

Daggett Community Services District

OPERATION AND MAINTENANCE PLAN

Daggett, CA
May 1, 2026

PREPARED FOR:

STATE WATER RESOURCES CONTROL BOARD
DAGGETT COMMUNITY SERVICES DISTRICT
DAGGETT, CA

PREPARED BY:

PROVOST & PRITCHARD CONSULTING GROUP
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ABBREVIATIONS

| | |
|--------------------------|--------------------------------------|
| DCSD or Daggett CSD..... | Daggett Community Services District |
| DDW..... | Division of Drinking Water |
| DWS..... | Designated Water System |
| O&M | Operation and Maintenance |
| P&P | Provost & Pritchard Consulting Group |
| SWRCB..... | State Water Resources Control Board |

1 SYSTEM DESCRIPTION

The Daggett water system is identified as a community water system, DDW Water System No. CA3600086, regulated by the State Water Resources Control Board (SWRCB), Division of Drinking Water (DDW). Daggett Community Services District’s (DCSD) physical address is 33703 2nd Street, Daggett, California 92327.

DCSD is a Class D1 community water system organized and operating as a community services district. Provost & Pritchard Consulting Group (P&P) was assigned as a limited-scope Administrator for DCSD on April 2, 2025, pursuant to Compliance Order Nos. 05_66_17C_048_3600086_02 and 05_66_21C-082.

Daggett’s water system serves approximately 795 people through 184 metered residential connections and 12 metered commercial connections within Daggett and portions of Yermo. DCSD currently has four staff members: a General Manager, an Office Administrator, and two maintenance staff. DCSD also provides fire department services, which include a Fire Chief and Assistant Fire Chief.

The water system currently includes two groundwater wells; however, only Well 07 is operational. Five prior wells, Wells 01 through 05, have been abandoned or destroyed. Well 07 is the sole active source currently in use by DCSD. Well 06 is currently inactive due to sanding issues, casing corrosion, and electrical damage. During the term of the Administrative Order, P&P will coordinate with DCSD to use O&M funding, as available and approved, to return Well 06 to service as a backup supply source. Well 07 was drilled in 2002 to a total depth of 320 feet. Well 06 was drilled in 1998.

DCSD’s water system includes two water storage tanks, identified as Tank 1 and Tank 2; however, only Tank 1 is currently operational. Tank 1 was installed in 1957 and is a welded steel tank with a storage capacity of 150,000 gallons. Tank 2 is a bolted steel tank with a storage capacity of 200,000 gallons and is not operational due to a roof collapse that occurred approximately 10 years ago.

The DCSD distribution system includes approximately 46,300 linear feet of varying pipe materials and sizes. Complete records documenting distribution system installation dates are not available.

1.1 OPERATING PERSONNEL

Daggett CSD’s water system is operated by a trained and certified water operator. Through the Administrator program, the operator is supported by professional engineers and experts in utility management, water quality, and environmental compliance.

Table 1-1. Operator Information

| OPERATOR NAME | DATE OF CERTIFICATION | TYPE OF CERTIFICATION | CERTIFICATION NUMBER | CONTACT INFORMATION |
|---|-----------------------|---|----------------------|---------------------|
| California Water Operators, Roger Smith | - | CA Licensed Water Treatment and Distribution Operator | 34573 AWWA 03776 | (909) 522-8106 |

The operator is responsible for routine inspections, emergency response, system maintenance, and ensuring regulatory compliance. Specific duties include monitoring water quality, performing regular

maintenance on equipment, and maintaining detailed records of all operations and maintenance activities. Operators must undergo ongoing training to stay current with industry standards and regulatory requirements. Certifications must be renewed as required.

The support team includes Daggett CSD staff and professional engineers, administrative staff, and external consultants who provide expertise in utility management, water quality, and regulatory compliance. Their roles include providing technical support, assisting with regulatory filings, and designing long-term system improvements.

2 O&M PROCEDURES

The following sections discuss routine operational procedures for each component of the system. Records of all inspections are to be kept in the Daggett CSD and operator's office (see **Attachment A**).

2.1 WELL INSPECTIONS

Well inspections shall prevent potential sources of contamination by identifying and removing rodent feces, dirt, and vegetation from near the well site. Any standing water near the well head shall be removed as needed. Land near the well site shall be inspected for potential wildlife, such as squirrels or gophers.

The wellhead piping shall be visually inspected on a weekly basis. The inspection takes note of any leaks or electrical malfunctions, or hazards. The pumps are to be checked to ensure they are operating properly. Pump operation shall be verified weekly. Any malfunction or damage shall be scheduled for maintenance as soon as feasible.

A detailed checklist for site inspections (see **Attachment B**) includes checking for leaks, electrical issues, normal pump operation, and any contamination hazards. This ensures all critical components are reviewed systematically.

A maintenance schedule has been established for routine tasks such as visual inspections of the equipment, equipment servicing, cleaning, and part replacements. Regular maintenance will help to prevent unexpected failures and extend equipment lifespan.

A production meter is currently in place, and a production meter read will be conducted during each routine site visit.

Table 2-1. Well Details

| SOURCE NAME | STATUS | PS CODE | GPM | TREATMENT |
|-------------|----------|-------------------|-----|-------------------------|
| Well 06 | Inactive | - | 400 | No treatment currently. |
| Well 07 | Active | CA3600086_007_007 | 800 | No treatment currently. |

2.2 STORAGE TANK INSPECTIONS

The DCSD water system contains two water storage tanks identified as Tank 1 and Tank 2. However, only Tank 1 is currently operational. Both tanks were bought in used condition and are past their useful life. Both tanks have moderate to severe corrosion issues. In addition, neither of the tanks meets current structural requirements for the State of California.

