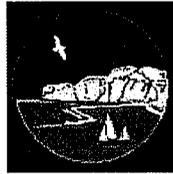


## Appendix I

### Public Relations



### South Coast Water District Water Quality Emergency Public Notification Plan

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#### WATER-QUALITY EMERGENCY PUBLIC NOTIFICATION PLAN

##### ADVISORY NOTICES

- EXHIBIT A – Boil Water Advisory (English)
- EXHIBIT B – Boil Water Advisory (Spanish)

##### DAY 1 EMERGENCY – PHONE CONTACTS

- EXHIBIT C – Key Stakeholders (Board of Directors; County of Orange; City Managers of DP, SC and LB; GMs of adjacent water agencies; SOCWA, MOWDOC)
- EXHIBIT D – Electronic Media (TV, cable, radio)
- EXHIBIT E – Local & Regional Newspapers
- EXHIBIT F – Hospitals, Community Centers & Assisted Living Facilities
- EXHIBIT G – Schools, Day Care & Library
- EXHIBIT H – Local Supermarkets & Major Drug Stores
- EXHIBIT I – Chambers Of Commerce, Civic Associations, Major Tourist Destinations & Other Water Agencies (non-adjacent)
- EXHIBIT J – Homeowner Associations in Service Area

##### DAY 1 EMERGENCY – POSTING & DELIVERY OF ADVISORY NOTICES

- EXHIBIT K – City Halls, Post Offices, Library, Community Centers, Dana Hills Tennis Center
- EXHIBIT L – Hospital, Local Supermarkets and Major Drug Stores

##### ADVISORY CANCELLATION NOTICES

- EXHIBIT M – Cancel Water Advisory (English)
- EXHIBIT N – Cancel Water Advisory (Spanish)

##### ADVISORY TELEPHONE SCRIPTS - EXHIBIT O



**South Coast Water District (SCWD) and Joint Regional Water Supply System (JRWSS)  
Water-Quality Emergency  
Public Notification Plan**

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## I NATURE OF WATER QUALITY EMERGENCIES

A water quality emergency is defined as an event (natural or manmade) that results in the need for members of the public to boil their tap water at least five minutes before drinking it or cooking with it. This will eliminate any potentially harmful contaminants.

If members of the public do not have gas and/or electricity to boil their tap water, they must disinfect the water before consumption, with either unscented liquid chlorine bleach (8-16 drops per gallon for 30 minutes) or water purification tablets. (See Boil Water Advisory for details, EXHIBIT A.)

Alternatively, the public could use bottled water for drinking and cooking purposes for the duration of the water-quality emergency.

## II KEY PUBLIC MESSAGES DURING AND AFTER THE EMERGENCY

1. Explain the nature of the water-quality emergency to the public, as well as the cause of the emergency.
2. Assure the public that SCWD and JRWSS are handling the emergency expeditiously in the interests of public health and the environment.
3. Notify the public of immediate precautions they must take to protect health and welfare. See "Boil Water Advisory" notices in English and Spanish (EXHIBITS A & B).
4. Notify the public when water emergency is over and precautions are no longer necessary. See "Cancel Boil Water Advisory" notices in English and Spanish (EXHIBITS M & N).
5. Describe long-term solutions that will be taken to avert/mitigate such a water-quality emergency in the future. These solutions will be identified in the debriefing meeting after the water-quality event is over as described in Section V below and the specific cause has been identified.

## III PUBLIC NOTIFICATION – ADVISORY TO BOIL TAP WATER

**Day 1 of the Emergency.** In the event of a water-quality emergency, SCWD and JRWSS would attempt to contact all affected customers and key stakeholders in a timely manner through use of various media. (Exhibit C) **The Public Information Officer (PIO) would coordinate all public notification efforts.** Of paramount importance

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would be to contact local electronic media so that public notification is disseminated with an appropriate urgency. (Exhibit D)

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Depending on the nature of the Emergency, i.e., whether it affected drinking water District-wide or in a limited area, the following would occur:

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- **If the emergency were limited in scope**, the General Manager (GM), with the Public Information Officer (PIO), would call a Briefing Meeting of the team assigned to assist in Emergency Communications (see 3 below for Emergency Public Notification Team). The meeting would serve to provide information to the Team members about the scope of the emergency, provide them with a script to discuss with the public and assign telephone contacts/locations for notice posting – as appropriate based on the scope of the emergency.
- **If the emergency were District wide**, the GM and PIO would attempt to hold a Team Briefing Meeting but could execute the back-up plan of calling team members directly. Direct calling of team members to brief them might occur if a natural or manmade disaster made it impossible for employees to travel to the District to attend a meeting. As in a limited scope emergency above, the meeting or calls, would serve to provide information to the team members about the type of emergency, provide them with a script to discuss with the public and assign telephone contacts/locations for notice posting

The following is the comprehensive list of District personnel and their assigned contacts and responsibilities to assist in the Emergency Public Notification – given a District-wide emergency.

1. **The General Manager or his designee would call the list of key stakeholder contacts** that include the Board of Directors, city managers, the County of Orange, OC Health Care Agency, MWDOC and SOCWA. In addition, the GM would call the General Managers of neighboring water districts and City Water Agencies (EXHIBIT C).
2. **The PIO would handle all aspects of media contact and response** (electronic media and regional/local newspapers.) In addition, the PIO would issue press releases/advisory notices to the media, as well as Public Service Announcements (PSAs) to electronic media and to the regional and local newspapers to ensure that public health precautions are widely disseminated. (EXHIBITS D & E)
3. To accomplish all necessary Public Notifications within 24 hours of the Emergency, the PIO would mobilize a pre-assigned **“Emergency Public Notification Team.”**

The Team would consist of up to 10 employees (subject to personnel availability), plus the **Public Information Officer as Team Leader**. An assistant to the Public Information Officer may be designated to reduce the number of personnel directly reporting the PIO. Employees on the team would telephone assigned contacts, or post Advisory Flyers to pre-determined locations, or deliver Advisories to the public.

Annually, the PIO would hold a **Crisis Communications Training Meeting** of the Emergency Public Notification Team to review procedures for emergency notification calls and posting of notices. Team members would be clear on their roles and have a

copy of the Emergency Notification Plan for their reference. They would be assigned the contacts or postings that they are to make and flag the page for quick reference in case of emergency.

**Employees from Administrative Staff, Support Services and Operations would comprise the Team** and perform the following roles:

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**A. Telephone: Calls - Team Members from Administrative Staff (5)**

- The GM or designee would assign these Team Members annually.
- **Once notified of an emergency**, the PIO would call the five (5) administrative assistants and the front desk receptionist to alert them to the emergency situation and mobilize them to make their pre-assigned telephone calls. Team members would be provided with a short script (EXHIBIT O) based on the Advisory Notices. **The PIO will be instructed when to contact SCWD and JRWSS customers by the EOC Commander.**
- Each of the five members of the administrative staff would telephone their assigned caller lists to alert them to the emergency and to offer them Advisory Notice Flyers for distribution or posting in their locations.
  - a. EXHIBIT F – Hospitals, Community Centers & Assisted Living Facilities
  - b. EXHIBIT G – Schools, Day Care & Library
  - c. EXHIBIT H – Local Supermarkets & Major Drug Stores
  - d. EXHIBIT I – Chambers of Commerce, Civic Associations & Major Tourist Destinations, Other Water Agencies (non-adjacent)
  - e. EXHIBIT J – Homeowners Associations

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**B. Posting and Delivery of Advisory Notices - Team Members from Support Services (2) & Water or Sewer Operations (2)**

- The Director of Operations would assign these Team Members annually.
- **Once notified of an emergency**, the PIO would call the two (2) Support Services personnel and two (2) Operations personnel to alert them of the emergency and mobilize them to make their **pre-assigned postings of Advisory Notices and to leave behind 100 Advisory flyers per posting location** (EXHIBITS K & L). They would post notices on the front door or window of designated locations as well as on the standard public information bulletin boards inside the buildings.
- Based on requests made to Administrative Staff who are calling key contacts in the community, the **PIO may mobilize the Support Services or Operations personnel to post notices in other locations** and leave behind Advisory flyers at those locations as well.
- Support Services and Water/Sewer Operations personnel would drive a **District vehicle to post notices and deliver flyers**. The vehicles would be **equipped with a bullhorn or sound system** in case the need arose to make a group announcement at one of the posting locations.
- Personnel would be provided with a **script based on the Advisory Notices**.
- **Bottled water** would be on the truck or vehicle as well for potential distribution at the request of the public.

