none"> <li>• Responsible for administrative functions in the office.</li> <li>• Receives customer phone calls and maintains a log of complaints and calls.</li> <li>• In an emergency, could provide a standard carefully pre-scripted message for customers who call with general questions.</li> </ul>	707- 455-4029 Office 707- 372-8668 Cell  <a href="mailto:rgrant@sidwater.org">rgrant@sidwater.org</a>

2) **INVENTORY OF RESOURCES:**

A. **List of equipment** on hand for emergency repairs:

Flat bed	5 yard dump truck, 10 yard dump truck
Backhoe	Rubber Tire Excavator
Jack hammer	Air compressor
Utility Tuck	Transport Truck
Hand Tools	Shovels / Hand Probe / Large Pry Bar
Line Locator	Repair Bands
Repair Clamps	Pipes - PVC / Steel / Poly Pipe
Pipe Fittings - Brass / Galv / PVC	Tapping Saddles
Valves - Butterfly / Gate	ACP Pipe breaker
Pipe cutting saw	Concrete Saw
Service line pulling Cable	Boring Tool
Trench Plates	Shoring Box
Gas Sensor	

B. **Emergency Supplies**, an open P.O. for replacement parts and services

All-Star Rents- Concrete, small equipment	707-429-3884
Bay Valley Plastics- PVC fittings	707-451-4138
Dixon Hardware- Misc. supplies	707-678-5521
Dixon Landscape- Concrete	707-678-8200
Grand Rental- Small equipment	707-687-3100
J&W Lawn- Equipment repair	707-446-7325
Meeks- lumber	707-448-6335
Pacific Hardware- Misc. supplies	707-448-2978
Suisun Valley Fruit Growers- Misc. supplies	707-425-2503
Winters Pacific Hardware- Misc. supplies (for MPH and PDO use)	530-795-3368

C. **List of sources** if we needed equipment, not on hand:

Holt of California – 2121 E. Monte Vista Avenue., Vacaville, CA  
 Grand Rental Station – 851 N. 1 Street, Dixon, CA  
 All Star Rentals – 2525 Clay Bank Road, Fairfield, CA  
 Cresco Rentals – 191 Howe Road, Martinez, CA  
 Action Rentals - 28 Union Way, Vacaville, CA

D. **List of emergency supplier/equipment phone:**

<b>Type</b>	<b>Name</b>	<b>Address</b>	<b>Phone</b>
Electrician	Chastain Electric	450 South Porter Road, Dixon, CA 95620	707-249-9746
Chemical Disinfectant Supplier	Sierra Chemical	1010 Industrial Drive, Stockton, CA 95206	209-983-8298
Chemical Disinfectant Supplier	Olin Chlor Alkali Products	26700 S Banta Road, Tracey, CA 95304	800-753-3669 or 209-221-8212
Other Water Agency (equipment support)	City of Vacaville Water Operations Control Room	1001 Allison Drive, Vacaville, CA 95687	707-469-6583
Other Water Agency (equipment support)	City of Fairfield Peter Pirce Water Maint. Spvrs.	420 Gregory Lane, Fairfield, CA 94533	707-428-7054

3) **EMERGENCY OPERATIONS CENTER:**

<b>Agency</b>	<b>Address, City</b>	<b>Phone #</b>	<b>FAX #</b>
Water System (Primary Site)	810 Vaca Valley Parkway, #201 Vacaville, CA., 95688	Kevin King 707-455-4013 Office 707-470-9867 Cell	707-448-7347
Water System (Alternate Site)	1090 Piper Drive Vacaville CA 95688	707-455-4012 Office 707-249-5488 Cell	707-450-0185
Fire Department	Vacaville Fire District 420 Vine Street Vacaville, CA 95688	707-447-2252 Office	
Law Enforcement	Solano County Sheriff 530 Union Avenue, Suite 100 Fairfield California	707-784-4750 Office	