Tank 1 was installed in 1957 and is a welded steel tank with a storage capacity of 150,000 gallons. It has a diameter of 28 feet and a height of 32 feet. The tank coating is in poor condition, with several areas where the coating has peeled away entirely, exposing uncoated surfaces. Tank 2 was installed in 1977 and is a bolted steel tank with a storage capacity of 200,000 gallons. It has a diameter of 38 feet and a height of 24 feet. Tank 2 is not currently operational because of a roof collapse that occurred around 10 years ago.

Routine monitoring of the tanks should be conducted. Inspections should note any leaks or damage needing repair, as well as the operating pressure. Any malfunction or damage should be scheduled for maintenance as soon as feasible. Records of these inspections should be maintained. Access hatches should be locked, and all openings to the tank should be properly screened. Roofs should not allow entry of contaminants. The Division of Drinking Water (DDW) recommends that the Water System inspect the interior of the storage tanks at least once every five years to verify the integrity of the tank coating, check the condition of the inside surface of the tank walls, and clean the tanks if needed.

2.3 CHLORINATOR PUMP AND RESERVOIR INSPECTIONS

There are currently no permitted water treatment facilities in the DCSD system. Historically, chlorine was manually added to Tank 1 on a monthly basis when bacteriological samples were collected; however, that practice was discontinued following direction from San Bernardino County Division of Environmental Health Services because the system was not permitted for routine disinfection.

If permitted chlorination facilities are installed or temporary/emergency chlorination is directed by SBC Public Health or DDW, the chlorination equipment will be inspected and operated in accordance with permit requirements, manufacturer recommendations, and applicable regulatory direction.

2.4 DISINFECTANT RESIDUAL INSPECTIONS

If chlorinating, the disinfectant residual will be measured at the well site on a weekly basis using the DPD field method. If it is determined to be low ($<0.2\text{mg/L}$), the reason shall be determined, and the residual level corrected. If the residual level is non-detectable, the cause shall be determined, and the residual level corrected. If the residual level is non-detectable for 24 hours or more, the Operator will notify San Bernardino (SBC) Public Health or the Mojave District Office.

2.5 MAINTENANCE OF GAUGES AND METERS

The operator will visually inspect all gauges monthly, noting any leaks or damage. Any malfunction or damage should be scheduled for maintenance as soon as feasible. In addition, the operator will inspect flow meters monthly and schedule routine calibration checks to ensure accurate readings are being provided.

2.6 VALVE INSPECTIONS AND EXERCISING

A water system should have adequate valves to help isolate portions of the distribution system that are under repair. Daggett CSD has approximately 75 valves in their system. Valves must be maintained in working order. System valves should be visually inspected monthly. Inspections should take note of any leaks or damage needing repair, or valves requiring exposure due to paving operations by others. Valves are exercised every six months on a rotating basis. Any malfunction or damage should be scheduled for maintenance as soon as feasible.

2.7 MAINTENANCE OF DISTRIBUTION FACILITIES

The operator visually inspects the distribution system for leaks and other deficiencies during routine operations and in response to customer reports. When deficiencies are identified, corrective action is taken

as soon as feasible based on severity, available funding, materials, and operational constraints. Leak reports, repairs, and maintenance activities should be documented and retained in the system's O&M records.

3 MONITORING AND REPORTING

The following sections describe the bacteriological and chemical monitoring as required by the SWRCB DDW on a periodic basis. All sampling data for bacteriological and chemical sampling shall be kept for five years and 10 years, respectively.

3.1 BACTERIOLOGICAL MONITORING

The Bacteriological Site Sampling Plan (BSSP), including compliance with the Groundwater Rule, is on file with SBC and DDW. One sample is collected monthly in the distribution system. If a total coliform positive sample is detected, repeat samples are collected from the original sample point, an upstream sample, a downstream sample, and a well sample. In the event of a positive result, the SBC Public Health Department and DDW Mojave District Office must be contacted. Coliform sample results are reported directly by the lab to DDW by the 10th of each month following sample collection.

If the system returns to active chlorination, monthly raw water samples will be collected.

3.2 CHEMICAL MONITORING

As required by DDW, the certified laboratory (Clinical Laboratory of San Bernardino, Inc.) submits results electronically (directly) to DDW. Monitoring frequency and status are available through the State Water Resources Control Board Drinking Water Watch database [Division of Drinking Water \(ca.gov\)](#).

Daggett CSD is required to conduct routine chemical monitoring of its water sources at specific intervals. The monitoring schedule can be generated using the CA Drinking Water Watch website found at [LAST AND NEXT SAMPLE REPORT \(ca.gov\)](#).

The Monitoring Schedule is included in **Attachment C**.

Daggett CSD is required to conduct routine lead and copper monitoring of its water sources at specified intervals, which can be generated using the Drinking Water Watch website found at [Next Lead and Copper Sample Due Dates \(ca.gov\)](#). DCSD is required to collect five lead and copper samples every three years.

If the system is chlorinating, Disinfection By-products (DBP2) Rule monitoring must be followed.