**C. Brief Customer Service Team/Call Answering Service - Team Member from Customer Service (1)**

- The Customer Service Manager would assign this Team Member annually. The Team Member would be bi-lingual in English and Spanish and would provide support as needed.
- **Once notified of an emergency**, the PIO would call the one (1) member of the Customer Service Staff who would serve as a liaison between the Emergency Public Notification Team and Customer Service Department.
- The PIO would **brief the Customer Service Team Member** on the nature of the emergency and the team member would, in turn, brief Customer Service staff. **This Team Member is to provide only the information provided by the PIO. Any additional information requested is to be provided through the PIO.**
- The PIO would provide the Customer Service Staff with the **Boil Water Advisory and short "script"** based on it to assist them in their role of answering incoming calls from customers and the public.
- The PIO would direct the Customer Service team member to **call the District's after-hours answering service to alert them** to the emergency situation so they might answer questions as well.

**IV PUBLIC NOTIFICATION – CANCELLATION OF WATER ADVISORY**

- To notify the public and key stakeholders of the end of the Boil Water Advisory, the same notification procedures would apply, in reverse, as outlined above in (1), (2), and (3) using the scripts in EXHIBIT O.
- A debriefing meeting for all District team members will be scheduled within one week of the end of the water quality emergency. The intent of the meeting will be to capture lessons learned from the emergency and identify any changes that will need to be made long-term to the Public Notification/Response Plan.

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**EXHIBIT A – BOIL WATER ADVISORY**

Date: \_\_\_\_\_

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**Official Notice**  
**WATER-QUALITY EMERGENCY**  
**BOIL WATER ADVISORY**

**TO CUSTOMERS OF SOUTH COAST WATER DISTRICT AND  
JOINT REGIONAL WATER SUPPLY SYSTEM**

1. Due to the recent emergency situation, South Coast Water District and Joint Regional Water Supply System is advising residents to **use boiled tap water or bottled water for drinking and cooking** purposes as a safety precaution.
2. **All tap water used for drinking and cooking should be boiled for at least 5 minutes.**
3. **For residents who do not have gas or electricity**, alternative methods to purify water are:
  - Use unscented liquid household bleach (Clorox, Purex, etc.). Add 8 drops of bleach per gallon of clear tap water or 16 drops per gallon of cloudy tap water, mix thoroughly, and let 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.
  - Use water purification tablets following the manufacturer's instructions.

**FAILURE TO FOLLOW THIS ADVISORY COULD RESULT IN  
STOMACH OR INTESTINAL ILLNESS.**

**South Coast Water District will notify customers as soon as it is determined that the tap water is safe to drink.**

For more information, call South Coast Water District at 949-499-4555  
or the California Department of Health Services, Division of Drinking Water, Southern California  
Field Operations Branch at 714-558-4410

**EXHIBIT B – BOIL WATER ADVISORY (SPANISH)**

AUG 15 2011

**Fecha:** Drinking Water Program  
Santa Ana District

**Aviso Oficial**  
**AVISO DE EMERGENCIA SOBRE LA CALIDAD DE EL AGUA CONSEJO SOBRE EL HERBIR EL AGUA**

**AVISO SOBRE LA CALIDAD SOUTH COAST WATER DISTRICT Y JOINT REGIONAL WATER SUPPLY SYSTEM**

1. Debido al reciente terremoto (o cualquier situacion de emergencia), **SOUTH COAST WATER DISTRICT Y JOINT REGIONAL WATER SUPPLY SYSTEM** esta recomendando a sus residentes como medida de **precaucion que hiervan el agua o que usen agua embotellada.**
2. **El agua debe ser hervida por lo menos cinco minutos antes de tomarla o usarla para cocinar.**
3. **Cuando no hay electricidad o gas** puede usar el metodo de purificacion:
  - Usando liquidos inodoros como el Clorox, 16 gotas de Clorox si el agua esta nublada. Mueva bien esta combinacion del agua con el Clorox y espere 30 minutos antes de usar el agua. El olor y sabor del Clorox se notara al tomar el agua. Esto significa que la desinfeccion del agua tomo efecto.
  - Tabletas o pastillas para purificar el agua, pueden ser usadas siempre que se sigan las instrucciones escritas en el paquete.

**NO DESINFECTAR EL AGUA COMO ES RECOMMENDADO, PUEDE CAUSAR ENFERMEDAD INTESTINAL O ESTOMACAL.**

**SOUTH COAST WATER DISTRICT notificara a sus residentes en cuanto se sepa que el agua este segura para beber.**

Para mas informacion, favor de consultar con el **SOUTH COAST WATER DISTRICT** al tel. 949-499-4555 o al servicio de salubridad de el estado de California, oficina de agua potable, seccion de operaciones, al tel. 714-558-4410.

**PHONE CONTACTS**

**EXHIBIT C – GENERAL MANAGER/DIRECTOR OF ADMINISTRATION**

**Key Stakeholder Contacts**

**1. Board of Directors – South Coast Water District and Joint Regional Water Supply System**

Wayne Rayfield, President	Cell: 949- 922-0744	Home: 949-499-0744
Ingrid McGuire, VP	N/A	Home: 949-661-9539
Bob Moore	Cell: 949-291-3770	Home: 949-496-8854
Dick Runge	N/A	Home: 949-496-4922
Richard Gardner	Cell: 949-280-8296	Home: 949-240-4804

**2. County of Orange**

- **Supervisor's Office** - Patricia Bates, 5<sup>th</sup> District - **714-834-3550**
- **Dana Point Harbor** - Brad Gross - **949-923-3798**
- **Orange County Health Care Agency** - Larry Honeybourne - **714-834-5400**

**3. City Managers in areas served**

- Dana Point (Doug Chotkevys), 33282 Golden Lantern Dana Point, California 92629 - **Telephone: 949-248-3500** - Fax 949- 248-9920
- San Clemente (George Scarborough), 100 Avenida Presidio, San Clemente, CA 92672, **Telephone: 949-361-8322** - Fax: 949-361-8285
- Laguna Beach (John Pietig), 505 Forest Avenue Laguna Beach, CA 92651 **Telephone: 949-497-3311** - Fax: 949-497-0771
- San Juan Capistrano (Joe Tait), 32400 Paseo Adelanto, San Juan Capistrano, CA 92675 - **Telephone: 949-443-6317** - Fax: 949-493-1053

**4. General Managers (Neighboring Water Agencies)**

- Laguna Beach County Water District - G.M. Renae Hinchey, **949-494-1041**
- City of San Clemente, Water Division - Tom Bonigut, **949-366-1553**
- Moulton Niguel Water District - G.M. Robert Gumeman, **949-831-2500**
- City of San Juan Capistrano - Emergency Mgr. Mike Cantor, **949-201-7066**