4) **RNVWD EXTERNAL EMERGENCY CONTACT LIST:**

<b>Organization</b>	<b>Name</b>	<b>Contact numbers</b>
Police, Fire, HAZMAT		Call - 911
DDW District Engineer	Robert Brownwood District Engineer SWRCB Division of Drinking Water- San Francisco District 850 Marina Bay Parkway, Bldg., P-2 Richmond, CA 94804  Marco Pacheco System Engineer SWRCB  If can't get a hold of "DE", call the CA Warning Center's 24/7 phone number and ask for the SWRCB Duty Officer. A SWRCB manger will be contacted and call the water system.	510-620-3454 Office 510-221-7596 Cell 510-620-3455 Fax  510-620-3467 Office 925-323-6131 Cell  800-852-7550 24/7 916-845-8911 24/7
FBI Regional Office	4500 Orange Grove Avenue Sacramento, CA 95841-4205 <a href="http://www.sacramento.fbi.gov">www.sacramento.fbi.gov</a>	916-481-9110
County Public Health Officer	Ronald W. Chapman, M.D 275 Beck Avenue, MS 5-240 Fairfield, CA 94533-6804	707-784-8600
County Director of Environmental Health Department	Birgitta Corsello, Department of Resource Management 675 Texas Street, Suite 5500 Fairfield, CA 94533	707-784-6765
Solano County OES	Donald L. Ryan Emergency Services Manager 530 Clay Street, Fairfield, CA 94533	707-784-1600 Office 707-688-3399 Cell <a href="mailto:dlryan@solanocounty.com">dlryan@solanocounty.com</a>
CA OES	Warning Center (Ask for SWRCB Duty Officer-Drinking Water Program)	800-852-7550 24/7 916-845-8911 24/7
Regional WQ Control Board	Sacramento Office 11020 Sun Center Drive, Suite 200 Rancho Cordova, CA 95670-6114	916- 464-3291
CA Dept. of Fish and Wildlife Service	7329 Silverado Trail, Napa, CA 94558	707- 944-5500
Bacteriological Sampling Laboratory	Napa Solano Public Health Lab 2201 Courage Drive, MS 9-200, Fairfield, CA 94533	707-784-4410
WQ Laboratory	BSK 1414 Stanislaus St. Fresno, CA., 93706 (All monitoring except Bacteriological)	559-497-2888 Office 559-351-2397

## 5. RESPONSE PROCEDURES:

Personnel will, as quickly as possible, determine the status of other employees, assess damage to water system facilities, provide logistics for emergency repairs, monitor progress of repairs and restoration efforts, communicate with health officials and water users according to the "Water Quality Emergency Notification Plan" on file with the regulatory agency State Water Resources Control Board Division of Drinking Water and Solano County Health Department, and document damage and repairs. A copy of the approved "Water Quality Emergency Notification Plan" (WQENP) and user notification templates is attached in the appendix.

## 6. PUBLIC NOTIFICATION PROCEDURES:

Standard public notifications have been developed by SWRCB DDW and RNVWD for use during an emergency such as: 1) precautions during a water outage or low pressure problem; 2) Boil Water Notices (BWN); 3) Unsafe Water Alert (UWA)-Do Not Drink Notices (DND), or; 4) UWA-Do Not Use (DNU) Notices,.

A BWN, UWA-DND or UWA-DNU Notices can be issued by one, or a combination of the following agencies:

- **SWRCB – Drinking Water Program** (Designated personnel-District Engineer, Regional Engineer or Branch Chief).
- **Solano County Health Department** (Designated personnel-County Health Officer or Director of Environmental Health Department for small water systems under county jurisdiction).
- **Rural North Vacaville Water District** (Designated personnel-responsible person in charge of the affected water system, i.e., Manager, Owner, Operator etc. The water systems ERP should identify the designated personnel in their ERP).