Certified Laboratories:
Clinical Laboratory of San Bernardino - Geo-Monitor, Inc. Laboratory
17152 Darwin Avenue
Hesperia, CA 92345
Phone: (760) 244-3481
Fax: (760) 948-4143

In addition to lab results being reported directly to DDW (electronically for samples with a PS code), the following reporting is required for the DCSD water system:

Table 3-1. Required Reporting

| REPORT OR PUBLIC NOTICE | RECIPIENT | FREQUENCY |
|--|--|---|
| Compliance Order No. 05_6617C_048_3600086_02; Uranium Compliance Violation | SWRCB DDW and SBC: PN, PON, QPR Customer: PN | Quarterly |
| Consumer Confidence Report | Customers & DDW | Annually: Customers must receive a copy by July 1 of each year, and a CCR Certification is due to DDW by October 1 of each year (with a copy of the CCR distributed). |
| Electronic Annual Report (eAR) | DDW | Annually |
| Drought Conservation Reporting | DDW | Quarterly |
| Annual Inventory Reporting (AIR) | DDW | Annually |

3.3 RETENTION OF RECORDS

Records shall be maintained as follows:

Table 3-2. Record Keeping

| RECORD TYPE | TIME | REFERENCE |
|--|----------|---------------------|
| Records of Microbiological Analyses | 5 years | Section 64470(b)(1) |
| Records of Chemical Analyses | 10 years | Section 64470(b)(1) |
| Communications Related to Sanitary Surveys | 10 years | Section 64470(b)(3) |
| Copies of Public Notices | 3 years | Section 64470(b)(5) |

4 EMERGENCY OPERATIONAL PRACTICES

An Emergency Response Plan (ERP) has been drafted and is included as **Attachment E**. The ERP provides response guidance, information, and tools to protect the lives and well-being of employees, customers, and contractors; minimize damage to property while restoring service as soon as possible; protect the environment; and provide emergency public information concerning water quality as soon as possible. The ERP is an all-hazards response plan, applicable to both natural disaster or manmade.

The ERP includes communication protocols, emergency contacts, resource allocation, and response actions for different types of emergencies. Procedures for coordinating with local emergency services, SBC Public Health, DDW, and other regulatory agencies are outlined in the ERP.

4.1 CROSS-CONNECTION AND BACKFLOW PREVENTION

DCSD does not currently have a comprehensive Cross-Connection Control Program (CCCP). The Administrator will assist DCSD with evaluating potential cross-connection and backflow hazards within the water system and identifying locations where backflow prevention assemblies may be required. As appropriate, DCSD will develop and implement cross-connection control procedures consistent with the State Water Resources Control Board Cross-Connection Control Policy Handbook.

Identified backflow prevention assemblies should be installed, tested, repaired, and maintained in accordance with applicable requirements. Records of surveys, hazard determinations, assembly installations, testing, and repairs should be maintained by DCSD.

The system will also work on implementing an ongoing cross connection control program utilizing the Cross-Connection Control Policy Handbook that was adopted in June 2025, which can be accessed at [Cross-Connection Control Policy Handbook | State Water Resources Control Board \(ca.gov\)](#).

5 OPERATIONAL REQUIREMENTS

5.1 TREATMENT PLANTS

There are currently no treatment plants serving the Daggett CSD water system.

5.2 MAINTAINING DISTRIBUTION SYSTEM PRESSURE

Distribution systems must always be maintained under pressure to ensure that contamination does not enter the system. Under normal operations, the water system is operated using an open-loop level sensor in Tank 1 to start and stop Well 7. Under normal operations, Well 7 pumps to the tank site, which is located at an elevation of approximately 2,205 feet. Tank 1 pressurizes the entire water system. The flow splits to Daggett to the south and along Daggett-Yermo Road to the commercial businesses in the north. At the pressure-reducing station, the system pressure is reduced from approximately 100 psi to 70 psi before entering Daggett. The elevation in Daggett ranges from 1,990 feet to the northwest to 2,110 feet in the southwest, so the system uses a booster pump station to pressurize Pressure Zone 2 (PZ2). Flow enters the booster pump station at approximately 40 psi and exits at 60 psi. A pressure switch at the booster pump station controls the operation of the booster pumps to maintain pressure in PZ2.

5.3 RESPONDING TO LOSS OF PRESSURE

If the distribution system is depressurized or system pressure drops below normal operating levels, the water system operator must promptly evaluate the cause, restore pressure, and take corrective action to monitor and restore water quality. Corrective action may include isolating affected portions of the distribution system, repairing leaks or equipment failures, flushing affected mains, restoring adequate pressure, and conducting follow-up water quality monitoring.

The system operator shall immediately notify DCSD management and the Administrator of any significant pressure loss event. The Administrator team will coordinate with the operator and notify DDW and San Bernardino County, as appropriate, if system pressure drops below 20 psi or if there is a potential threat to public health. DDW may direct additional bacteriological sampling, flushing, disinfection, or public notification depending on the nature and extent of the event.

Because the Daggett water system has known uranium contamination, public messaging must clearly distinguish between bacteriological risks associated with pressure loss and the existing chemical water quality concern. A Boil Water Notice may be required if pressure loss creates a potential for microbiological contamination; however, boiling water does not remove uranium and may increase the uranium concentration in the remaining water. Therefore, any pressure-loss public notice must be coordinated with DDW to ensure instructions are accurate and do not conflict with any existing uranium-related notices, use restrictions, or alternate water provisions.

If system pressure drops below 5 psi, the operator shall contact DDW and the Administrator immediately. Pressure loss below 5 psi may require Tier 1 public notification, such as a Boil Water Notice, and follow-up bacteriological sampling in accordance with DDW direction. Public notification shall remain in effect until DDW confirms that required corrective actions and sampling have been completed and the notice may be lifted.

5.4 MAIN DISINFECTION PROGRAM

In accordance with AWWA Standard C651-05, new mains are disinfected and sampled for bacteriological quality. Main repairs that result in loss of pressure will also be disinfected and tested as described in the AWWA Standard.

5.5 SYSTEM FLUSHING PROGRAM

Daggett CSD does not currently have a formal distribution system flushing program. The operator conducts flushing as needed in response to water quality concerns, sediment accumulation, repairs, or operational needs. The Administrator will assist DCSD and the operator with developing a more formal flushing schedule as system mapping and operational information are improved.

5.6 DISTRIBUTION SYSTEM MAP

Each water system should maintain an accurate map of the distribution system piping and valves. The map should be sufficiently detailed to enable maintenance personnel to promptly locate facilities for repair or operational purposes. There are limited infrastructure maps or as-builts on record for the system. A parcel map of the system is below.

