

WATER QUALITY EMERGENCY NOTIFICATION PLAN

System Name: California Water Service - Hawkins System Number: 4900546

Physical Location/Address: Yuba Drive and Tapadera Drive, Santa Rosa, CA

The following persons have been designated to implement the plan upon notification by the SWRCB that an imminent danger to the health of the water users exists:

Water Utility: Contact Name & Title	Email Address	Primary #	Backup #
1. Steven Villalobos, Operations Manager	svillalobos@calwater.com	707-909-0221	--
2. Tavis Beynon, District Manager	tbeynon@calwater.com	530-934-8213	530-624-4013
3. Meaghann Tenuta, WQ Program Manager	mtenuta@calwater.com	530-433-8737	--

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

Drinking Water Field Operations Branch - Santa Rosa Office Main Line #: (707) 576-2145		
Sonoma District (Sonoma County — Community and Non-transient PWS)	Marin District (Marin County — All PWS, Sonoma County — Transient PWS)	Mendocino District (Lake, Mendocino, and Napa Counties — all PWS)
Misha F. Anderson	Elena Joy M. Pelen	Zachary C. Rounds
Backup #: (707) 576-2728	Backup #: (510) 320-2676	Backup #: (707) 576-2733



If the above personnel cannot be reached, contact:

Office of Emergency Services Warning Center (24 hrs): (800) 852-7550 or (916) 845-8911 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

Describe the Notification Plan and Estimated Times Below:

See attached.

Example notice templates may be found at: http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/Notices.shtml

Tarah Henrie	3/26/2026	Email to DDW	 	<i>Malia Helms</i>
Name of person submitting ENP	Date	4/3/26 Office Use Only		



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METHODS OF CUSTOMER NOTIFICATION

1. Door to Door Notification
 - a. The door-to-door notification method includes knocking on each affected customer door and providing a summary document of the applicable situation (boil order, do not drink, conservation, etc...)
 - b. In the event that the customer is not available, the notification is left at the primary point of access to the residence.
 - c. Upon closure of an incident, the customers are provided with an incident summary and closure actions. The method described above is utilized.
2. Supplemental Notification to Customer
 - a. California Water Service maintains a database of customer contact information within the billing software system and Geographic Information System (GIS). This information is utilized by a proprietary software (Customer Outreach Portal) to conduct blanket message calling, texting, emailing to customers with updated information. The notification will include the location of the incident for individuals that could not be notified through door to door notification.
 - b. During billing transactions, customer contact information is updated.
3. Web Site Notification
 - a. During emergency events, the scenario is provided for customer review and contact on the <http://www.calwater.com> website. Typically, the progression of incident is tracked and when completed, is updated to reflect status. English and Spanish language versions are available, or translation upon request.
4. Social Media Notification
 - a. Dependent on the size and scope of the incident, notifications will be shared through the following social media channels: Facebook, Twitter, Instagram, and Nextdoor.
 - b. We monitor public discussion on these channels and respond as needed.
5. Media Notification
 - a. Dependent on the size and scope of the incident, notifications will be shared through local television, radio, and news stations.
6. Accommodation for out of town or Spanish speaking Customers
 - a. As discussed in item 1, if a customer is not available at their residence, notification is placed at point of entry to the property. In addition, customers will also be notified through phone, text, and email, as discussed in item 2.
 - b. For Spanish speaking customers, a header statement in Spanish is accommodated to cite the importance of the notification as well as accommodate any necessary translation.

On average, it is estimated to take 1-5 hours to issue a direct notice to all customers in the water system. However, the response time to issue a direct notice varies on the size and scope of the incident and may take longer than stated. The supplemental notification methods discussed in item 2 are intended to reach customers as quickly as possible.





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ADDITIONAL CAL WATER CONTACTS

If the assigned Water Quality (WQ) Program Manager is not available, contact another WQ Program Manager from the list provided below. Continue through this list until you establish contact with a WQ Program Manager.

Table 1

NAME	TITLE	DAY PHONE	CELL PHONE	EVENING PHONE
Meaghann Tenuta	Northern WQ Program Manager	530-433-8737	530-433-8737	530-433-8737
Elaine Edjan	North Central WQ Program Manager	408-489-1130	408-489-1130	408-489-1130
Mark Gutierrez	Southeast WQ Program Manager	559-333-9464	559-333-9464	559-333-9464
Jane Kim	Southwest WQ Program Manager	661-337-2632	661-337-2632	661-337-2632
Robert Salcido	Southern WQ Program Manager	310-755-9957	310-755-9957	310-755-9957

If you are unable to establish contact with any WQ Program Manager, contact the Supervisor of Water Quality listed below. If Supervisor of Water Quality cannot be reached, continue through this list until you establish contact with one of the other individuals listed below.

Table 2

NAME	TITLE	DAY PHONE	CELL PHONE	EVENING PHONE
Bill Huynh	Water Quality Supervisor	408-472-0117	408-472-0117	408-472-0117
Tarrah Henrie	Director, Water Quality	408-367-8490	408-482-6183	510-579-9174
Sophie James	Vice President of Water Quality and Environmental Affairs	408-367-8593	408-210-6551	408-930-3767