**All public notifications (BWN, UWA-DND or UWA-DNU Notices) should be coordinated with the SWRCB DDW District Engineer, County Environmental Health Department and the County Health Officer prior to issuing a public notice. However, any one of the three agencies can act in an emergency to immediately issue a BWN or UWA, if delays would jeopardize public health and safety. The SWRCB DDW District Engineer or the water system must notify the County Health Department and the County Health Officer prior to or immediately after issuing a public notice. Notice must be given directly to a person, and a message left on voicemail or answering machine is not sufficient to meet this requirement. Details of the person responsible for completing this notification and the method that will be utilized is contained in the ERP, and is attached to this plan.**

The following standard public notices are provided in the Appendix of this report.

**Consumer Alert During Water Outages or Periods of Low Pressure** – If a water system is experiencing power outages, water outages or low pressure problems, a consumer alert may be issued to the public. The notice provides consumers information on conserving water and how to treat the water with household bleach if the water quality is questionable.

**Boil Water Notice (BWN)** – A BWN should be issued when minimum bacteriological water quality standards cannot be reasonably assured. To assure public health protection a BWN should be issued as soon as it is concluded by the designated personnel that the water supply is or may be biologically unsafe. Examples of these situations include:

1. Biological contamination of water supply system, including but not limited to:
  - Positive total or fecal coliform bacteriological samples;
  - Prolonged water outages in areas of ruptured sewer and/or water mains;
  - Failed septic tank systems in close proximity to ruptured water mains;
  - Ruptured water treatment, storage, and/or distribution facilities in areas of known sewage spills
  - Known biological contamination;
  - Cross-connection contamination problems;
  - Illness attributed to water supply.

2. Unusual system characteristics, including but not limited to:
  - Prolonged loss of pressure;
  - Sudden loss of chlorine residual;
  - Severe discoloration and odor;
  - Inability to implement emergency chlorination.

**A BWN is not appropriate in response to most types of chemical contamination. A BWN may also be inappropriate in cases where boiling the water may tend to concentrate regulated contaminants that are known to be in the water and that are just below an MCL (e.g. Nitrates or Nitrites that are over 50 percent of the MCL).**

**Unsafe Water Alert (UWA)/“Do Not Drink”** – In the event a water quality emergency due to known or suspected chemical (non-bacteriological) contamination to a water system a UWA or “Do Not Drink” should be issued. Water should not be used for drinking and cooking, but may be used for sanitation purposes (e.g. toilet flushing, clothes washing, etc.). Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to:
  - Ruptured water distribution system (storage tanks, mains) in area of known chemical spill coupled with loss of pressure;
  - Severe odor and discoloration;
  - Loss of chlorine residual;
  - Inability of existing water treatment process to neutralize chemical contaminants prior to entering the distribution system.
2. Threatened or suspected acts of sabotage confirmed by analytical results, including but not limited to:
  - Suspected contamination triggered by acts of sabotage or vandalism.
3. Emergency use of an unapproved source to provide a supplemental water supply.

**Unsafe Water Alert (UWA)/“Do Not Use”** – In the event a known or suspected contamination event to a water system, where the contaminant may be chemical, biological or radiological a UWA or “Do Not Use” should be issued. Water should not be used for drinking, cooking, or sanitation purposes. Examples of these situations include:

1. Known or suspected widespread chemical or hazardous contamination in water supply distribution, including but not limited to
  - Terrorist contamination event.

### **Cancellation of Public Notification**

Once a BWN/UWA is issued, the only agency that can rescind the public notice is the drinking water primacy agency. SWRCB DDW or the LPA will not lift the BWN for a microbial contaminant until two rounds of samples, collected one day apart, for coliform bacteria samples have been analyzed and the results are negative. The two sets of sample results should be faxed to the SWRCB DDW District Office or LPA office for final approval before rescinding the BWN. Special chemical sampling may be required to get approval to rescind an UWA, please contact the SWRCB DDW District Office or LPA to determine what sampling will be required.

## EMERGENCY PLAN FOR FAILURE OF WELL #1

If the primary water source for RNVWD were to fail due to issues with the pump or other facilities the following plan would be immediately implemented.