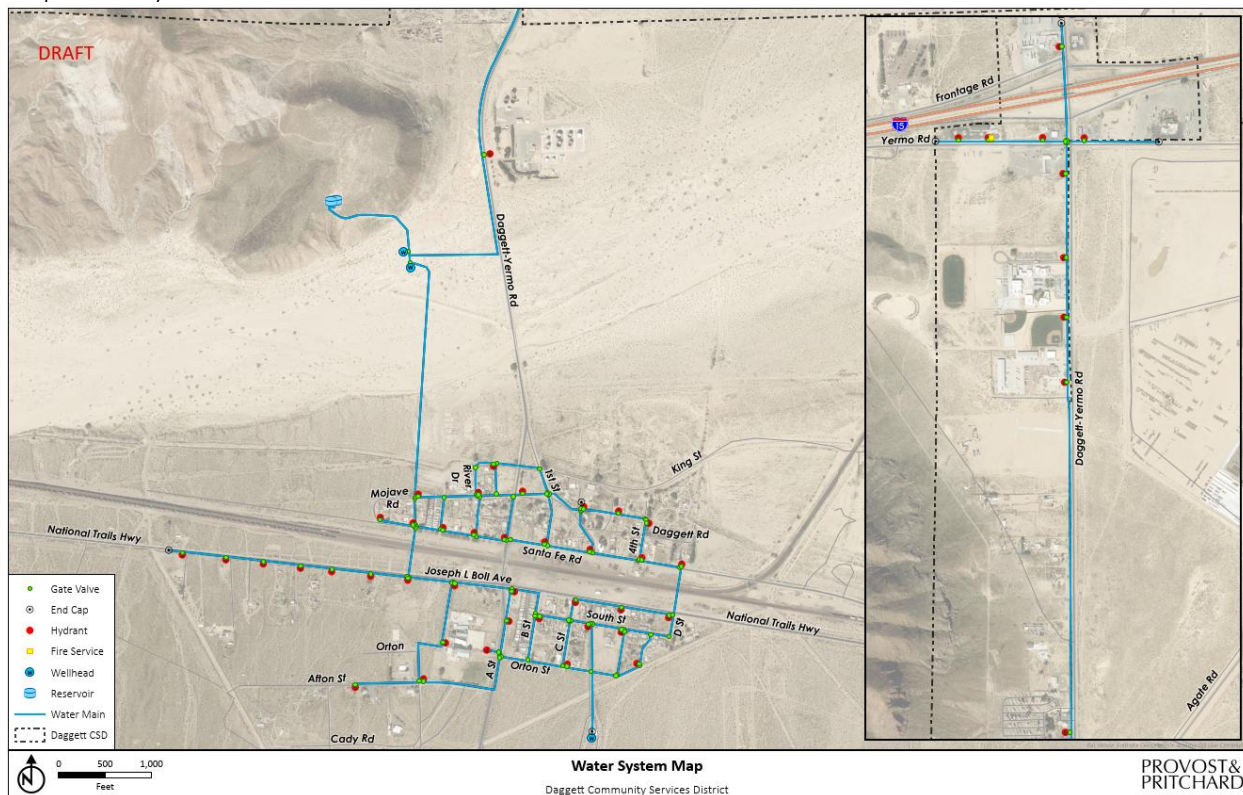


Figure 5-1. Map of Daggett Community Services District

5.7 DISTRIBUTION SYSTEM RECORD KEEPING

It is unknown what records have been maintained, but at a minimum, the following records will be maintained for three years after occurrence:

- Main, reservoir, and well disinfection dates and outcomes
- Main flushing dates, locations, and reasons
- Reservoir inspections and cleaning dates and outcomes
- Date, times, and causes of any system pressure loss
- Corrective actions taken in response to system pressure losses
- Distribution system repairs and maintenance dates, locations, and reasons for repairs

5.8 WATER USAGE RECORDS

Production meter readings will be collected at least monthly and maintained for use in annual electronic Annual Report (eAR) submittals, operations review, and long-term system planning. The Administrator, in coordination with the system operator, will maintain records of source production, customer billing data where available, and other relevant water use information needed to evaluate system demand and performance.

Production records will be used to track total water supplied by the system, identify changes in demand, support water loss evaluation, and assist with budgeting for operations and maintenance costs. Where discrepancies or unusual usage patterns are identified, the Administrator and operator will review available records to determine whether additional investigation is needed, including evaluation of potential leaks, meter issues, unauthorized use, or changes in customer demand.

Water usage records will be retained in the system files and updated regularly. These records will support regulatory reporting, operational decision-making, future rate and budget evaluations, and planning for any future infrastructure improvements or consolidation-related activities. The Administrator will continue to work with DCSD and the operator to improve recordkeeping practices during the term of the Administrative Order.

6 RESPONSE TO VIOLATIONS

Records of any violations of water quality standards will be maintained by DCSD and the operator. If a violation occurs, DCSD, the operator, and the Administrator will coordinate with SBC Public Health and DDW, as applicable, to complete required reporting, public notification, and corrective actions.

DCSD is subject to an open Compliance Order related to noncompliance with the California Safe Drinking Water Act and implementing regulations. Compliance Order No. 05_66_17C_048_3600086_02 was issued on November 22, 2017, due to failure to comply with applicable drinking water requirements.

6.1 PUBLIC NOTIFICATION PROCESS

Customers of the water system will be notified of any water quality violations either through the annual Consumer Confidence Reports (CCRs) or, if the violation is of a primary constituent or poses a health risk, customers will be notified in accordance with the Emergency Response Plan (see **Attachment E**).

The notification will include a statement of the problem, how it is being addressed and corrected, and a timeline for corrective actions. A copy of the notification will be sent to the SBC Public Health office and posted to the water system's website.

