



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

BOARD OF DIRECTORS

ROBERT E. ALVARADO
Division 1

DON WILSON
Division 2

GLORIA DIZMANG
Division 3

KATHY MAC LAREN
Division 4

VINCENT DINO
Division 5

February 20, 2020

**AGENDA FOR A MEETING
OF THE OUTREACH COMMITTEE
OF THE PALMDALE WATER DISTRICT**
Committee Members: Don Wilson-Chair, Robert Alvarado
to be held at the District's office at 2029 East Avenue Q, Palmdale

TUESDAY, FEBRUARY 25, 2020

3:30 p.m.

DENNIS D. LaMOREAUX
General Manager

ALESHIRE & WYNDER LLP
Attorneys

NOTE: To comply with the Americans with Disabilities Act, to participate in any Board meeting please contact Dawn Deans at 661-947-4111 x1003 at least 48 hours prior to a Board meeting to inform us of your needs and to determine if accommodation is feasible.

Agenda item materials, as well as materials related to agenda items submitted after distribution of the agenda packets, are available for public review at the District's office located at 2029 East Avenue Q, Palmdale (Government Code Section 54957.5). Please call Dawn Deans at 661-947-4111 x1003 for public review of materials.

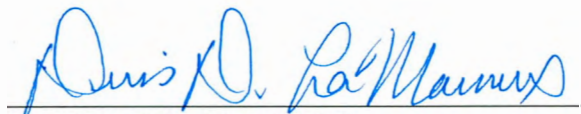
PUBLIC COMMENT GUIDELINES: The prescribed time limit per speaker is three-minutes. Please refrain from public displays or outbursts such as unsolicited applause, comments, or cheering. Any disruptive activities that substantially interfere with the ability of the District to carry out its meeting will not be permitted, and offenders will be requested to leave the meeting. (PWD Rules and Regulations, Appendix DD, Sec. IV.A.)

Each item on the agenda shall be deemed to include any appropriate motion, resolution, or ordinance to take action on any item.

- 1) Roll Call.
- 2) Adoption of Agenda.
- 3) Public Comments.
- 4) Action Items: (The public shall have an opportunity to comment on any action item as each item is considered by the Committee prior to action being taken.)



- 4.1) Consideration and possible action on approval of minutes of meeting held January 28, 2020.
- 4.2) Discussion of Water Ambassador's Academy. (Public Affairs Director Shay)
- 4.3) Discussion of the Public Affairs Department's Crisis Communication Plan. (Public Affairs Director Shay)
- 4.4) Consideration and possible action on outreach activities for 2020. (Public Affairs Director Shay)
 - a) Outreach report.
 - b) Upcoming events/2020 plans.
- 5) Reports.
 - 5.1) Staff manager reports.
- 6) Board members' requests for future agenda items.
- 7) Date of next Committee meeting.
- 8) Adjournment.



DENNIS D. LaMOREAUX,
General Manager

DDL/dd

Crisis Communication Plan

PUBLIC AFFAIRS DEPARTMENT



PALMDALE WATER DISTRICT
A CENTURY OF SERVICE

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Purpose

Communicate with staff, Board of Directors, media and the public with the best information known and maintain a constant flow of communication.

Phases of the Incident: Incident vs. Crisis

Notification:

Incident (Level 1 -2) – Triggering Event: Stand By/Local Emergency Response

Crisis (Level 3-4) – Regional Emergency/National Emergency

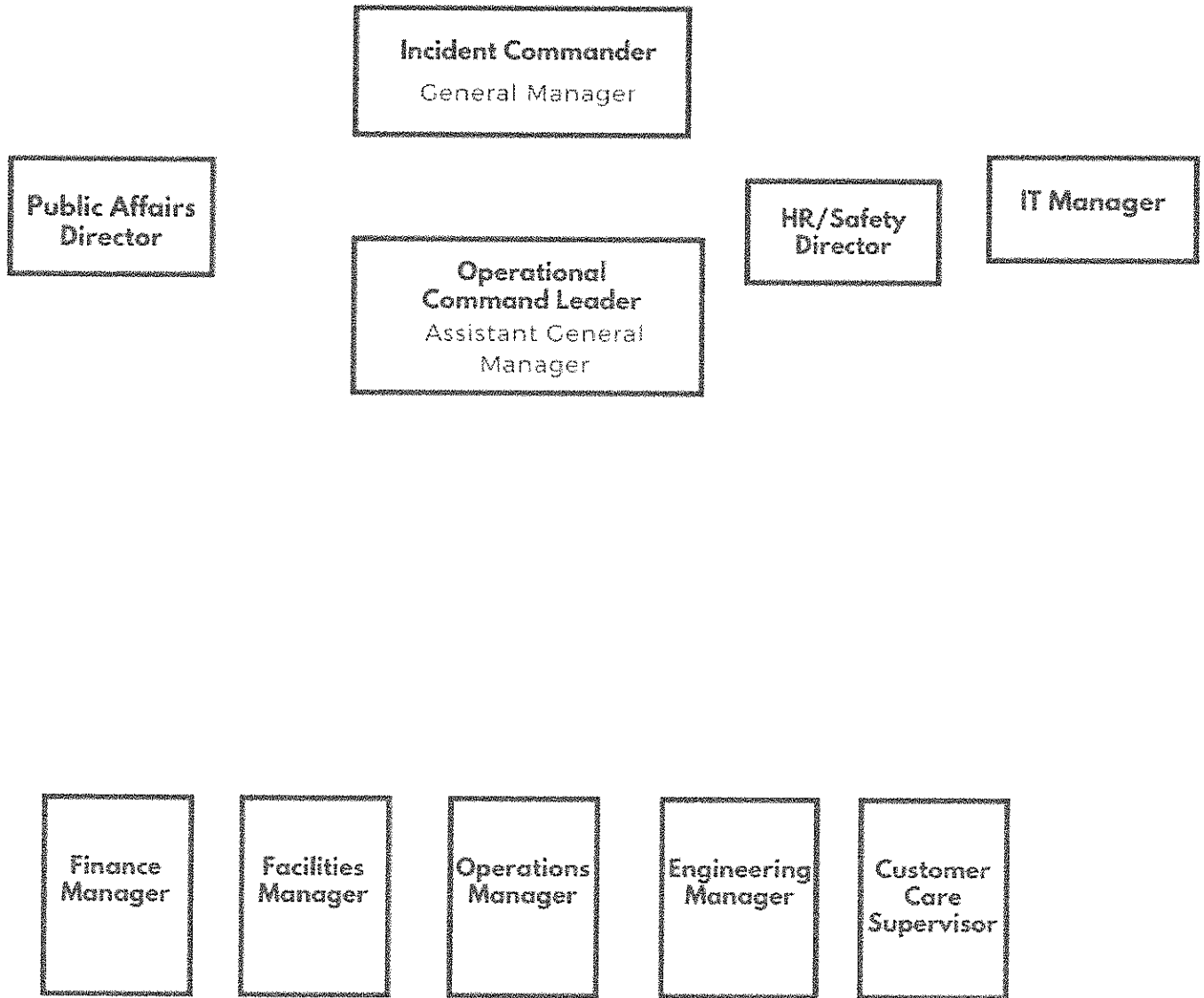
PWD Information

Mission Statement: Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on great customer care; advocating for local water issues that help our residents; educating the community on water-use efficiency; and leading our region in researching and implementing emerging technologies that increase operational efficiency.