**5. South Orange County Wastewater Authority**

34156 Del Obispo Street, Dana Point, CA 92629  
Contact: Tom Rosales, G.M.  
**Telephone: 949-234-5400** - Fax: 949-234-5422

**6. Municipal Water District of Orange County**

10500 Ellis Avenue, Fountain Valley, CA 92728  
Contact: Kevin Hunt, G.M.  
**Telephone: 714-963-3058** - Fax: 714-964-9389

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**TELEPHONE: CONTACTS**

**EXHIBIT D – ELECTRONIC MEDIA**

**TELEVISION/CABLE**

**KCBS-TV Channel 2**

CBS 2 News  
6121 Sunset Blvd.  
Los Angeles, CA 90028  
Attn: Assignment Desk  
Phone: (323) 460-3316  
Fax: (323) 460-3733  
E-Mail: [kcbstvnews@cbs.com](mailto:kcbstvnews@cbs.com)

**KNBC-TV Channel 4**

300 W. Alameda Avenue  
Burbank, CA 91523  
Phone: (818) 840-4444  
Fax: (818) 840-3535  
E-Mail: [knbc.desk@nbcuni.com](mailto:knbc.desk@nbcuni.com)

**KABC-TV Channel 7**

Breaking News: 877-777-NEWS  
500 Circle Seven Dr.  
Glendale, CA 91201  
Phone: (877) 777-6397  
Fax: (818) 862-7080  
E-Mail <http://abclocal.go.com/kabc/>

**KTLA-TV Channel 5 (WB)**

News Bureau  
5800 Sunset Blvd.  
Hollywood, CA 90028  
Phone: (323) 460-5500  
Fax: (323) 460-5952  
E-Mail: [ktlastoryideas@tribune.com](mailto:ktlastoryideas@tribune.com)

**KCAL-TV Channel 9 (Independent)**

Address: KCAL 9  
6121 Sunset Boulevard  
Los Angeles, CA 90028  
Phone Main Number: (323) 467-9999  
or (323) 467-5459  
Fax: (818) 655-2221  
E-Mail: [kcbstvnews@cbs.com](mailto:kcbstvnews@cbs.com)

**KTTV–Channel 11 & Channel 13**

1999 S. Bundy Dr.  
Los Angeles, CA 90025  
Phone: (310) 584-2000  
Fax: (310) 584-2023  
E-Mail [newsdesk@fox11.com](mailto:newsdesk@fox11.com)

**Cox Cable – Channel 3 – (Cox3)  
Channel 30 Local Government  
Access**

Orange County News  
29947 Avenida De Las Banderas  
Rancho Santa Margarita, CA 92688  
Phone: (949) 679-5000  
or (949) 240-1212  
[www.cox.com/ocpv/cox3/](http://www.cox.com/ocpv/cox3/)

**KOCE – Channel 50 (PBS)**

Real Orange  
15751 Gothard Street  
Huntington Beach, CA 92647  
Phone: (714) 895-5623  
Fax: (714) 892-3217  
E-Mail [realo@koce.org](mailto:realo@koce.org)

**KMEX – Channel 34 (Spanish)**

News Contact:  
6701 Center Drive West, (15<sup>th</sup> Floor)  
Los Angeles, CA 90045  
Phone: (310) 216-3434  
Fax: (310) 348-3459  
Web: [www.univision.com](http://www.univision.com)

**KVEA – Channel 52 (Spanish)**

1138 Grand Central  
Glendale, CA 91201  
Phone: (818) 502-5700  
Fax: (818) 502-5701  
[www.telemundo52.com](http://www.telemundo52.com)

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**KDOC – TV Channel 56**

18021 Cowan  
Irvine, CA 92714  
Phone: (949) 442-9800  
Fax: (949) 261-5956  
E-Mail: N/A

**RADIO**

**KABC-AM**

790-AM (LA/OC)  
3321 South La Cienega Boulevard,  
Los Angeles, CA 90016  
Contact: Eric Braveman, Program Dir.  
Phone: (310) 840-4900  
Fax: (310) 838-5222  
Website: [www.kabc.com](http://www.kabc.com)

**KFI-AM**

640-AM (LA/OC)  
3400 W. Olive Ave., Suite 550  
Burbank, CA 91505  
Contact: Bill Handel, Program Director  
Phone: (818) 559-2252  
Fax: (818) 389-7640  
Website: [www.kfi640.com](http://www.kfi640.com)

**KFWB-AM**

980-AM (LA/OC)  
6230 Yucca St.  
Los Angeles, CA 90028  
Contact: Andy Ludlum  
Phone: (323) 462-5392  
Fax: (323) 871-4670  
E-mail: [andy.ludlum@kfwb.com](mailto:andy.ludlum@kfwb.com)

**KNX-AM Newsradio**

070-AM (LA/OC)  
6121 West Sunset Boulevard, Los  
Angeles, CA 90028  
Contact: David Hull  
Phone: (323) 460-3000  
Fax: (323) 460-3275  
E-Mail: [knxnews@cbsradio.com](mailto:knxnews@cbsradio.com)

**KSBR-FM (OC)**

88.5-FM  
Saddleback College Radio Station  
28000 Marguerite Parkway, Mission  
Viejo, CA 92692  
Contact: Dawn Kamber (News & Public  
Affairs)  
Cell: (949) 582-4713  
Phone: (949) 582-4508 (newsroom)  
Fax: (949) 347-9693 (PSAs/News)  
E-Mail [dlevin@saddleback.cc.ca.us](mailto:dlevin@saddleback.cc.ca.us)

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**PHONE CONTACTS**

**EXHIBIT E – LOCAL & REGIONAL NEWSPAPERS**

**Orange County Register (daily)**

625 N. Grand Ave.  
Santa Ana, CA 92711  
**Phone:** (714)-746-3631  
**Fax:** (714)-796-3657

**Excelsior - (OC Register's weekly**

Spanish newspaper)  
523 N. Grand  
Santa Ana, CA 92701  
**Phone:** (714) 796-4300

**Local Section - Daily  
Community News Office**

22481 Aspan St.  
Lake Forest, CA 92630

- Team Leader: Michael Coronado  
**Phone:** (949) 454-7351  
[mcoronado@ocregister.com](mailto:mcoronado@ocregister.com)
- Editor: Rob Vardon (949) 492-4316  
[rvardon@ocregister.com](mailto:rvardon@ocregister.com)
- Sports - Mark Garcia  
**Phone:** (714) 796-3658  
[mgarcia@ocregister.com](mailto:mgarcia@ocregister.com)

**Our Towns: South, Contacts**

- Dana Point - Vik Jolly  
[vjolly@ocregister.com](mailto:vjolly@ocregister.com)  
**Phone:** (949) 465-5424
- Capistrano Valley - Brittany Levine  
[blevine@ocregister.com](mailto:blevine@ocregister.com)  
**Phone:** (949) 492-5135
- Laguna Beach – Claudia Koerner  
[ckoerner@ocregister.com](mailto:ckoerner@ocregister.com)  
**Phone:** (949) 454-7391
- Water/sewer/environmental/  
Regulatory - Pat Brennan  
[pbrennan@ocregistwe.com](mailto:pbrennan@ocregistwe.com)  
**Phone:** (714) 796-7865

**Dana Point News (OC Register weekly,**

Thursdays, & daily website)  
[danapointnews.@ocregister.com](mailto:danapointnews.@ocregister.com)  
Reporter: Vik Jolly  
**Phone:** (949) 465-5424  
[vjolly@ocregister.com](mailto:vjolly@ocregister.com)