7 COMPLAINT RESPONSE PROCEDURE

DCSD will maintain records of customer complaints related to water service, billing, water quality, and system operations. Complaints may be received through customer service calls, quarterly public meetings, direct feedback to DCSD or Administrator staff, or referrals from regulatory agencies. Complaints should be logged with the complainant's name and contact information, service address, nature of the complaint, date received, responsible party, follow-up actions, resolution status, and date closed.

P&P will assist DCSD with developing a digital complaint tracking matrix. Complaint records and corrective actions should be retained for at least five years, or longer if required by applicable recordkeeping requirements.

The complaint procedure includes the following steps:

1. Receipt of Complaint Form (see **Attachment A**)
2. Log complaint information (name, address, and nature of the problem)
3. Assign responsible party
4. Investigate the complaint
5. Determine whether corrective action is warranted
6. Document corrective action or reason for dismissal
7. Notify complainant of action taken
8. Keep complaint records with corrective action for five years
9. Report complaint information in the Electronic Annual Report (eAR), as applicable

P&P will assist in developing a matrix for digitally logging and tracking consumer complaints. Feedback from customers is solicited through customer service calls, quarterly public meetings, or direct feedback to staff.

Attachment A: Standard Forms

Complaint Form

Name of person making complaint: _____

Telephone Number: _____

Address: _____

Nature of complaint: _____

Results of investigation: _____

Action taken: _____

Date Complainant contacted: _____

Initials of person investigating Complaint: _____

Initials of person taking Complaint: _____

Attachment B: Inspection Checklist

Water System Inspection Form

System Name: _____ City: _____ PWS #: _____

Inspection Date: _____ Arrival Time: _____ Departure Time: _____

Inspector Name: _____

Responsible Party Name: _____ Present at Inspection: _____

| System Component | Inspected | | Comments | Corrective Action Required | |
|-----------------------|----------------------------|----------------------------|----------|----------------------------|----------------------------|
| Well Site | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Storage Tank | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Chlorinator Pump | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Chlorine Reservoir | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Chlorine Addition | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| System Valves | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Well Flowmeter | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Flowmeter Calibration | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Distribution System | Y <input type="checkbox"/> | N <input type="checkbox"/> | | Y <input type="checkbox"/> | N <input type="checkbox"/> |

| System Event | Comments | Corrective Action Required | |
|-------------------------------------|----------|----------------------------|----------------------------|
| Water Quality Emergency | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Water Loss Emergency | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Third Party Repair/Calibration | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Cross Connection Inspection/Testing | | Y <input type="checkbox"/> | N <input type="checkbox"/> |
| Sample Collection | | Y <input type="checkbox"/> | N <input type="checkbox"/> |

I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Operator Signature: _____ Date : _____

Date form provided to Board of Directors: _____

Attachment C: Monitoring Schedule

| Sample Type | Location | Frequency |
|---------------------|---------------------|------------------|
| Coliform | Distribution System | Monthly |
| Nitrate | Well 07 | Quarterly |
| Uranium | Well 07 | Quarterly |
| PFAS | Well 07 | Quarterly |
| Gen Min, metals, GP | Well 07 | 3 years |
| VOCs | Well 07 | 6 years |
| SOCs | Well 07 | 3 years |
| Gross Alpha | Well 07 | 3 years |
| LCR | Distribution System | 3 years |

Attachment D: Emergency Contact Information

Emergency Contact Information

| NAME | POSITION/ROLE | PHONE NUMBER |
|---|--|----------------------------|
| Jodi Jones | Daggett CSD, General Manager | 760-254-2415 |
| Hamish Kellam | Provost & Pritchard, Project Manager | 559-449-2700 |
| Kristen Bitsberger | Provost & Pritchard, Project Coordinator | 559-449-2700 |
| Roger Smith, California Water Operators | Operator | 906-522-8106 |
| San Bernardino County Public Health | Office | 800-782-4264 |
| Mojave District Office | Office | 909-383-4328 |
| Daggett Fire Department | Fire Protection | 911 Phone: 760-254-5474 |
| San Bernardino County Sheriff's Office | Law Enforcement | 911 Phone: 909-884-0156 |
| Clinical Laboratory of San Bernardino | Laboratory | Phone: 760-244-3481 |

Attachment E: Emergency Response Plan

DAGGETT COMMUNITY SERVICES DISTRICT

EMERGENCY/DISASTER RESPONSE PLAN

**DAGGETT, CA
MAY 2026**

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1 INTRODUCTION

To maintain minimum service levels and mitigate the public health risks associated with drinking water contamination during disasters 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 Daggett Community Service District (DCSD) 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, and acts of sabotage.

2 EMERGENCY RESPONSE PLAN

2.1 DESIGNATED RESPONSIBLE PERSONNEL:

For designated responsible personnel and chain of command and identified responsibilities, see the attached “Emergency and Disaster Personnel and Responsibilities”.

2.2 INVENTORY OF RESOURCES

An inventory of system resources that are used for normal operations and available for emergencies will include maps and schematic diagrams of the water system, lists of emergency equipment, equipment suppliers, and emergency contract agreements. Resources are under development. The contracted operator maintains a small inventory of commonly used parts and materials. For larger items, the system can rent from United Rentals (emergency line 24/7).

2.3 EMERGENCY OPERATIONS CENTER

Emergency contact information for equipment suppliers is attached. Phone and email will be the primary mode of communication in an emergency.

| AGENCY | ADDRESS, CITY | PHONE NUMBER |
|---|---|------------------------|
| Daggett Community Services District (DCSD) | 33703 2nd St, Daggett, CA 92327 | (760) 254-2415 |
| Daggett Fire Department | 33703 2nd St, Daggett, CA 92327 | 911, (760) 254-5474 |
| San Bernardino County Fire Department – Barstow Station | 225 E Mountain View St, Barstow, CA 92311 | 911, (760) 256-4838 |

2.4 OTHER AGENCY COORDINATION

Coordination procedures with governmental agencies for health and safety protection; technical, legal, and financial assistance, and public notification procedures are continually being developed and updated through regulation and experience, and will be added as necessary to this plan. (See attached sheet.)