Facts:

- Established on July 22, 1918
- More than 115,000 residents served; approximately 27,000 service connections
- 414 miles of pipelines
- 87 employees
- Service boundary includes 187 square miles
- Service boundary includes areas north of Mt. Emma Road, south of East Avenue P, east of Tovey Avenue, and west of 80th Street East in east Palmdale, and some neighborhoods in unincorporated L.A. County
- 23 active wells, 14 pressure regulating stations, 2 reservoirs and 15 booster stations

Command or Leadership Chart/Information Flow



Checklists

Joint Information Center

Roles

Lead Public Information Officer

The PIO is responsible for the overall management and coordination of public messaging and media activities. He/she provides approved messages for the public via social media, website, press releases, talking points and/or media briefings/press conferences. If an Emergency Operations Center is established, the PIO designated rep works there to receive immediate information from police and others involved in the response. If needed, the Incident Commander will determine JIC staffing.

Research/Writing

- ☐ Research/Information Gathering
- ☐ Strategy/Messaging
- ☐ Rumor Control/Media Monitoring
- ☐ Translation

Information Dissemination

- ☐ Employee/Internal Communications
- ☐ Media Phone Spokesperson
- ☐ Media Briefing Center/Press Conference
- ☐ Web/Social Media
- ☐ Call Center

Field Information

- ☐ Field Media
- ☐ Community Relations
- ☐ Special Interest
- ☐ Special Assignments

Information Dissemination Tools Checklist

Internal Communications Tools List

- ☐ Notify General Manager, Assistant General Manager and Finance Manager
- ☐ Email All Staff with notice or call [REDACTED] to page all main office phone [REDACTED]

External (Public) Communications Tools List

Media Alert

- ☐ Send to Media List (BCC)
- ☐ Send to PWD Board of Directors
- ☐ Send to All Staff

Press Release

- ☐ Send to Media List (BCC)
- ☐ Send to PWD Board Directors
 - ☐ Print five copies
- ☐ Submit to ACWA News
- ☐ Send to All Staff

Social Media

- ☐ Facebook
- ☐ Twitter
- ☐ Nextdoor

Website

- ☐ Post updates on website

Audience List

Check to confirm you've reached the target audience list:

- ☐ PWD Board, management and staff
- ☐ Customers
- ☐ Employees and their families
- ☐ News media
- ☐ Community—especially neighbors living near PWD headquarters and the water treatment plant
- ☐ Elected officials, regulators and other government authorities
- ☐ Neighboring water agencies
- ☐ Survivors impacted by the incident and their families
- ☐ Suppliers

Press Conference Checklist

- ☐ Contact the press
- ☐ Set a location for a formal press conference
- ☐ Podium/Microphone
- ☐ PWD Reps/Speakers
- ☐ PWD Boundary Map
- ☐ Hold press conference
- ☐ Address any negative press—respond to rumors with facts
 - Provide all information gathered at that time
 - Give your plan for gathering additional information and state when you plan to update the public again
- ☐ Update your website, social media sites, and voicemail with any pertinent information
- ☐ Message staff with updates

PIO Office/Home Go-Kits

- ☐ Office supplies such as pens, paper, stapler, tape, etc.
- ☐ Laptop computer/ipad and portable printer with an alternate power source(s)
Including accessories (e.g., memory stick, cds, mouse, etc.)
- ☐ Maps
- ☐ Television, radio, and/or broadcast recording equipment
- ☐ Cell phones/personal data assistants (pdas)
- ☐ Agency letterhead
- ☐ Pio and other emergency operations plans
- ☐ Camera and extra memory card
- ☐ Contact lists
- ☐ Battery powered radio
- ☐ Pre-scripted messages and template releases

Text/SMS Content

(To be determined based on future phone alert system.)

Facebook Live Checklist

- ☐ Prepare talking points before going live on Facebook
- ☐ Go Live on Facebook

A document page with extensive black redaction bars covering the text. The redactions are organized into two main vertical columns. The left column contains approximately 20 lines of redacted text, with a long horizontal bar at the top. The right column contains approximately 25 lines of redacted text, also with a long horizontal bar at the top. The redactions are solid black, obscuring all underlying text and graphics.