**Capistrano Valley News (OC Register**

weekly, Thursday, & daily website)  
[Capistranovalleynews@ocregister.com](mailto:Capistranovalleynews@ocregister.com)  
Reporter: Brittany Levine  
**Phone:** (949) 454-7351  
[blevine@ocregister.com](mailto:blevine@ocregister.com)

**Laguna News-Post (OC Register weekly,**

Thursdays, & daily website)  
[lagunanewspost@ocregister.com](mailto:lagunanewspost@ocregister.com)  
Reporter: Freda Freeman  
**Phone:** (949) 454-7355  
[ffreeman@ocregister.com](mailto:ffreeman@ocregister.com)  
Reporter: Claudia Koener  
**Phone:** (949) 454-7309  
[ckoerner@ocregister.com](mailto:ckoerner@ocregister.com)

**San Clemente Sun Post News (OC**

Register - publishes Tues, Thurs &  
Friday)  
[sanclementenesunpostnews@ocregister.com](mailto:sanclementenesunpostnews@ocregister.com)  
Reporter - Fred Swegles  
**Phone:** (949) 291-8098  
[fswegles@ocregister.com](mailto:fswegles@ocregister.com)

**Los Angeles Times (daily)**

California Section in Daily Paper, OC  
News, Briefs  
202 W. 1<sup>st</sup> St.  
L.A., CA 90012

**Phone:** (213) 237-5000  
**Fax:** (213) 237-7679  
[newstips@latimes.com](mailto:newstips@latimes.com)

**Phone:** (213) 237-7847

Orange County reporter – Steve Marble  
[Steve.marble@latimes.com](mailto:Steve.marble@latimes.com)

Orange County Coast - Tony Baboza  
[Tony.baboza@latimes.com](mailto:Tony.baboza@latimes.com)

Environmental/Water - Bettina Boxall,  
[Bettina.boxall@latimes.com](mailto:Bettina.boxall@latimes.com)

Environment/So. Calif. – Louis Sahagun  
[Louis.sahagun@latimes.com](mailto:Louis.sahagun@latimes.com)

Editor, John Canalis

[john.canalis@latimes.com](mailto:john.canalis@latimes.com)

City Editor – Cynthia Frazier

[Cynthia.frazier@latimes.com](mailto:Cynthia.frazier@latimes.com)

**Phone:** (949) 380-4321

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**Laguna Beach Independent** (Friday)

1146 Glenneyre Street  
Laguna Beach, CA 92651  
Editor: Andrea Adelson  
**Phone:** (949) 715-4100  
Fax: (949) 715-4106  
**editor@indy.com**  
**www.lagunabeachindependent.com**

**Dana Point Times** (Weekly)

34932 Calle del Sol, Ste. B  
**Capistrano Beach, CA 92624**  
**Phone:** (949) 388-7700  
Fax: (949) 388-9977  
CEO - Norb Garrett  
**Phone:** (949) 702-3142  
**ngarrett@picketfencemedia.com**  
Editorial: Andrea Swayne  
**Phone:** (949) 388-7700, ext. 103  
Also Editor for:  
Dana Point Times  
San Clemente Times  
El Despacho  
**aswayne@danapointtimes.com**

**The Capistrano Dispatch**

34932 Calle del Sol, Suite B  
Capistrano Beach, CA 92624  
**Phone:** (949) 388-7700  
Fax: (949) 388-9977  
Editor: Jonathan Volzke  
**Phone:** (949) 248-2296  
**ivolzke@thecapistranodispatch.com**

**San Clemente Times**

34932 Calle del Sol, Suite B  
Capistrano Beach, CA 92624  
**Phone:** (949) 388-7700  
Fax: (949) 388-9977  
Reporter: David Zimmerle  
**Phone:** (949) 388-7700 ext.109  
**dzimmerle@sancllementetimes.com**

**Laguna Coastline Pilot** ( A DP Times  
Weekly)

34932 Calle del Sol, Ste. B  
Capistrano Beach, CA 92624  
**Phone:** (949) 388-7700 ext. 108  
Senior Editor - Jonathan Volzke  
**Phone:** (949) 248-2296  
**http://www.coastlinepilot.com**

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Santa Ana District

**PHONE CONTACTS**

**EXHIBIT F – HOSPITALS, COMMUNITY CENTERS, ASSISTED LIVING FACILITIES**

**HOSPITALS**

**Mission Hospital in Laguna Beach**

31872 S. Coast Highway  
Laguna Beach, CA 92651-6773  
Contact: Markie Cowley  
**Telephone: 949-499-1311**  
Fax: 949-366-2424  
E-Mail: markie.cowley@stjoe.org

**ASSISTED LIVING FACILITIES**

**Aegis of Dana Point**

26922 Camino de Estrella  
Capistrano Beach, CA 92624  
Contact: Brian Grandbouche  
**Telephone: 949-496-5786**  
Fax: 949-488-2669  
E-mail:  
brian.grandbouche@aegisliving.com

**Capistrano Beach Nursing Center**

35410 del Rey Street  
Capistrano Beach, CA 92624  
Contact: Lisa Jeffery  
**Telephone: 949-496-5786**  
Fax: 949-496-0540  
E-mail: N/A

**Fountains at Sea Bluffs**

25411 Sea Bluffs Drive  
Dana Point, CA 92629  
Contact: Patricia Drake  
**Telephone: 949-234-3008**  
Fax: 949-489-8159  
E-mail:  
pdrake@watermarkcommunities.com

**Vista Aliso**

21544 Wesley Dr.  
Laguna Beach, CA 92651  
Contact: Doug Sel  
**Telephone: 949-499-5581**  
Fax: N/A  
E-Mail: N/A

**COMMUNITY & RECREATION  
CENTERS**

**Dana Point Tennis Center**

24311 Calle De Tennis  
Dana Point, CA 92629  
Contact: Brad Albert  
**Telephone: (949) 240-2104**  
Fax: (949) 240-1956  
E-mail: dhct@scwd.org

**Dana Point Community Center**

34052 Del Obispo Street  
Dana Point, CA 92629  
Contact Kevin Evans  
**Telephone: 949-248-3532**  
Fax: 949-496-3497  
E-Mail: kevans@danapoint.org

**Dana Point Community House**

24642 San Juan Street  
Dana Point, CA 92629  
Contact: Mitzy Riley  
**Telephone: 949-973-0692**  
Fax: 949-481-8991  
E-Mail: mmmmriley@yahoo.com

**Dana Point OC Sailing & Event  
Center**

34451 Ensenada Place  
Dana Point, CA 92629  
Contact: Greg Dean  
**Telephone: 949-573-0499**  
Fax: 949-661-0340  
E-Mail: gdean@ocdph.com

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**PHONE CONTACTS**

**EXHIBIT G – SCHOOLS, DAY CARE & LIBRARY**

**LIBRARY**

**Dana Point Library**  
33841 Niguel Road  
Dana Point, CA 92629  
Contact: Carolyn Hopkins  
**Telephone: 949-496-5517**  
Fax: (949) 240-7650  
E-Mail: carolyn.hopkins@occr.gov.com

**HIGH SCHOOL**

**Dana Hills High School**  
33333 Golden Lantern  
Dana Point, CA 92629-1840  
Principal: Dr. Robert Nye  
**Telephone: 949-496-6666**  
Fax: 949-489-8317  
E-Mail: RHNYE@capousd.org

**ELEMENTARY SCHOOLS**

**Palisades School**  
26462 Via Sacramento  
Capistrano Beach, CA 92624-1322  
Contact: Melissa Murray  
**Telephone: 949-496-5942**  
Fax: 949-496-7290  
E-Mail: mjmurray@capousd.org

**Richard Henry Dana School**  
24242 La Cresta Drive  
Dana Point, CA 92629  
Contact: Christina Portillo  
**Telephone: 949-496-5784**  
Fax: 949-488-3867  
E-Mail: cmportillo@capousd.org