2.5 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 "Emergency Notification Plan" on file with the regulatory agency and document damage and repairs.

2.6 PUBLIC NOTIFICATION PROCEDURES

Public notice procedures should be developed before a disaster and not during the event. Public notices are a significant part of communicating with customers. Standard public notifications have been developed by California Department of Public Health (CDPH) 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. Each utility will need to modify the standard forms with specific contact information and guidance to customers depending on the nature of the emergency event. In addition, water systems need to have copies of public notices in the appropriate languages for use by non-English language speaking customers in their service areas.

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

- *Local County Health Department or local Environmental Health Agency*
- *DDW – (Designated personnel – District Engineer, Regional Engineer, or Branch Chief)*
- *Affected Water System (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 San Bernardino County Public Health Department (SBC) and the Division of Drinking Water (DDW) District 27 – Mojave prior to issuing a public notice. However, any one of the agencies can act in an emergency to immediately issue a BWN or UWA, if delays would jeopardize public health and safety. The water system must notify SBC and the DDW District 27 - Mojave prior to or immediately after issuing a public notice.

The following standard public notices are provided as an attachment to 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 with 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 ensure 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.*
3. Implemented due to treatment inadequacies.

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” (DND) 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 contaminate 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.*

2.7 CANCELLATION OF PUBLIC NOTIFICATION

Once a BWN/UWA is issued, the only agency that can rescind the public notice is the drinking water primary agency, SBC Public Health Department is DCSD’s drinking water primary agency. SBC or DDW 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 sent to the SBC and DDW office for final approval before rescinding the BWN. Special chemical sampling may be required to get approval to rescind an UWA, please contact the SBC or DDW office to determine what sampling will be required.

2.8 RESUME NORMAL OPERATIONS:

The steps that will be taken to resume normal operations and to prepare and submit reports to appropriate agencies will include identifying the nature of the emergency (e.g., earthquake-causing water outage/leaks, fire or power outage causing water shortage/outage, sabotage resulting in facility destruction or water contamination).

2.8.1 LEAKS OR SERVICE INTERRUPTION (RESULT OF EARTHQUAKE, ETC.)

- i. Isolate leak. Turn power or flow off, if necessary, to control leak.
- ii. Repair or isolate break to allow service to the maximum system population possible. Disinfect as per attached AWWA Standards; Initiate emergency disinfection per the plan or as directed by SBC or DDW.
- iii. Communicate with the community to conserve water if appropriate.
- iv. Public notice as required.
- v. Do bacteriological sampling until two consecutive absent coliform samples are obtained.
- vi. iv. Reestablish normal service.

2.8.2 LOW PRESSURE (RESULT OF EARTHQUAKE, FIRE, STORM)

- i. Increase production, if possible, to provide maximum system output.
- ii. Communicate with the community to conserve water if appropriate.
- iii. Public notice as required.
- iv. Initiate emergency disinfection per the plan or as directed by SBC or DDW as precaution to potential contamination.

2.8.3 POWER OUTAGE

- i. Acquire an emergency generator to provide minimum water pressure to the system in case of a power outage. Place emergency generator online or rent a generator if no emergency generator is available. Generators can be rented from United Rentals, T E Deloss Equipment Rentals, or HercRentals.
- ii. Initiate emergency disinfection per the plan or as directed by SBC or DDW as precaution to potential contamination.
- iii. Communicate with community to conserve water if appropriate.
- iv. Public notice as required.

2.8.4 CONTAMINATION

- i. Identify location and source of contamination.
- ii. If contamination is from system source, isolate or treat source, if possible.
- iii. If contamination is an act of sabotage, take appropriate action based on nature of contamination. Immediately contact local law enforcement and your regulatory agency (SWRCB- Division of Drinking Water or Local Primary Agency (LPA)). Actions should be taken in consultation with the regulatory agency and could include shutting off water until all contaminants are identified.

2.8.5 PHYSICAL DESTRUCTION OF FACILITY (SABOTAGE)

- i. Immediately contact local law enforcement and regulatory agency for consultation.

2.9 DROUGHT REPORTING ELEMENTS

Water usage reduction measures may be put in place to offset supply shortages in response to drought conditions. Water demand reduction programs and measures include prohibiting wasteful practice and developing enforcement policies. Continued practices outlined below would be instituted to reduce water

usage such as watering schedules. Community notifications and outreach would be utilized to inform residents of the new water use restrictions prior to enforcement. In the event that water shortage conditions threaten public health, residents will be notified.

Water Shortage Levels – The below policy outlines the water shortage levels for DCSD to manage and respond to water supply shortages and emergencies effectively. The levels described below will guide operational and customer response strategies to maintain service integrity and public health safety.