8 | Page
January 2020

Legislative Contacts List

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Utilities PIO Contacts List

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Translator Services

Larry Marshall
Operations Manager
Reliable Translations, Inc.
121 W. Lexington Drive, Suite L106D
Glendale, CA 91203
Desk: (818) 484-8673
Fax: (818) 484-8637
LarryM@rtitran.com
www.ReliableTranslations.com

Press Release Templates

Active Shooter

Boil Water Alert (pages 14-19)

Earthquake

Note: Other possible incidents include cybersecurity, energy emergency, flood, general evacuation order/warning, red flag warning, severe storms, terrorism and wildland fire.



State Water Resources Control Board
Division of Drinking Water

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Name of Utility: Palmdale Water District - 910102

Physical Location/Address: 2029 E. Avenue Q, Palmdale, CA 93550

The following persons have been designated to implement the plan upon notification by the Division of Drinking Water (DDW) of the State Water Resources Control Board (SWRCB) that an imminent danger to the health of the water users exists:

Water Utility:		Telephone		
Contact Name & Title	Email Address	Day	Evening	Cell
1. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
3. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The implementation of the plan will be carried out with the following State DDW and County Health Department personnel:

State DDW & County Health Department:		Telephone	
Contact Name & Title		Day	Evening
1. [REDACTED]		[REDACTED]	[REDACTED]
2. [REDACTED]		[REDACTED]	[REDACTED]
3. [REDACTED]		[REDACTED]	[REDACTED]

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

Office of Emergency Services Warning Center (24 hrs) (800) 852-7550 or (916) 845-8911
When reporting a water quality emergency to the Warning Center, please ask for the California State Water Resources Control Board – Division of Drinking Water Duty Officer.

NOTIFICATION PLAN

Attach a written description of the method or combination of methods to be used (radio, television, door-to-door, sound truck, etc.) to notify customers in an emergency. For each section of your plan give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations (such as schools), non-English speaking groups, and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to actually implement them in the event of an emergency. Examples of notification plans are attached for large, medium and small communities.

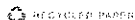
Report prepared by:

Adam Lytle Assistant General Manager
Signature and Title

April 16, 2019
Date

E. JOAQUIN ESQUIVEL, CHAIR | EILEEN SOBECK, EXECUTIVE DIRECTOR

500 North Central Avenue, Suite 500, Glendale, CA 91203 | www.waterboards.ca.gov



Public Notification Emergency Phone Numbers

The methods or combination of methods to be used by the Palmdale Water District (PWD) in the event of a water quality emergency are as follows:

During regular working hours, PWD staff will immediately post the warning on its social media platforms – Twitter, Facebook and website. It will simultaneously contact the news media as listed below to broadcast the necessary information. The warnings will be issued in both English and Spanish. For notifications to be issued during non-business hours, the same social media platforms will be used, and the same media will be contacted. All announcements will be scheduled for as long as necessary.

In all events, Customer Care staff will be assigned to answer customer phone calls via regular company phone numbers. If the emergency warning is only for an isolated group of water customers, door-to-door or sound truck notifications will be used.

Newspaper notification would be used as follow-up information or to report ongoing conditions or progress in handling the specific emergency. This will be done in addition to updates provided to television, radio and social media.

TELEVISION STATIONS

STATION	CHANNEL	CONTACT	PHONE
CBS2/KCAL9	2 & 9	Newsroom Assignment Desk	[REDACTED]
KNBC4	4	Newsroom	[REDACTED]
KTLA 5	5	Newsroom	[REDACTED]
KABC7	7	Newsroom	[REDACTED]
FOX11/MY13KCOP	11 & 13	Newsroom	[REDACTED]
KMEX34 Univision	34	Newsroom	[REDACTED]
KVEA52 Telemundo	52	Newsroom	[REDACTED]
Spectrum News/ Subscribers Channel		Newsroom	[REDACTED]