1. Implement Water Quality Emergency Notification Plan.
2. Issue Unsafe Water Alert – Do Not Drink notification.
3. Start Well #2 to be used as Standby Source.
4. Take an Arsenic Sample.
5. Make potable water available at a designated location and/or provide bottled water service.

Below in italicized font are the permit conditions for the use of Well #2:

**§64401.60. Standby Source.** —*Standby source means a source which is used only for emergency purposes pursuant to §64414.*

**§64414. Standby Sources.**

*(a) A source which has been designated —standby shall be monitored a minimum of once every compliance cycle for all inorganic, organic, and radiological MCLs, unless a waiver has been granted by the Department pursuant to Section 64432(m) or (n) for inorganics, Section 64432.2(c) for asbestos, or Section 64445(d) for organics.*

*(b) A standby source which has previous monitoring results indicating nitrate or nitrite levels equal to or greater than 50 percent of the MCL shall collect and analyze a sample for nitrate and nitrite annually. In addition, upon activation of such a source, a sample shall be collected, analyzed for these chemicals and the analytical results **reported to the Department within 24 hours of activation.***

*(c) A standby source shall be used only for short-term emergencies of five consecutive days or less, and for less than a total of fifteen calendar days a year.*

*(d) Within 3 days after the short-term emergency use of a standby source, the water supplier shall notify the Department. The notification shall include information on the reason for and duration of the use.*

*(e) The status of a designated standby source shall not be changed to that of a regular source of drinking water supply, unless the source meets all existing drinking water standards and approval is obtained from the Department in advance.*

*(f) A standby source for which perchlorate has been previously detected shall have a sample collected and analyzed for perchlorate annually. Additionally, upon activation of such a source, a sample shall be collected and analyzed for perchlorate, and the analytical result shall be reported to the Department within 48 hours of activation.*



## **APPENDIX**

Water Quality Emergency Notification Plan (WQENP)

System Map of Sources and Distribution Area

Consumer Alert During Water Outages or Periods of Low Pressure

Boil Water Notice (Emergency Situation)

Unsafe Water Alert – Do Not Drink

Unsafe Water Alert – Do Not Use

Note: Copies of the above documents, including Spanish language version and one-liner translations for non-English speakers, can be obtained at: <http://www.cdph.ca.gov/certlic/drinkingwater/Pages/Security.aspx>



# State Water Resources Control Board Division of Drinking Water

EDMUND G. BROWN JR.  
Governor

## WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Utility: Rural North Vacaville Water District  
System Number: 48100013  
Operations Address: Solano Irrigation District, 810 Vaca Valley Parkway Suite 201, Vacaville, CA 95688  
Mailing Address: Rural North Vacaville Water District, P.O. Box 5097, Vacaville, CA 95696

The following persons are 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 SYSTEM PERSONNEL OR SYSTEM CONTACT

Name	Title	E-mail Address	Office Phone	Emergency Phone
1. Tom Campbell	WT/WQ Supervisor	tcampbell@sidwater.org	707-455-4030	707-299-8881
2. Sue Murphy	WQ Specialist	murphys@sidwater.org	707-455-4021	707-249-6007
3. Dean Miner	WQ Technician	minerd@sidwater.org	707-455-4022	707-249-5487

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

### STATE AND COUNTY HEALTH DEPARTMENT CONTACT

Name	Title	Agency	E-Mail Address	Office Phone	Emergency Phone
1. Robert Brownwood	District Engineer	SWRCB DDW	robert.brownwood@waterboards.ca.gov	510- 620-3454	510-221-7596
2. Marco Pacheco	Sanitary Engineer	SWRCB DDW	marco.pacheco@waterboards.ca.gov	510- 620-3467	925-323-6131
3. Terry Schmidtbauer	Program Manager	Solano Co.Health	tschmidtbauer@solanocounty.com	707- 784-6765	707- 784-6765

### 4. If the above personnel cannot be reached, contact:

<b>Office of Emergency Services Warning Center (24 hrs)</b> 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.	<b>(800) 852-7550 or (916) 845-8911</b>
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### NOTIFICATION PLAN

