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Emergency Response Plan (ERP)

River Pines Public Utility District

Draft – 2026

1. PURPOSE

The purpose of this Emergency Response Plan (ERP) is to provide guidance and procedures for responding to emergencies that may threaten the safety, reliability, or operation of the River Pines Public Utility District water system.

This plan is intended to:

- Protect public health
- Maintain water service continuity
- Minimize system damage
- Establish communication procedures
- Coordinate emergency response activities

2. WATER SYSTEM INFORMATION

System Name: River Pines Public Utility District

Water System Number: CA031006

Service Area: River Pines, Amador County, California, and a portion of Mt Aukum, El Dorado County, California

Population Served: roughly 425 with 218 connections.

System Components:

- Groundwater wells – 3
- Storage tanks- 2
- Distribution pipelines
- Booster pumps
- Treatment/disinfection equipment
- SCADA/telemetry systems (if applicable)

3. EMERGENCY CONTACTS

Internal Contacts|

Position	Name	Phone	Email
General Manager	Amy Gedney	209-509-9110	agedney@riverpinespubd.org
Board President			
System Operator	Joel Mottishaw	209-257-1238	jmottishaw@amadorwater.gov
Backup Operator			

External Emergency Contacts

DIVISION OF DRINKING WATER PERSONNEL TO BE NOTIFIED:

Name	Title	Telephone-Day	Telephone-Night
1. Bhupinder Sahota	District Engineer	209-948-3881	209-608-9108
2. Tahir Mansoor	Sanitary Engineer	209-948-3879	916-714-5383
3. Mostafa Khademi	Water Resource Control Engineer	209-948-3878	225-954-0783
4. Robert Lapp	Water Resource Control Engineer	209-948-3816	707-344-3977
5. Gena Farley	Water Resource Control Engineer	209-948-7488	209-688-0538
6. Dameon Flores	Water Resource Control Engineer	209-948-7697	209-981-1731

If the above personnel cannot be reached, contact: **Office of Emergency Services (24 Hrs.) @ 1-800-852-7550 or (916) 845-8911.** Ask for Division of Drinking Water Duty Officer.

Amador County Office of Emergency Services (OES) contact:

Name	Title	Telephone-Day & E-mail Address	Telephone-Night
Sergeant	OES Coordinator	209-223-6384 amadorsheriff@amadorgov.org	209-223-6384

Amador County Fire Protection District:

Name	Title	Telephone-Day & E-mail Address	Telephone-Night
Chief Rob Withrow	Chief	209-223-6391 rwithrow@amadorfire.org	

| Electric Utility | [Insert] |

| Generator Vendor | [Insert] |

| Laboratory | [Insert] |

4. ROLES AND RESPONSIBILITIES

General Manager

- Coordinates emergency response

- Serves as primary public information contact
- Coordinates with regulatory agencies
- Authorizes emergency expenditures

System Operator

- Assesses operational impacts
- Conducts repairs and sampling
- Maintains treatment and disinfection operations
- Documents emergency actions

Board of Directors

- Supports emergency decision-making
- Authorizes emergency contracting if required
- Assists with public communication as appropriate

5. TYPES OF EMERGENCIES

This ERP addresses potential emergencies including:

- Power outages
- Wildfire
- Flooding
- Earthquake
- Drought
- Water contamination
- Distribution line breaks
- Pump or well failure
- Cyber/security incidents
- Vandalism
- Chemical spills near source water
- Staffing shortages or operator unavailability

6. RESPONSE PROCEDURES

A. Power Outage

Immediate Actions

- Determine extent of outage
- Contact electric utility provider
- Assess operational status of wells and pumps
- Deploy backup generator if available

Follow-Up

- Monitor storage tank levels
- Implement water conservation notice if needed
- Document outage duration and impacts

B. Water Main Break

Immediate Actions

- Isolate affected line
- Shut down valves as needed
- Notify affected customers
- Begin repairs

After Repair

- Flush and disinfect line
- Conduct bacteriological sampling if required
- Restore service

C. Contamination Event

Immediate Actions

- Isolate suspected source if possible
- Notify DDW immediately
- Collect confirmation samples
- Determine whether boil water notice is necessary

Public Notification

- Use door notices, website, email, phone, and/or social media
- Coordinate language with DDW

D. Wildfire

Preparation

- Maintain defensible space around facilities
- Confirm generator fuel availability
- Verify emergency water storage capacity

During Incident

- Coordinate with fire agencies
- Monitor system pressure and tank levels
- Protect critical infrastructure

7. COMMUNICATION PLAN

During emergencies, the District will communicate through:

- Customer notices
- Website postings
- Social media
- Phone notifications
- Posted signage
- Coordination with local media

The General Manager or designee will serve as Public Information Coordinator.