RADIO STATIONS

FREQUENCY	STATION	PHONE / EMAIL	CONTACT
AM 610	KAVL	[REDACTED]	[REDACTED]
AM 1340	KTPI	[REDACTED]	[REDACTED]
FM 97.7	KTPI	[REDACTED]	[REDACTED]
AM 1380	KOSS	[REDACTED]	[REDACTED]
AM 1470	KUTY	[REDACTED]	[REDACTED]
FM 93.5	KQAV	[REDACTED]	[REDACTED]
FM 96.1	KCEL	[REDACTED]	[REDACTED]
FM 100.1	KKZQ	[REDACTED]	[REDACTED]
FM 106.3	KGMX	[REDACTED]	[REDACTED]
FM 106.9	KMVE	[REDACTED]	[REDACTED]
FM 88.1	KCRY	[REDACTED]	[REDACTED]
FM 89.3	KPCC	[REDACTED]	[REDACTED]

FM 107.5
AM 1220
FM 103.9

KLOVE
KHTS

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

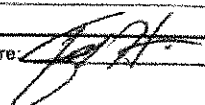
ALTERNATE METHODS

METHOD	NAME	PHONE	CONTACT
Twitter/Facebook/Website	PWD Employees		Public Affairs/IT
Live Stream	SCVTV	[REDACTED]	Newsroom
Newspaper	Antelope Valley Press	[REDACTED]	Newsroom
Door-to-Door	PWD Employees	[REDACTED]	Customer Care
Sound Trucks	PWD Employees	[REDACTED]	Facilities

[REDACTED] [REDACTED] [REDACTED]

ICS 214 Form Example

ACTIVITY LOG (ICS 214)

1. Incident Name:		2. Operational Period:		Date From: Date	Date To: Date
				Time From: HHMM	Time To: HHMM
7. Activity Log (continuation):					
Date/Time	Notable Activities				
0800	LONG BEACH MARINE SAFETY 35 FT VESSEL IS TAKING ON WATER IN THE DOWNTOWN MARINA. LIFEGUARDS ASSISTING.				
0746	MEDIA INQUIRY - PRESS TELEGRAM - FLOODING/TRAFFIC ACCIDENTS (1-NOW INQUIRY)				
0817	MEDIA INQUIRY - PRESS TELEGRAM - SUICIDAL RESCUE FUND NOT CONFIRMED CONTACTED PD/FD NO ISSUE				
0830	FLOODED AREAS - MONITORING WITH PD				
	- 6TH & OLIVE				
	- WILLOW & STANBRIDGE				
0900	FACEBOOK INQUIRY ABOUT STREET SWEEPING				
0830	TWITTER PICTURE FLOODING OF CAESAR CHAVEZ PARK				
	PUBLIC WORKS VERIFYING				
0930	MOBT BEACH IS HOLDING GROUND - STREET DRAINS ARE DOING THEIR JOB				
0910	CAESAR CHAVEZ PARK IS OPEN NO PROBLEMS				
0930	HEARTWELL PARK - MANY TREE LIMBS DOWN. WE WILL BE TAKING CARE OF THIS AFTER THE STORM				
0930	ANIMAL CARE @ 7700 SPRING MONITORING CREEK RIVER BED THAT RAN BEHIND THE SHELTER				
0935	VIP ELEVATOR AT CITY HALL IS OUT OF SERVICE DUE TO WATER LEAKAGE				
0935	TIDE IS GOING OUT FAST - NO PROBLEMS				
0940	FACEBOOK VIDEO OF FLOODING AT CHERRY & BROADWAY				
0945	SIGNS PLACED @ BROADWAY AND CHERRY				
0900	PRESS REQUEST FOR TAG ALONG WITH CREWS MONITORING THE RAIN/FLOODING - HETTY CHANG (810) 521-4012				
1005	SAN ANSELMO AVE & 22ND ST. FACEBOOK POWER OUTAGE				
1005	WIRES DOWN/LOW HANGING WIRES DOWN WEST PD SUBSTATION - PUBLIC WORKS AND FIRE RESPONDING - PARKING LOT				
0936	CALLS FOR SERVICE FROM PUBLIC WORKS				
	- 25 CALLS FOR SERVICE				
	- 6 TREES ON VEHICLES				
	- 1 TREE ON HOUSE 205B DAISY - TREE CLEARED				
1000	DARK INTERSECTION - SCE OUTAGE - VERIFIED				
	HARBOR & PCH				
	SANTA FE & PCH				
8. Prepared by: Name: JC HEFUM		Position/Title: JIC MANAGER		Signature: 	
ICS 214, Page 2		Date/Time: Date		2/20/14	