**St. Catherine's School**  
30615 S Coast Highway  
Laguna Beach, CA 92651  
Contact: Janice Callender  
**Telephone: 949-494-0449**  
Fax: 949-376-5752  
E-Mail:  
jcallender@saintcatherinelaguna.com

**PRE-SCHOOLS/DAY CARE.**

**Broderick Montessori School**  
24292 Del Prado  
Dana Point, CA 92629-2751  
Contact: Sharon Broderick  
**Telephone: 949-443-1193**  
Fax: 949-443-3112  
E-Mail: bmsdanapoint@gmail.com

**Capo Beach Calvary Pre-School**  
25976 Domingo Avenue  
Capistrano Beach, CA 92624-1116  
Contact: Betty Lou Brickey  
**Telephone: 949-493-2006**  
Fax: 949-240-3404  
E-Mail: [bettyloub@capobeachcalvary.com](mailto:bettyloub@capobeachcalvary.com)

**Capo Beach Christian School**  
25976 Domingo Avenue  
Capistrano Beach, CA 92624-1116  
Contact: Bill Wyatt (Facilities)  
**Telephone: 949-496-3513**  
Cell: 562-673-0102  
Fax: 949-240-3404  
E-Mail: NA

**Dana Montessori School**  
34052 Violet Lantern Street  
Dana Point, CA 92629-2552  
Contact: Shamalee Megamithun  
**Telephone: 949-240-7271**  
Fax: 949-240-7271  
E-Mail: megamithun@sbcglobal.net

**Gloria Dei Lutheran Church Pre-School**  
33501 Stonehill Drive  
Dana Point, CA 92629-2000  
Contact: Shelly Parajekas  
**Telephone: 949-493-3596**  
Fax: 949-493-6479  
E-Mail: preschool@gloriadei.com

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**Little Minds Montessori Academy**

34240 Camino Capistrano  
Capistrano Beach, CA 92624  
Contact: Nayomi Amaratunge  
**Telephone: 949-488-7939**  
Fax: 949- 488-7939  
E-mail: nayomi1@sbcglobal.net

**Monarch Bay Montessori Academy**

32920 Pacific Coast Highway  
Dana Point, CA 92629-3424  
Contact: Leigh Ann Pack  
**Telephone: 949-240-3344**  
Fax: 949-429-3103  
E-Mail: mbma2033@gmail.com

**Ohana Pre-School**

26153 Victoria Blvd  
Capistrano Beach, CA 92624-1127  
Contact: Clarabelle Yee  
**Telephone: 949-661-6258**  
Fax: 949-661-6290  
E-Mail: cbelle1999@yahoo.com

**Palisades United Methodist Pre-School**

27002 Camino De Estrella  
Capistrano Beach, CA 92624  
Contact: Sandy Bonaparte  
**Telephone: 949-496-5502**  
Fax: 949-496-5565  
E-Mail: preschool@palisadesumc.org

**South Shores Christian Pre-School**

32712 Crown Valley Parkway  
Dana Point, CA 92629  
Contact: Peggy Frye  
**Telephone: 949-496-5032**  
Fax: 949-496-3020  
E-Mail: pfrye@southshores.org

**St. Edwards Catholic Church Pre-School**

33926 Calle La Primavera  
Dana Point, CA 92629-2018  
Contact: Cheryl Pickrel  
**Telephone: 949-240-8485**  
Fax: 949-388-6431  
E-Mail: cpickrel@stedward.com

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Santa Ana District

**PHONE CONTACTS**

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**EXHIBIT H – LOCAL SUPERMARKETS & MAJOR DRUG STORES**

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**SUPERMARKETS**

**Albertson's Supermarket – Dana Point**

33601 Del Obispo  
Dana Point, CA  
Contact: Deann Herpy, Mgr.  
**Telephone: 949-496-7900**  
Fax: 949-496-6923  
E-Mail: deannherpy@albertson.com

**Albertson's Supermarket – South Laguna Beach**

30922 Pacific Coast Highway  
Contact: Bill Jaehn, Mgr.  
**Telephone: 949 - 499-1733**  
Fax: 949-499-0793  
E-Mail: N/A

**Gelson's Market – Monarch Beach**

24 Monarch Bay Plaza  
Monarch Beach, CA  
Contact: Tom Oliiphant, Mgr.  
**Telephone: 949-488-8147**  
Fax: 949-488-7659  
E-Mail: N/A

**Ralph's Grocery – Dana Point**

24871 Del Prado  
Dana Point, CA 92629-2852  
Contact: Ken Wall, Mgr.  
**Telephone: 949-661-6334**  
Fax: 949-661-5886  
E-Mail:  
Kenneth.walljr@stores.ralphs.com

**MAJOR DRUG STORES**

**CVS Pharmacy Dana Point**

32575 Golden Lantern St.  
Dana Point, CA 92629  
Contact: General Manager on Duty  
**Telephone: 949-248-4801**  
Fax: 949-496-7542  
E-Mail: N/A

**CVS Pharmacy– Monarch Beach**

26 Monarch Bay Plaza  
(32900 Pacific Coast Highway)  
Dana Point, CA 92629  
Contact: Candice Cummings  
**Telephone: 949-489-9030**  
Fax: 949-489-9714  
E-Mail: ckrby@gmail.com

**CVS Pharmacy – South Laguna Beach**

30842 S Pacific Coast Hwy  
Laguna Beach, CA, 92629  
Contact: Bill Stott, Store Mgr.  
**Telephone: 949-499-2277**  
Fax: 949-499-6433  
E-Mail: N/A

**Rite Aid Pharmacy – Dana Point**

24829 Del Prado Avenue  
Dana Point, CA, 92629  
Contact: Ray Miller  
**Telephone: 949-493-5100**  
Fax: 949-493-7631  
E-Mail: N/A

**South Coast Pharmacy**

31852 Pacific Coast Highway, #103  
(Mission Hospital, Laguna Beach)  
Laguna Beach, CA 92651  
Contact: General Manager on Duty  
**Telephone: 949-499-0885**  
Fax: 949-499-0885  
E-Mail: N/A

**PHONE CONTACTS**

**EXHIBIT I – CHAMBERS OF COMMERCE, CIVIC ASSOCIATIONS & MAJOR  
TOURIST DESTINATIONS, OTHER WATER AGENCIES (Non-adjacent)**

**CHAMBERS OF COMMERCE**

**Dana Point Chamber of Commerce**

24681 La Plaza, Suite 115  
Dana Point, CA 92629  
Contact: Laura Quimet  
**Telephone: 949-496-1555**  
Fax: 949-496-5321  
E-Mail: louimet@me.com

**San Clemente Chamber of Commerce**

1100 N. El Camino Real  
San Clemente, CA 92672  
Contact: Lynn Wood  
**Telephone: 949-492-1131**  
Fax: 949-492-3764  
E-Mail: lw@occoxmail.com

**Laguna Beach Chamber of  
Commerce**

357 Glenneyre  
Laguna Beach, CA 92651  
Contact: Rose Hancock  
**Telephone: 949-494-1018**  
Fax: 949-376-8916  
E-Mail: rose@lagunabeachchamber.org

**CIVIC ASSOCIATIONS**

**Dana Point Civic Association**

9 Tirremia Dr.  
Dana Point, CA 92629  
Contact: Pat Fairbanks, President  
**Telephone: 949-661-9999**  
Fax: 949-661-9999  
E-Mail: patandbobfairbanks@cox.net