8. MUTUAL AID AND CONTRACTORS

The District may utilize:

- Emergency repair contractors
- Neighboring water systems
- County resources
- California Water/Wastewater Agency Response Network (CalWARN)

9. EQUIPMENT AND RESOURCE INVENTORY

| Equipment | Location | Notes |

|---|---|---|

| Generator | [Insert] | [Insert] |

| Repair clamps | [Insert] | [Insert] |

| Valves/maps | [Insert] | [Insert] |

| Sampling supplies | [Insert] | [Insert] |

10. RECORDKEEPING

The District will document:

- Emergency events
- Notifications
- Repairs
- Water quality testing
- Regulatory communications
- Costs incurred

Records will be maintained in accordance with applicable regulations.

11. TRAINING AND REVIEW

This ERP will be:

- Reviewed annually
- Updated as system conditions change
- Available to key personnel
- Coordinated with DDW as needed

Staff and operators will be familiarized with applicable emergency procedures.

12. ATTACHMENTS

Attach:

- System map
- Valve map
- Emergency phone list
- Sample boil water notice
- Sampling procedures
- Generator procedures
- Chemical inventory/SDS sheets
- Organizational chart

PUBLIC NOTICE

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 Health Services 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.

BOIL WATER ORDER

BOIL YOUR WATER BEFORE USING

Due to the recent event [e.g., water outage, power outage, flood, fire, earthquake or other emergency situation], the California Department of Health Services in conjunction with the Amador County County Health Department, and River Pines Public Utility District Water System are advising residents of River Pines and Mount Aukum 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. [or This is the preferred method to assure that the water is safe to drink.]*

Optional alternative to include for prolonged situations where it fits.

- 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.
- 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 no bacteria and you no longer need to boil your water. We anticipate resolving the problem within **estimated time frame**.

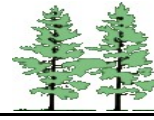
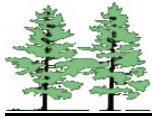
For more information call:

Water Utility contact: River Pines PUD, 209-245-6723.

California Department of Health Services – Drinking Water Field Operations Branch- District Office at [(XXX) XXX-XXXX].

Local Environmental Health Jurisdiction: 209-223-6407.

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.



22900 Canyon Avenue, P.O. Box 70, River Pines, CA. 95675
(209) 245-6723

www.riverpinespubd.org

Date:

UNSAFE WATER ALERT

River Pines PUD water is possibly contaminated

with [an unknown substance]

DO NOT DRINK YOUR WATER

Failure to follow this advisory could result in illness.

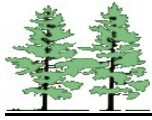
An unknown substance has been added to the drinking water supplied by the River Pines PUD due to a recent [intrusion; break-in] at [one of the wells; our treatment plant; storage tank; specific facility]. The California Department of Health Services, Amador County Health Department, and RPPUD Water System are advising residents of River Pines and Mount Aukum to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

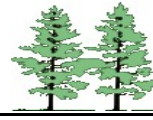
- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.

OPTIONS

- **Optional:** Potable water is available at the following locations: [List locations] Please bring a clean water container (5 gallons maximum capacity).



RIVER PINES PUBLIC UTILITY DISTRICT



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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:

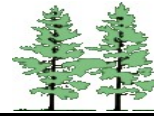
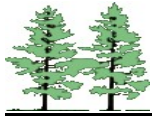
Water Utility contact: River Pines PPUD at 209-245-6723

California Department of Health Services at: [\[insert local district office, DE and phone number\]](#).

Local County Health Department: [Amador County Health Department](#)

This notice is being sent to you by RPPUD. California Public Water System ID #CA031006. 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.



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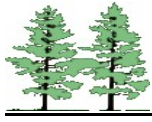
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What should I do?

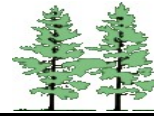
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