Upon notification by State Water Resources Control Board Division of Drinking Water that a danger to the health of water users exists the following notification procedures will be taken by District Staff. Phone contact to: Solano Dept. of Resource Management 707-784-6765. The local Radio Station (KUIC) in Vacaville 707-446-0200 to notify listeners. The Reporter a Vacaville daily newspaper to issue a press release 707-448-2200. The Solano Irrigation District Website will post a Newsflash on the homepage and subscribers will get email and text notification. For situations of water quality degradation in isolated areas of the distribution system, when feasible and timely, a door to door notification would be implemented with District Staff, leaving written notices at individual homes and businesses.

Report Prepared by: Tom Campbell Title: WT/WQ Supervisor

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

State Water Resources Control Board - Division of Drinking Water  
850 Marina Bay Parkway, Bldg P., 2<sup>nd</sup> Floor, Richmond, CA 94804-6403  
(510) 620-3474 (510) 620-3455 Fax  
DDW Internet Address: [www.waterboards.ca.gov/drinking\\_water/programs/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/index.shtml)

## **WATER QUALITY EMERGENCY NOTIFICATION PLAN**

Upon notification by the State Department of Water Resources Division of Drinking Water that an imminent danger to the health of the water user exists, the following notification procedures will be taken by District staff.

### **Phone Contact to:**

Solano County Department of Environmental Management

707-784-6765

### Radio:

The local radio station (KUIC) in Vacaville, would be contacted for notification of listeners via their regularly scheduled news reports or if necessary, KUIC can activate the Emergency Broadcast System and interrupt their regular programming. Phone: 707- 446-0200

### Newspapers:

The local newspaper for Vacaville, The Reporter, a daily newspaper, would be issued a press release for notifying the public of the situation

### Door-To-Door:

For situations of water quality degradation in isolated areas of our distribution system, when feasible and timely, door to door notification would be implemented with District staff, leaving written notices at individual homes and businesses.

### Website:

The Solano Irrigation District Website would be updated with a Newsflash and an email and text alert would be sent to subscribers.

### **Local Bottled Water Companies**

Alhambra Water/Sierra Springs	800-453-0293
Arrowhead	800-752-9999
First Choice	800-345-7261
Crystal Mountain Spring Waters	800-279-7825
Culligan	800-285-5442

## ***PUBLIC NOTICE***

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

### **CONSUMER ALERT DURING WATER OUTAGES OR PERIODS OF LOW PRESSURE**

1. If you are experiencing water outages or low water pressure, immediately discontinue any non-essential water usage. This includes all outdoor irrigation and car washing. Minimizing usage will reduce the potential for the water system to lose pressure or completely run out of water. Please notify your water system of the outage or low pressure.
2. If the water looks cloudy or dirty, you should not drink it. Upon return of normal water service, you should flush the hot and cold water lines until the water appears clear and the water quality returns to normal.
3. If you are concerned about the water quality or are uncertain of its safety, you may add eight drops of household bleach to one gallon of water and let it sit for 30 minutes or alternatively, if you are able, water can be boiled for one minute at a rolling boil to ensure its safety.
4. Use of home treatment devices does not guarantee the water supply is safe after low pressure situations.
5. Do not be alarmed if you experience higher than normal chlorine concentrations in your water supply since the California Department of Public Health is advising public water utilities to increase chlorine residuals in areas subject to low pressure or outages.
6. The California Department of Health Services has also advised public water systems to increase the bacteriological water quality monitoring of the distribution system in areas subject to low pressure. They may be collecting samples in your area to confirm that the water remains safe. You will be advised if the sampling reveals a water quality problem.
7. Your water system is committed to make certain that an adequate quantity of clean, wholesome, and potable water is delivered to you. We recommend that you discuss the information in this notice with members of your family to ensure that all family members are prepared should water outages or low water pressure occur.

