

DAGGETT COMMUNITY SERVICES DISTRICT

EMERGENCY/DISASTER RESPONSE PLAN

**DAGGETT, CA
MAY 2026**

PREPARED FOR:

Daggett Community Services District
33703 2nd St.
Daggett, CA 92327

PREPARED BY:

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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.
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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

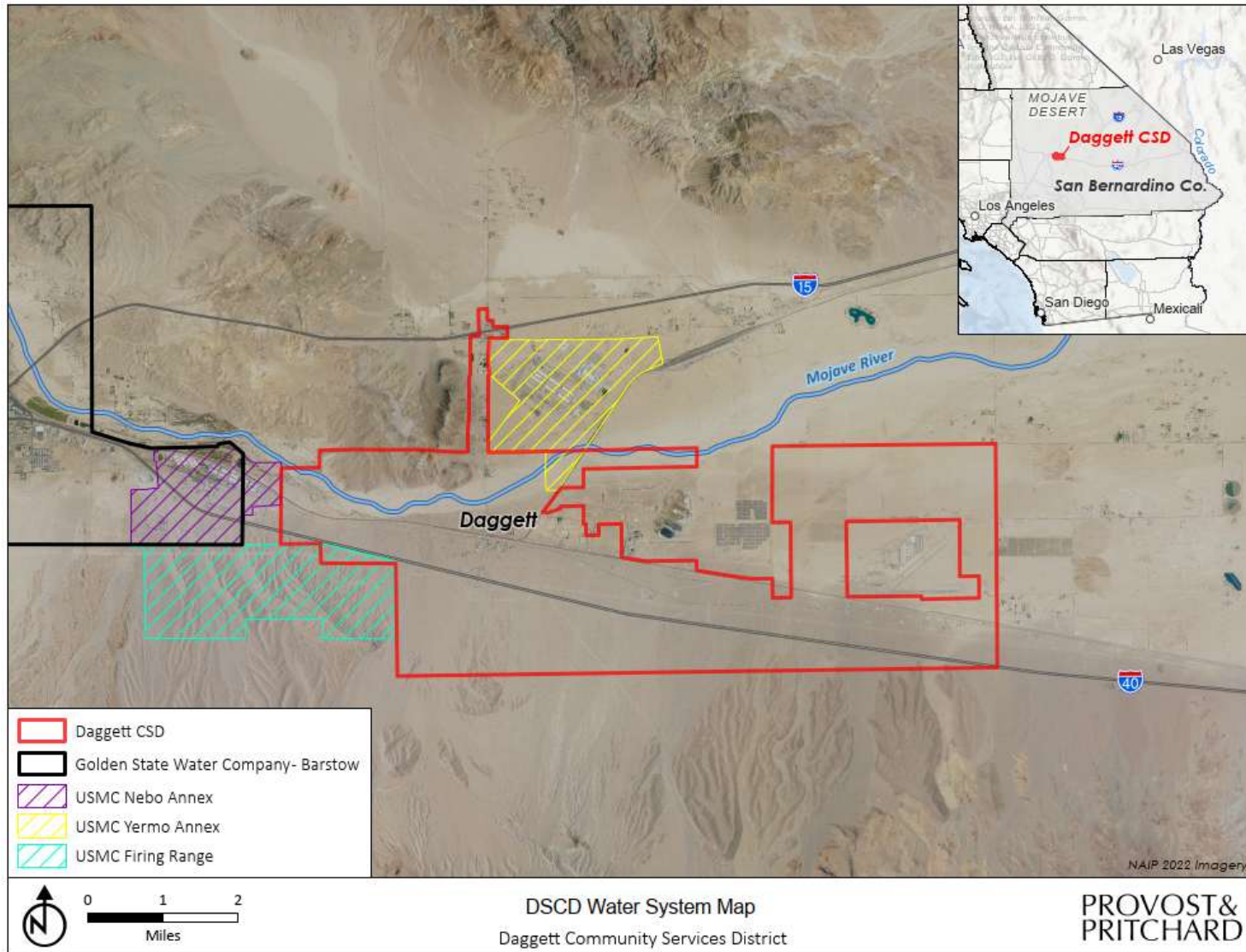
- C. List of distributors or suppliers of replacement parts for the system
 - a. Ferguson Plumbing Supply
 - i. 15220 Anacapa Rd, Victorville, CA 92392
(760) 241-7966

- D. List of additional emergency contact numbers

	Name	Phone (Day)
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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**.
- **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]
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