**South Laguna Civic Association  
Laguna**

31681 3<sup>rd</sup> Ave.  
Laguna Beach, CA 92651  
Contact: Bill Rihn  
**Telephone: 949-499-2241**  
Fax: N/A  
E-Mail: bill@southlaguna.org

**MAJOR TOURIST DESTINATIONS:**

**Dana Point Harbor Restaurants**

Jim Miller, Coffee Importers (Represents  
Harbor Restaurants)  
34531 Golden Lantern  
Dana Point, CA 92629  
Contact: Jim Miller  
**Telephone: 949-493-7773**  
Fax: 949-493-1930  
E-Mail: mokaman1@cox.net

**Ocean Institute**

24200 Dana Point Harbor Drive  
Dana Point, CA 92629  
Contact: Dan Stetson, CEO  
**Telephone: 949-496-2274 Ext 210**  
Cell: 949-338-9611  
Fax: 949-496-4296  
E-Mail: dstetson@ocean-institute.org

**The Ritz Carlton**

One Ritz Carlton Drive  
Dana Point, CA 92629  
Contact: Pat Rizco, Director of  
Engineering  
**Telephone: 949-240-2000 Ext 5098**  
Fax: 949-248-5682  
E-Mail: pat.rizco@ritzcarlton.com

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**The St. Regis**

One Monarch Beach Resort  
Dana Point, CA 92629  
Contact: Johnny So  
**Telephone: 949-234-3283**  
Fax: 949-234-3385  
E-Mail: Johnny.so@stregis.com

**The Montage Laguna Beach**

30801 South Coast Highway  
Laguna Beach, CA 92651  
Contact: Todd Orlich  
**Telephone: 949-715-6000**  
Fax: 949-715-6130  
E-Mail: torlich@montagehotels.com

**Marriott Laguna Cliffs Resort**

25135 Street of Park Lantern  
Dana Point, CA 92629  
Contact: Jim Samuels  
**Telephone: 949-487-7500**  
Fax: 949-487-3277  
E-Mail: jim.samuels@lagunacliffs.com

**Doubletree Guest Suites Dohney  
Beach**

34402 Pacific Coast Highway  
Dana Point, CA 92692  
Contact: Robert Koscelnik  
**Telephone: 949-661-1100**  
Fax: 949-489-0628  
E-mail: bob.koscelnik@hilton.com

**OTHER AREA WATER AGENCIES  
Courtesy Call – Not Adjacent to  
Service Area**

**El Toro Water District**

24251 Los Alisos Blvd  
Lake Forest, CA 92630  
Contact: Dennis Cafferty, Director of  
Operations  
**Telephone: 949-837-7050 Ext 223**  
Fax: 949- 837-7092  
E-Mail: dcafferty@etwd.com

**Laguna Beach County Water District**

306 3<sup>rd</sup> street  
Laguna Beach, CA 92651  
Contact: Renae Hinchey  
**Telephone: 949-494-1041**  
Fax: 949-497-1021  
E-mail: rhinchey@lbcwd.org

**Irvine Ranch Water District**

15600 Sand Canyon  
Irvine, CA 92618  
Contact: Ken Erwin  
**Telephone: 949-453-5300**  
Fax: 949-496-2854  
E-Mail: Erwin@irwd.com

**Moulton Niguel Water District**

27500 La Paz Rd.  
Laguna Niguel, CA 92675  
Contact: Charles Roy  
**Telephone: 949-831-2500**  
Fax: 949-643-2138  
E-mail: croy@mnwd.org

**Santa Margarita Water District**

26111 Antonio Pkwy  
Rancho Santa Margarita, CA 92688  
Contact: Dan Ferons, Director of  
Operations  
**Telephone: 949-459-6590**  
Fax: 949-459-6463  
E-Mail: danf@smwd.com

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**PHONE CONTACTS**

**EXHIBIT J – HOMEOWNERS ASSOCIATIONS**

Drinking Water Program  
Santa Ana District

Index	Name-1	TELEPHONE	Name-2
1	HAROLD HANSLMAIR	(310) 837-8144	<i>Inactive account since 2005</i>
2	SEASCAPE HOA	(760) 643-2200	CURTIS MANAGEMENT CO
3	ALISO COMMUNITY ASSOC-INC	(949) 855.5768	LAGUNA PROPERTIES
4	THE VILLAS AT MONARCH BEACH	(949) 582-7770	Keystone Pacific Property Mgmt
5	KURT OLSEN-MGR	(949) 494-4954	SOUTH COUNTY PROPERTIES-LLC
6	SEAGULL APT ASSOC	(949) 363-7255	API
7	BERNARD FALLON	(949) 240-3757	Jill Delamerced
8	CAPE LANTERN HOA	(949) 250-4280	CCR & R ASSOCIATION SERVICES
9	ORANGE CO COMMUNITY HOUSING	(714) 558-8161	
10	WILLIAM WHITNEY		<i>Not in our system</i>
11	SCOTT MACKINNON	(760) 510-8426	
12	NATIONAL CHURCH	(949) 499-5581	RESIDENCES OF LAGUNA BEACH
13	BEACHWOOD MOBILE HOME PARK	(714) 974-0397	J & H PROPERTY MANAGEMENT
14	MARK BLEDESTEN	(323) 872-1902	Caroleina
15	ABI-LTD	(949) 859-7956	ATTENTION: CINDY STEIN <i>*inactive acct since 2005</i>
16	NIGUEL BEACH TERRACE	(949) 768-7261	PCM
17	HARBOR CREEK COMM ASSOC	(949) 716-3998 x 11	Classic Property Mgmt
18	RICHARD MACKAIG	(949) 496-8742	Janet Mackaig
19	CARL A CARLSON	(949) 831-7848	
20	Teresa D BERGAZIN	(949) 429-8725	
21	DAVID POGGI SR	(949) 448-0999	
22	ROBERT KRONQUIST	(949) 493-6241	CAREN KRONQUIST-Durante
23	CASA DANA HOA	(949) 493-2588	
24	VINTAGE SHORES APARTMENTS	(916) 773-6060	USA PROPERTIES
25	DANA BY THE SEA HOA	(949) 400-4729	John Pack – President
26	PORTOFINO HOA	(949) 661-7705	
27	FIVE LANTERNS ASSOC	(949) 290-5227	Frank Hyson
28	BAY VIEW VILLAS HOA	(949) 481-9650	Camille Bizot
29	DEL GADO APARTMENTS	(949) 429-7717	Compass Property Mgmt
30	DANIEL J YARUSSI	(949) 429-7717	Compass Property Mgmt
31	CLAUDE NAUJOCK	(949) 466-5400	
32	TOM DOBYNS	(949) 496-6338	
33	M K ADVISORS-LLC	(949) 768-3344	RAIN PROPERTIES PMB 216 <i>inactive since 2004</i>
34	THE FOUNTAINS AT SEA BLUFFS	(866) 322-4547	Advantage IQ MS 583
35	MONARCH HILLS CONDO ASSOC	(949) 661-7767	Ammcor
36	SEARIDGE CONDO #1 ASSOC	(949) 581-4988	Accell Property Mgmt
37	ADMIRALTY HOA	(949) 661-7767	Ammcor – Jennifer Fontana
38	MONARCH HILLS CONDO ASSOC	(949) 661-7767	Ammcor