| Level 1: Water Warning | |
|--|---|
| Trigger Conditions | Supply reduction up to 10% due to drought, minor supply system issues, or regulatory reductions. |
| Response Actions | <ul style="list-style-type: none"> • Voluntary reduction of water usage by customers. • Increased monitoring of water system for leaks and losses. • Public education on water conservation techniques. |
| Level 2: Water Warning | |
| Trigger Conditions | Supply reduction of 10-25% due to moderate drought, regulatory restrictions, or mechanical failures in the water supply system. |
| Response Actions | <ul style="list-style-type: none"> • Mandatory restrictions on non-essential water uses such as lawn watering, vehicle washing, and filling of swimming pools. • Implementation of moderate surcharges for excessive water use. • Frequent communications to customers regarding water status and conservation tips. |
| Level 3: Water Emergency | |
| Trigger Conditions | Supply reduction of 25-50% resulting from severe drought conditions, significant system failures, or contamination events. |
| Response Actions | <ul style="list-style-type: none"> • Strict enforcement of water use restrictions with potential for discontinuation of service if guidelines are violated. • Higher surcharges on excessive water use. • Possible implementation of water rationing to ensure availability for critical needs. |
| Level 4: Critical Water Emergency | |
| Trigger Conditions | Supply reduction exceeding 50% due to catastrophic events such as major earthquakes, fires, or prolonged power outages. |

| | |
|------------------|--|
| Response Actions | <ul style="list-style-type: none">• Severe restrictions or temporary shutoffs for all non-critical water uses.• Coordination with local emergency services to provide emergency water supplies.• Regular updates to the community on water supply status and emergency measures. |
|------------------|--|

2.9.1 IMPLEMENTATION AND COMMUNICATION

All significant water outages (widespread and lasting more than eight hours) or disinfection failure will be reported to SBC or DDW by telephone or equally rapid means. All emergencies will be documented along with action taken and kept in the files of the water system. Acts of sabotage will be reported to the local law enforcement agency.

Loss of water system pressure usually requires the system to issue a boil water advisory due to the potential risk of microbial contaminants entering the water system through intrusion or backflow. However, the DCSD water system currently has Uranium and PFAS constituent concentrations over the MCL and boiling the water will not remove these from the water and could possibly increase the levels of inorganic contaminants in the water. In addition, it is already recommended for the residents to use bottled water for their drinking and cooking needs due to the existing water quality concerns. At no time should the community be instructed to boil the water before consuming.

Instead of a boil water alert, the system should issue an unsafe water alert during a water outage advising the community to exclusively use bottled water for drinking and cooking. An example public notice is included at the end of this plan.

Customers are notified through direct mail, email, or text e-blasts depending on contact information available. Notices are also published on the Daggett Community Service District website, under the Administrator section.

Emergency and Disaster Personnel and Responsibilities

| Title / Name | Phone Number Work / Home | Role |
|--|--|--|
| Jodi Jones, Daggett Community Services District, General Manager | (760) 308-3732 (cell) | Initial contact at office. In charge for all emergencies until replaced. Lead for water shortage planning and response. |
| Hamish Kellam, Provost & Pritchard, Administrator | (559) 449-2700 | Limited-scope Administrator. Secondary contact for emergencies if DCSD cannot be reached. Secondary lead for water shortage planning and response. |
| Kristen Bitsberger, Provost & Pritchard, Administrator | (202) 577-5297 (cell) | Limited-scope Administrator. Secondary contact for emergencies if DCSD cannot be reached. Secondary lead for water shortage planning and response. |
| Roger Smith, California Water Operators | (906) 522-8106 | Contract operator for DCSD. In charge for all emergencies until replaced. |
| Community Members | Need to develop a contract and protocols | First response and community communications. |

External Emergency Contact List

| Agency / Department | Telephone Number Day / After Hours |
|---|------------------------------------|
| San Bernardino County Department of Public Health Gabriela Garcia and David Lopez | (800) 442-2283 |
| SWRCB – Division of Drinking Water – District 27 – Mojave Hector Cazares, District Engineer | (909) 383-4312 |
| San Bernardino County Public Works | (909) 387-7910 |
| Clinical Laboratory of San Bernardino, Inc. | (760) 244-3481 |
| Southern California Edison | (800) 655-4555 |
| Rezek Equipment Engineering (licensed water hauler) | (909) 855-6221 |

Water System Contact Information:

Daggett Community Service District
 33703 2nd St
 Daggett, CA 92327
 gm.daggettcsd@gmail.com
 (760) 254-2415

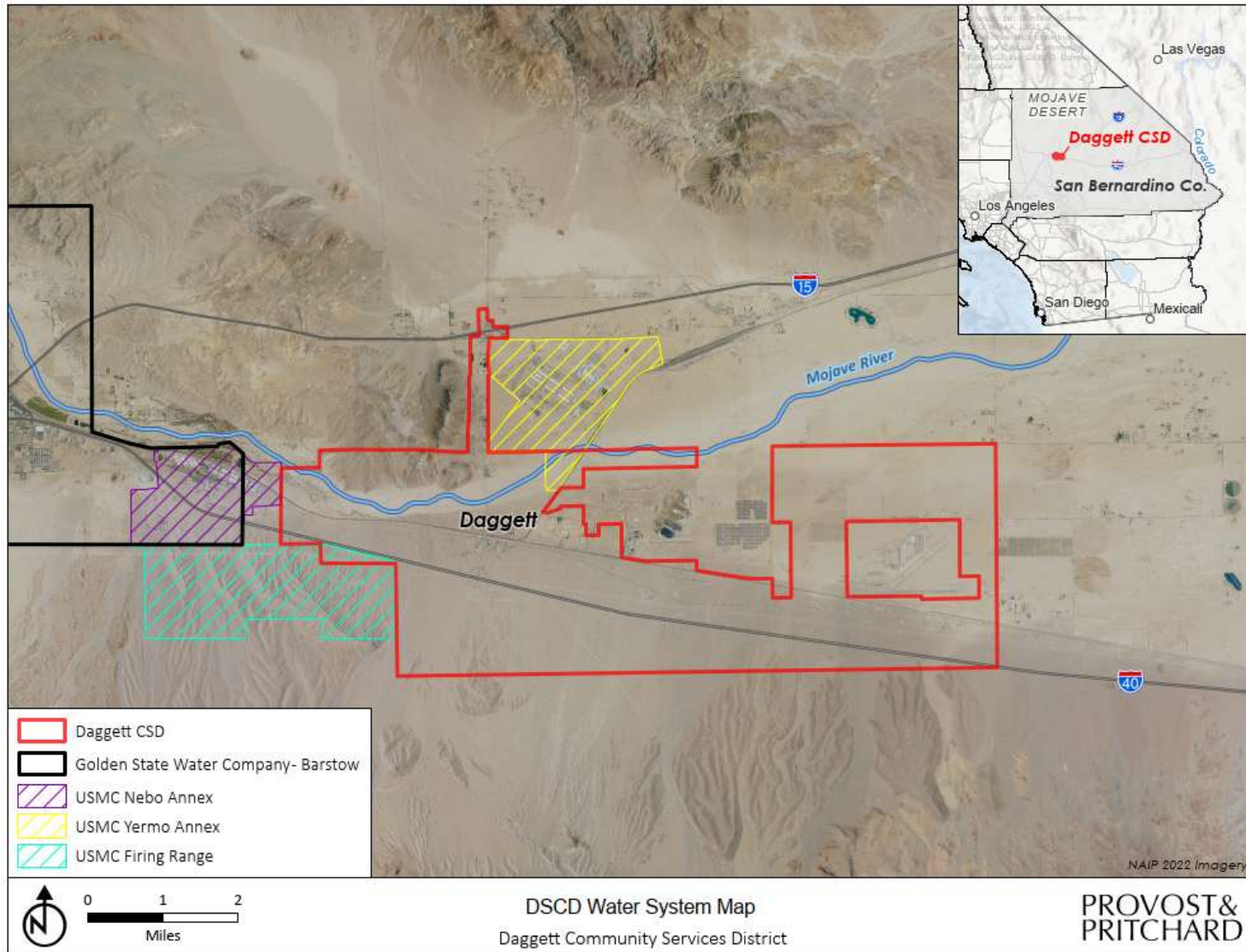
Emergency Supplier Contact Numbers and Supply List