Notes Regarding Organization Chart, Checklists in This Plan:

(Plan was created before the main Emergency Response Manual.)

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este aviso contiene información muy importante sobre su agua potable. Para una copia en español, favor de llamar al sistema de agua 661-947-4111.

Palmdale Water District

XX/XX/XXXX

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 Los Angeles County Department of Public Health, and Palmdale Water District (PWD) are advising residents of Palmdale 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: [INSERT GEOGRAPHICAL DESCRIPTION, STREET BOUNDARIES, ETC.]

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 PWD at 661-947-4111 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 tspn.) of bleach for 1 gallon of water. For cloudy water, filter through a clean cloth and use 16 drops (1/4 tspn.) 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.

If you are concerned about your health or the health of a family member, contact your health care provider or the Los Angeles County Department of Public Health.

For more information, call:

Palmdale Water District contact: Mynor V. Masaya, Operations Manager,
661-456-1185

State Water Resources Control Board District Office: [(XXX) XXX-XXXX]

Local Environmental Health Jurisdiction: [XXXXXX County at (XXX) XXX-XXXX]

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.

INFORMACIÓN IMPORTANTE SOBRE SU AGUA POTABLE

Este aviso contiene información muy importante sobre su agua potable, por favor léalo bien.

Palmdale Water District

XX/XX/XXXX

AVISO DE HERVIR EL AGUA

Para Evitar Enfermarse, Hierva Su Agua Antes de Beberla o Preparar Comida

Debido al reciente [evento (ejemplo: corte de agua, corte de luz, inundación, incendio, temblor u otra situación de emergencia)], el cual ocurrió en [date], la Junta Estatal de Control de Recursos de Agua (División de Agua Potable), el Los Angeles County Department of Public Health, y el Sistema de Agua Palmdale Water District (PWD), están advirtiéndoles a los residentes de Palmdale que como precaución de seguridad, solo usen agua de la llave hervida o agua embotellada para beber y para cocinar. Esto es para evitar enfermedad intestinal o del estómago. El área afectada incluye: [INSERT GEOGRAPHICAL DESCRIPTION, STREET BOUNDARIES, ETC.]

Le informaremos cuando las pruebas muestren que el agua es segura para beber y usted ya no tenga que hervir su agua. Esperamos resolver el problema dentro de [estimated time frame].

Si tiene preguntas sobre el agua de la llave para otros usos, como para bañarse, y lavar los trastes, favor de llamar a su sistema de agua o lea esta guía: <https://www.cdc.gov/healthywater/emergency/dwa-comm-toolbox/before/tools/Hoja-informativa.docx>

Opcional: En los siguientes lugares hay Agua Potable disponible:
[List locations]

Favor de llevar un contenedor limpio para el agua
(de 5 galones máximos de capacidad)

No beba el agua sin antes hervirla



- Hierva toda el agua por un (1) minuto (a punto de ebullición)
- Deje enfriar el agua antes de beberla.
- Hasta nuevo aviso, use agua hervida o embotellada para beber, lavarse los dientes, y para preparar comida.
- Hervir el agua mata las bacterias y otros organismos en el agua.