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39	AEGIS ASSISTED LIVING	(425) 895-7624	Drinking Water Program
40	SPINDRIFTER HOA	(949) 363-7255	American Properties Int'l Santa Ana District
41	PACIFIC TERRACE HOA	(949) 481-0555	TSG INDEPENDENT PROP MGT INC
42	GORDON BUGNA	(949) 660-7066	SAVAGE, WILDE & CO., LTD
43	DANA LIGHT HOA	(949) 661-7767	Ammcor – Jennifer Bushman
44	SUNSET VILLAGE HOA	(949) 661-8082	
45	ALISO LAGUNA-INC	(949) 497-4663	Majordomo
46	CLIPPINGER INVESTMENT PROP <i>Robert W Clippinger</i>	(714) 936-1829	ATTN: RON TARBELL <i>No Clippinger Investment in our system</i>
47	LAGUNA TERRACE PARK	(949) 499-3000	
48	WILLIAM FARRA	(949) 496-4844	Rocky Roek
49	TURN-KEY ASSOCIATES	(949) 922-0904	BOB TURNER
50	LAGUNA LIDO-INC	(949) 499-5915	Turn Key Associates
51	OFELIA LOPEZ	(949) 496-9338	<i>Inactive since 2006</i>
52	PACIFIC PALMS HOA	(949) 388-7891	DEL MAR PROP MGMT
53	MICHAEL VANNI	(949) 728-0868	
54	PARKHILL HOA	(949) 496-8038	SINCLAIR
55	DAVID MYERS	(949) 496-3739	
56	OLINDA PACIFICA HOA	(949) 842-0019	DAVID PEDEN
57	JOE LOVULLO	(949) 661-6441	LANTERN BAY REALTY
58	DANA HUFF	(949) 374-4122	
59	COPPER LANTERN MOTEL	(949) 496-1347	
60	LANTERN BAY VILLAS	(949) 488-7600	Management Office
61	LAS MARIANNAS HOA	(949) 248-3878	COMMON INTERESTS
62	DONALD CAMPBELL	(949) 494-1700	SUSAN CAMPBELL
63	LAGUNA OCEAN VISTA HOA	(800) 378-5209	Mesa Property Mgmt
64	BEACHWALK SC HOA	(714) 638-5154	Alliance Community Mgmt
65	MING GE	(949) 654-3899	
66	GEORGE DOAN	(714) 904-7299	
67	MARINA VISTA TOWNHOUSES HOA	(949) 493-2953	G E MOFFATT
68	SIX LANTERNS HOA	(949) 493-1124	Del Mar Property Mgmt
69	CENNETH JACOBS	(513) 470-6894	<i>Inactive since 2003</i>
70	MIRA COSTA HOA	(949) 498-1129	WEBB COMMUNITY MGT INC
71	PETER S OZZIMO	(310) 542-2525	South Bay Mgmt Services
72	GARY QUICK	(562) 592-1926	
73	HARBOR VISTA HOA	(949) 498-5185	BROOKS BOOKKEEPING
74	GRAND VIEW TERRACE HOA	(949) 494-3416	
75	J W BARNES	(949) 201-6019	DANA INDUSTRY
76	GOLDEN LANTERN VILLAS HOA	(949) 661-0818	Lela O'Conner
77	CREEKSIDE SO LAGUNA	(949) 347-1471	Coast Haven Mgmt (John Maintenance)
78	LANTERN HILL HOA	(949) 450-1515	VILLAGEWAY MANAGEMENT INC
79	DENNIS MCGOWAN	(949) 542-7211	
80	ERIN STANLEY	(949) 673-9284	RICHARD STANLEY
81	OCEAN VISTA APTS	(949) 716-3998	Classic Property Mgmt

**POSTING AND DELIVERY OF ADVISORY NOTICES**

**EXHIBIT K – City Halls, Post Offices, Library, Community Centers**

**CITY HALLS**

**City Hall – Dana Point**

33282 Street of the Golden Lantern  
Dana Point, CA 92629  
Contact: Doug Chothevys  
**Telephone: 949-248-3500**  
Fax: 949-234-2814  
E-Mail: dchothevys@danapoint.org

**City Hall – San Clemente**

100 Avenida Presidio  
San Clemente, CA 92672  
Contact: George Scarborough  
**Telephone: 949-283-3840**  
Fax: 949-361-8285  
E-Mail: citymanager@san-clemente.org

**City Hall – Laguna Beach**

505 Forest Avenue  
Laguna Beach, CA 92651  
Contact: John Pietig  
**Telephone: 949-497-3311**  
Fax: 949-497-0771  
E-Mail: jpietig@lagunabeachcity.net

**City Hall – San Juan Capistrano**

32400 Paseo Adelanto  
San Juan Capistrano, CA 92675  
Contact: Joe Tait  
**Telephone: 949-493-1171**  
Fax: 949-993-1053  
E-Mail: jtait@sanjuancapistrano.org

**POST OFFICES**

**Dana Point Post Office**

24551 Del Prado Avenue  
Dana Point, CA 92629  
Contact: Lourdes Pohlmann  
**Telephone: 949-496-2787**  
Fax: 949-496-2787  
E-Mail: lourdes.pohlmann@usps.gov

**Capistrano Beach Post Office**

Doheny Park Road  
Capistrano Beach, CA 92624  
Contact: Lourdes Pohlmann  
**Telephone: 949-496-2787**  
Fax: 949-496-2787  
E-Mail: lourdes.pohlmann@usps.gov

**South Laguna Beach Post Office**

31677 Virginia Way  
Laguna Beach, CA 92651  
Contact: Michael Kamaka  
**Telephone: 949-362-8306**  
Fax: 949-362-9861  
E-Mail: mchael.a.kamaka@usps.gov

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**POSTING AND DELIVERY OF ADVISORY NOTICES**

**EXHIBIT L – Hospital, Local Supermarkets, Major Drug Stores**

**HOSPITAL**

**Mission Hospital in Laguna Beach**

31872 S. Coast Highway  
Laguna Beach, CA 92651-6773  
Contact: Markie Cowley  
**Telephone: 949-499-1311**  
Fax: 949-366-2424  
E-Mail: markie.cowley@stjoe.org

**SUPERMARKETS**

**Albertson's Supermarket – Dana Point**

33601 Del Obispo  
Dana Point, CA  
Contact: Deann Herpy, Mgr.  
**Telephone: 949-496-7900**  
Fax: 949-496-6923  
E-Mail: deannherpy@albertson.com

**Albertson's Supermarket – South Laguna Beach**

30922 Pacific Coast Highway  
Laguna Beach, CA  
Contact: Bill Jaehn, Mgr.  
**Telephone: 949 - 499-1733**  
Fax: 949-499-0793  
E-Mail: N/A

**Gelson's Market – Monarch Beach**

24 Monarch Bay Plaza  
Monarch Beach, CA  
Contact: Tom Oliiphant, Mgr.  
**Telephone: 949-488-8147**  
Fax: 949-488-7659  
E-Mail: N/A

**Ralph's Grocery – Dana Point**

24871 Del Prado  
Dana Point, CA 92629-2852  
Contact: Ken Wall  
**Telephone: 949-661-6334**  
Fax: 949-661-5886  
E-Mail:  
Kenneth.walljr@stores.ralphs.com

**MAJOR DRUG STORES**

**CVS Dana Point**

32575 Golden Lantern St.  
Dana Point, CA 92629  
Contact: General Manager on Duty  
**Telephone: 949-248-4801**  
Fax: 949-496-7542  
E-Mail: N/A

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**CVS – Monarch Beach**

26 Monarch Bay Plaza  
Dana Point, CA 92629  
Contact: Candice Cummings  
**Telephone: 949-489-9030**  
Fax: 949-489-9714  
E-Mail: ckrby@gmail.com

**CVS – South Laguna**

30842 S Pacific Coast Hwy  
Laguna Beach, CA, 92629  
Contact: Bill Stott, Store Mgr  
**Telephone: 949-499-2277**  
Fax: 949-499-6433  
E-Mail: N/A