- A. List of equipment on hand for emergency repairs
 - a. Contract operator maintains small inventory of commonly used parts and materials.
- B. List of sources of needed equipment, not on hand
 - a. United Rentals
 - i. 11612 Mariposa Ave, Hesperia, CA 92345
(760) 947-4810
 - b. T E Deloss Equipment Rentals
 - i. 1641 Main St, Barstow, CA 92311
(760) 256-1066
 - c. HercRentals
 - i. 14695 Randall Ave, Fontana, CA 92335
(909) 697-3606
- C. List of distributors or suppliers of replacement parts for the system
 - a. Ferguson Plumbing Supply
 - i. 15220 Anacapa Rd, Victorville, CA 92392
(760) 241-7966
- D. List of additional emergency contact numbers

| | Name | Phone (Day) |
|--|------|-------------|
|--|------|-------------|

| | | |
|--|--|----------------|
| Laboratory | Clinical Laboratory of San Bernardino, Inc. 17152 Darwin Avenue Hesperia, CA 92345 | (760) 244-3481 |
| Electric & Pump (repair service) | Eagle Well Drilling 44646 National Trails Hwy Newberry Springs, CA 92365 | (760) 257-3553 |
| Chemical Disinfectant Supplier, Operator | California Water Operators, Roger Smith | (909) 522-8106 |
| Other Water Agency, Consolidating Entity | Golden State Water Company 630 E. Foothill Blvd San Dimas, CA 91773 | (909) 394-2272 |

3 DAGGETT COMMUNITY SERVICE DISTRICT WATER SYSTEM MAP



4 PUBLIC NOTICE

4.1 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 making 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.

ATTACHMENTS

Boil Water Notice
Unsafe Water Alert: Do Not Drink
Unsafe Water Alert: Do Not Use
Emergency Notification Plan

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Daggett Community Service District Company [Month/Day/Year]

BOIL WATER NOTICE

Boil Your Water Before Drinking or Food Preparation to Avoid Illness

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 San Bernardino Public Health Department, and the Daggett Community Service District are advising residents of XXXXXXX 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: XXXXXXX.

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.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/What-to-Do-During-a-Boil-Water-Advisory.docx>

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

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

Do not drink the water without boiling it first

- Boil all water for one (1) minute (rolling boil).
- Let water cool before drinking.
- Use boiled or bottled water for drinking, brushing teeth, and food preparation until further notice.
- Boiling water kills bacteria and other organisms in the water.

If you are unable to boil your water:

Household unscented liquid bleach

- For clear water, use 8 drops (1/8 tsp.) of bleach for 1 gallon of water. For cloudy water, filter through a clean cloth and use 16 drops (1/4 tsp.) of bleach for 1 gallon of water.
- Mix well. Allow to stand for 30 minutes before using.
- Water may taste or smell like chlorine. This means disinfection has occurred.

Water disinfection tablets

- Please follow the manufacturer's instructions.

For More Information

If you are concerned about your health or the health of a family member, contact your health care provider or **San Bernardino County Public Health** at (800) 782-4264.

Water Utility: Jodi Jones, General Manager, Daggett Community Service District, (760) 308-3732

State Water Resources Control Board District Office: District 27 – Mojave

Local Environmental Health Jurisdiction: San Bernardino County Department of Public Health, (800) 782-4264

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.

Date:

UNSAFE WATER ALERT

Daggett Community Service District 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 Daggett Community Service District 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, San Bernardino Public Health Department, and the Daggett Community Service District are advising residents of [XXXXXXX](#) 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 TO 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:

Water Utility: Jodi Jones, General Manager, Daggett Community Service District, (760) 308-3732
State Water Resources Control Board District Office: District 27 – Mojave
Local Environmental Health Jurisdiction: San Bernardino County Department of Public Health, (800) 782-4264

This notice is being sent to you by Daggett Community Service District. California Public Water System ID # 3600086. 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.

Date:

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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**.
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