## UNSAFE WATER ALERT

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

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### North Rural Vacaville Water District water is possibly contaminated with an Unknown Substance

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## BOIL WATER ORDER

### BOIL YOUR WATER BEFORE USING

**Failure to follow this advisory could result in stomach or intestinal illness.**

Due to the recent events (**IE Earthquake, Fire, etc**), the California Department of Water Resources Control Board Division of Drinking Water in conjunction with the Solano County Health Department, and Rural North Vacaville Water District are advising residents of Solano County to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution.

**DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** *Bring all water to a boil, let it boil for one (1) minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking and food preparation until further notice. Boiling kills bacteria and other organisms in the water.*

- An alternative method of purification for residents that do not have gas or electricity available is to use fresh liquid household bleach (Clorox®, Purex®, etc.). To do so, add 8 drops (or 1/4 teaspoon) of bleach per gallon of clear water or 16 drops (or 1/2 teaspoon) 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 and is an indication that adequate disinfection has taken place.
- Water purification tablets may also be used by following the manufacturer's instructions.

We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem as soon as possible.

For more information call:

Water Utility contact: Tom Campbell, Water Treatment and Quality Supervisor, 707-299-8881, 810 Vaca Valley Parkway #210, Vacaville, CA., 95688

California State Water Resources Control Board-Division of Drinking Water- San Francisco District Office:  
Robert Brownwood, District Engineer, 510-620-3454 or 510-221-7596 (mobile)

Solano Co. Dept. of Env. Management: Terry Schmidtbauer, Program Manager, 707-784-6765.

*This notice is being sent to you by Rural North Vacaville Water District #CA4810013. Date Distributed:XXXX*

*Please share this information with all the other people 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.*

**Date:**

## UNSAFE WATER ALERT

[Insert one-liner language other than Spanish here, otherwise delete.]

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**Rural North Vacaville Water District water is possibly contaminated with [an unknown substance]**

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### 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 [Rural North Vacaville Water District](#) due to a recent [\[intrusion; break-in\]](#) at [\[one of the wells; our treatment plant; storage tank; specific facility\]](#). The California Department of Water Resources Control Board Division of Drinking Water, Solano County Health Department, and Rural North Vacaville Water District Water System are advising residents of Solano County Rural North Vacaville 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.
- **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: Tom Campbell, Water Treatment and Quality Supervisor, 707-299-8881, 810 Vaca Valley Parkway #210, Vacaville, CA, 95688

California State Water Resources Control Board-Division of Drinking Water- San Francisco District Office:  
Robert Brownwood, District Engineer, 510-620-3454 or 510-221-7596 (mobile)  
Solano Co. Dept. of Env. Management: Terry Schmidtbauer, Program Manager, 707-784-6765.

This notice is being sent to you by Solano Irrigation District on behalf of Rural North Vacaville Water District. California Public Water System ID # 48100013. 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.*

## UNSAFE WATER ALERT

Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

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### Rural North Vacaville Water District water is possibly contaminated with an unknown substance.

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#### DO NOT USE YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by the Suisun-Solano Water Authority due to a recent intrusion at one of our facilities. The California Department of Public Health, Solano County Health Department, and Rural North Vacaville Water District are advising residents of Suisun City to NOT USE THE TAP WATER FOR DRINKING, COOKING, HAND WASHING, OR BATHING UNTIL FURTHER NOTICE.

#### What should I do?

- **DO NOT USE 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, food preparation and bathing **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.

**We will inform you when tests show that the water is safe again. We expect to resolve the problem as soon as possible.**

For more information call:

Water Utility contact: : Tom Campbell, Water Treatment and Quality Supervisor, 707-299-8881, 810 Vaca Valley Parkway #210, Vacaville, CA., 95688

California Department of Public Health – Drinking Water Field Operations Branch- San Francisco District Office: Robert Brownwood, District Engineer, 510-620-3454 or 510-221-7596 (mobile)

Solano Co. Dept. of Env. Management: Terry Schmidtbauer, Program Manager, 707-784-6765.

*This notice is being sent to you by Rural North Vacaville Water District #CA4810013. Date Distributed:*

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.