Si no puede hervir su agua:

Puede usar blanqueador sin olor de uso doméstico (household bleach)



- Para agua clara, agregue 8 gotas (1/8 de cucharada) de blanqueador para 1 galón de agua. Para agua turbia, use una prenda de ropa limpia para filtrarla, y agregue 16 gotas (1/4 de cucharada) de blanqueador para 1 galón de agua turbia.
- Mezcle bien. Deje reposar el agua por 30 minutos antes de usarla.
- Puede ser que el agua sepa o huelga a blanqueador. Esto significa que el agua ha sido desinfectada.

Tabletas desinfectantes de agua



- Siga las instrucciones del fabricante.

Si está preocupado por su salud o la salud de un miembro de la familia, contacte a su proveedor de salud o a Los Angeles County Department of Public Health.

Para más información llame a:

Representante del Palmdale Water District: Mynor V. Masaya, Operations Manager, 661-456-1185

Oficina de Distrito de la Junta Estatal de Agua (State Water Resources Control Board): [(XXX) XXX-XXXX]

Jurisdicción de Salud Ambiental Local (Local Environmental Health Jurisdiction): [XXXXX County, at [(XXX) XXX-XXXX]

Por favor publique o comparta esta información con otras personas que beben esta agua, especialmente aquellos que no hayan recibido éste aviso directamente (por ejemplo, las personas en apartamentos, asilos, escuelas, y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona o por correo.

Date:

UNSAFE WATER ALERT

**Palmdale Water District's 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 Palmdale Water District (PWD) 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, Los Angeles County Department of Public Health, and PWD are advising residents of Palmdale to NOT USE THE TAP WATER FOR DRINKING AND COOKING UNTIL FURTHER NOTICE.

What should I do?

- **DO NOT DRINK YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice and food preparation **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.
- Optional: Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].

For more information call:

Palmdale Water District contact: Mynor V. Masaya, Operations Manager, 661-456-1185, 2029 East Avenue Q, Palmdale, CA 93550.

State Water Resources Control Board at: [insert local district office, DE and phone number].

Local County Health Department: [insert phone number of local health department].

This notice is being sent to you by Palmdale Water District. California Public Water System ID # [XXXXXXX]. 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.

Last updated – 02/19/2020

Date:

ALERTA DE AGUA NO SEGURA

**El agua de Palmdale Water District posiblemente está contaminada
con [an unknown substance]**

NO BEBA SU AGUA

Si descarta ésta advertencia puede enfermarse

Una sustancia desconocida fue agregada al agua potable suministrada por Palmdale Water District (PWD), esto fue debido a una reciente [intrusion; break-in] en [uno de los pozos; nuestra planta de tratamiento; tanque de almacenamiento; instalaciones específicas]. La Junta Estatal de Control de Recursos de Agua, el Los Angeles County Department of Public Health, y el Sistema de Agua PWD, están advirtiéndoles a los residentes de Palmdale que NO USEN EL AGUA DE LA LLAVE PARA BEBER Y COCINAR HASTA NUEVO AVISO.

¿Qué debo hacer?

- **NO BEBA AGUA DE LA LLAVE---SOLO USE AGUA EMBOTELLADA.** Se debería usar agua embotellada para todas las bebidas (incluyendo formula de bebés y jugo), para lavarse los dientes, lavar trastes, hacer hielo y preparar comida **hasta nuevo aviso.**
- **NO INTENTE TRATAR EL AGUA USTED MISMO.** Hervir, congelar, filtrar, agregar cloro (chlorine) u otros desinfectantes, o dejar que el agua repose, no hará que el agua sea segura.
- Optional: Hay agua potable disponible en los siguientes lugares: [List locations]
Por favor traiga un contenedor limpio para el agua (de 5 galones máximos de capacidad).

**Le informaremos cuando las pruebas muestren que el agua es segura otra vez.
Esperamos resolver el problema dentro de [estimated time frame].**

Para más información llame a:

Contacto del Palmdale Water District: Mynor V. Masaya, Operations Manager, 661-456-1185, 2029 East Avenue Q, Palmdale, CA 93550.

Junta Estatal de Control de Recursos de Agua (State Water Resources Control Board): [insert local district office, DE and phone number].