**Rite Aid Pharmacy – Dana Point**

24829 Del Prado Avenue  
Dana Point, CA, 92629  
Contact: Ray Miller  
**Telephone: 949-493-5100**  
Fax: 949-493-7631  
E-Mail: N/A

**South Coast Pharmacy**

32900 Pacific Coast Highway  
Laguna Beach, CA 92651  
Contact: Manager on Duty  
**Telephone: 949-499-0885**  
Fax: 949-499-0885  
E-Mail: N/A

**EXHIBIT M: CANCEL WATER ADVISORY**

DATE: \_\_\_\_\_

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**Official Notice**

**WATER-QUALITY EMERGENCY ENDED**  
**CANCEL BOIL-WATER ADVISORY**

Drinking Water Program  
San Diego County

**TO CUSTOMERS OF  
THE SOUTH COAST WATER DISTRICT AND JOINT  
REGIONAL WATER SUPPLY SYSTEM**

The South Coast Water District and Joint Regional Water Supply System is pleased to advise you that the water you are receiving from our domestic water supply system has been determined to be **safe for human consumption**. We previously advised you to boil or chlorinate your water for drinking and cooking purposes. These measures are no longer necessary. This advisory is being issued with the concurrence of the California Department of Health Services, Office of Drinking Water.

The District has disinfected and flushed the entire distribution system following repairs caused by the recent emergency and conducted extensive bacteriological quality sampling to ensure the **water being delivered is safe for human consumption**.

Because of disturbances in the system, sediment may be stirred up possibly causing some temporary discoloration in the water. Please contact the District office at 949-499-4555 to report such occurrences so we may take appropriate follow-up action.

**Precautionary measures on the part of customers served by the South Coast Water District to ensure the safety of water being delivered are no longer necessary.**

If you have any questions, please contact the South Coast Water District at 949-499-4555 or the California Department of Health Services, Division of Drinking Water, Southern California Field Operations Branch at 714-558-4410.

**EXHIBIT N: Cancel Water Advisory (Spanish)**

FECHA:

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## Aviso Oficial

# TERMINO DE AVISO DE EMERGENCIA SOBRE LA CALIDAD DE EL AGUA CANCELACION DE CONSEJO SOBRE EL HERBIR EL AGUA

## PARA LOS RESIDENTES DE EL SOUTH COAST WATER DISTRICT Y JOINT REGIONAL WATER SUPPLY SYSTEM

El South Coast Water District y Joint Regional Water Supply System se enorgullece en avisarle que el agua que usted recibe de el sistema de recurso domestico, se ha determinado ser **segura para el consumo humano**. Anteriormente, se le ha aconsejado al residente hervir o agregar Clorox al agua para beber y para cocinar. Estos medios ya no son necesarios. Este aviso se esta repartiendo con la concurrencia de el departamento de salubridad de California, oficina de agua para beber.

El distrito de agua ha desinfectado y enjuagado el sistema entero de distribucion siguiente las reparaciones causadas por la reciente emergencia y a conducido muestras extensivas de calidad bacteriologicas para asegurara que el **agua que se esta ofreciendo este segura para el consumo humano**.

Dado a ciertos disturbios en el sistema, posiblemente sedimentos pueden suspenderse, causando cierta descolorizacion temporal en el agua. Favor de llamar al oficina del distrito de agua al (949) 499-4555 para reportar tales ocurrencias y asi poder tomar los medios apropiados.

**Medidas precavidas de parte de los residentes servidos por el South Coast Water District ya no son necesarias para asegurar la seguridad sobre el agua**

Si usted tiene preguntas o comentarios, favor de llamar al South Coast Water District al 949 499-4555 o al departamento de salubridad de California, oficina de agua para beber, seccion de operaciones, al 714-558-4410.

## APPENDIX O – ADVISORY TELEPHONE SCRIPTS

### A. PHONE SCRIPT – Emergency Alert

FOR: THE ASSIGNED EMERGENCY STAFF TO CALL AND ALERT THEIR PRE-SIGNED CONTACT LIST OF THE EMERGENCY SITUATION

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Call the phone number listed.

“Hello, I’m calling because of a water emergency. My name is \_\_\_\_\_, from South Coast Water District. \_\_\_\_\_, please speak to the person currently in-charge? (Assuming the person answering the phone is /has authority. If not, ask to speak to the contact person.) I’m calling to inform you of a water emergency.”

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May 1  
Drinking Water Program  
Santa Ana District

We have experienced or/are experiencing a \_\_\_\_\_.”

(Name the incident: An earthquake, a waterline break, a flood in your area, a mudslide close to your address, a fire, etc.) “Due to this emergency situation, South Coast Water District /or SCWD and the Joint Regional Water Supply System are advising residents to use boiled tap water or bottled water for drinking and cooking purposes.”

(Here you could use person’s name if time permits,) “As a safety precaution, and to avoid illness, please boil all your tap water that’s used for drinking and cooking for at least 5 minutes, If you do not have gas or electricity, please use unscented liquid bleach, and add 8-16 drops per gallon for 30 minutes. If you have water tablets, you may use those too.”

South Coast Water District personnel will notify you as soon as it’s determined that the tap water is safe to drink. Thank you, Goodbye.”

#### Notes:

- The District’s PIO will give you the specifics of the incident and any other details that may need to be communicated to your contact list.
- Please remember you have multiple contacts to call and you may have to shorten some of this script to fit the emergency situation.
- The person you’re speaking to may have questions – You may not have time to chat. Politely say that additional water information will be coming out via the news media, flyers, or through the District’s e-mail, texting, or 911 emergency contact information system.

- If time permits, please update the current contact information, if the person listed on your pre-assigned phone list is different. (Example: The contact person may have been replaced, there may be another phone number (like a cell number to call the Director, Manager, Department head, etc.)
- If possible, have a hard copy of the water quality emergency water advisory flyer in front of you before you start calling. That will reinforce in more detail the information that will be going out to the media and other outlets.

#### B. PHONE SCRIPT – Cancellation of Water Advisory

Call the phone number listed

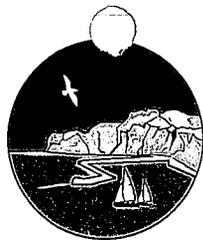
“Hello, this is \_\_\_\_\_ you name, from “South Coast Water District. I’m calling to inform you that the Water Advisory Emergency is now over and you May resume using your tap water for drinking and cooking. If you would like more information, please go to [www.scwd.org](http://www.scwd.org). Thank you for your efforts to adhere to our Water Advisory, Goodbye.”

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Santa Ana District

SOUTH COAST



WATER DISTRICT

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August 9, 2011

Mr. Hung M Bui, P.E.  
Department of Health Services  
Office of Drinking Water  
Santa Ana District  
28 Civic Center Plaza, Room 325  
Santa Ana, CA 92701

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Drinking Water Program  
Santa Ana District

Re: Water Quality Emergency Notification Plan for the Capistrano Beach Service Area #3010055 and the South Coast System # 3010042

Dear Mr. Bui,

Submitted with this letter is the updated South Coast Water District Water Quality Emergency Notification Plan. The emergency contact list was updated after the Water Quality Emergency Notification Plan was submitted on July 22, 2011. South Coast Water District personnel verified all the contact information and subsequently updated the Water Quality Emergency Notification Plan. The main body of the document has remained the same. Please disregard the previously submitted plan and replace it with this one.

If you have any questions or require additional information, please call me at 949-499-4555 extension 3122 or Larry Fregin at extension 3120.

Sincerely,

Joseph N. McDivitt  
Director of Operations  
SOUTH COAST WATER DISTRICT

cc: Mike Dunbar, General Manager  
cc: Larry Fregin, Reclamation / Water Use Efficiency Supervisor