Departamento Local de Salud del Condado: [insert phone number of local health department].

Este aviso es enviado a usted por Palmdale Water District. Núm. de Identificación de California del Sistema de Agua Público [XXXXXXX]. Fecha de distribución: [date].

Por favor comparta esta información con todas las demás personas que reciben esta agua, especialmente aquellos que no hayan recibido éste aviso directamente (por ejemplo, las personas en apartamentos, asilos, escuelas, y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona.

Date:

UNSAFE WATER ALERT

**Palmdale Water District's water is possibly contaminated
with [an unknown substance]**

DO NOT USE YOUR WATER

Failure to follow this advisory could result in illness.

An unknown substance has been added to the drinking water supplied by Palmdale Water District (PWD) 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, Los Angeles County Department of Public Health, and PWD are advising residents of Palmdale to NOT USE THE TAP WATER FOR DRINKING, COOKING, HAND WASHING, OR BATHING UNTIL FURTHER NOTICE.

What should I do?

- **DO NOT USE YOUR TAP WATER---USE ONLY BOTTLED WATER.** Bottled water should be used for all drinking (including baby formula and juice), brushing teeth, washing dishes, making ice, food preparation and bathing **until further notice.**
- **DO NOT TRY AND TREAT THE WATER YOURSELF.** Boiling, freezing, filtering, adding chlorine or other disinfectants, or letting water stand will not make the water safe.
- Optional: Potable water is available at the following locations: [List locations]
Please bring a clean water container (5 gallons maximum capacity).

We will inform you when tests show that the water is safe again. We expect to resolve the problem within [estimated time frame].

For more information call:

Water Utility contact: Mynor V. Masaya, Operations Manager, 661-456-1185, 2029 East Avenue Q, Palmdale, CA 93550.

State Water Resources Control Board at: [insert local district office, DE and phone number].

Local County Health Department: [insert phone number of local health department].

This notice is being sent to you by Palmdale Water District. California Public Water System ID # [XXXXXXX]. 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.

Last updated – 02/19/2020

Date:

ALERTA DE AGUA NO SEGURA

**El agua de Palmdale Water District posiblemente está contaminada
con [an unknown substance]**

NO USE SU AGUA

Si descarta ésta advertencia puede enfermarse

Una sustancia desconocida fue agregada al agua potable suministrada por Palmdale Water District (PWD), esto fue debido a una reciente [intrusion; break-in] en [uno de los pozos; nuestra planta de tratamiento; tanque de almacenamiento; instalaciones específicas]. La Junta Estatal de Control de Recursos de Agua, el Los Angeles County Department of Public Health, y el Sistema de PWD, están advirtiéndoles a los residentes de Palmdale que **NO USEN EL AGUA DE LA LLAVE PARA BEBER, COCINAR, LAVARSE LAS MANOS, O BAÑARSE HASTA NUEVO AVISO.**

¿Qué debo hacer?

- **NO USE AGUA DE LA LLAVE---SOLO USE AGUA EMBOTELLADA.** Se debería usar agua embotellada para todas las bebidas (incluyendo formula de bebés y jugo), para lavarse los dientes, lavar trastes, hacer hielo, preparar comida, y bañarse **hasta nuevo aviso.**
- **NO INTENTE TRATAR EL AGUA USTED MISMO.** Hervir, congelar, filtrar, agregar cloro (chlorine) u otros desinfectantes, o dejar que el agua repose, no hará que el agua sea segura.
- Optional: Hay agua potable disponible en los siguientes lugares: [List locations]
Por favor traiga un contenedor limpio para el agua (de 5 galones máximos de capacidad).

**Le informaremos cuando las pruebas muestren que el agua es segura otra vez.
Esperamos resolver el problema dentro de [estimated time frame].**

Para más información llame a:

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Junta Estatal de Control de Recursos de Agua (State Water Resources Control Board): [insert local district office, DE and phone number].

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