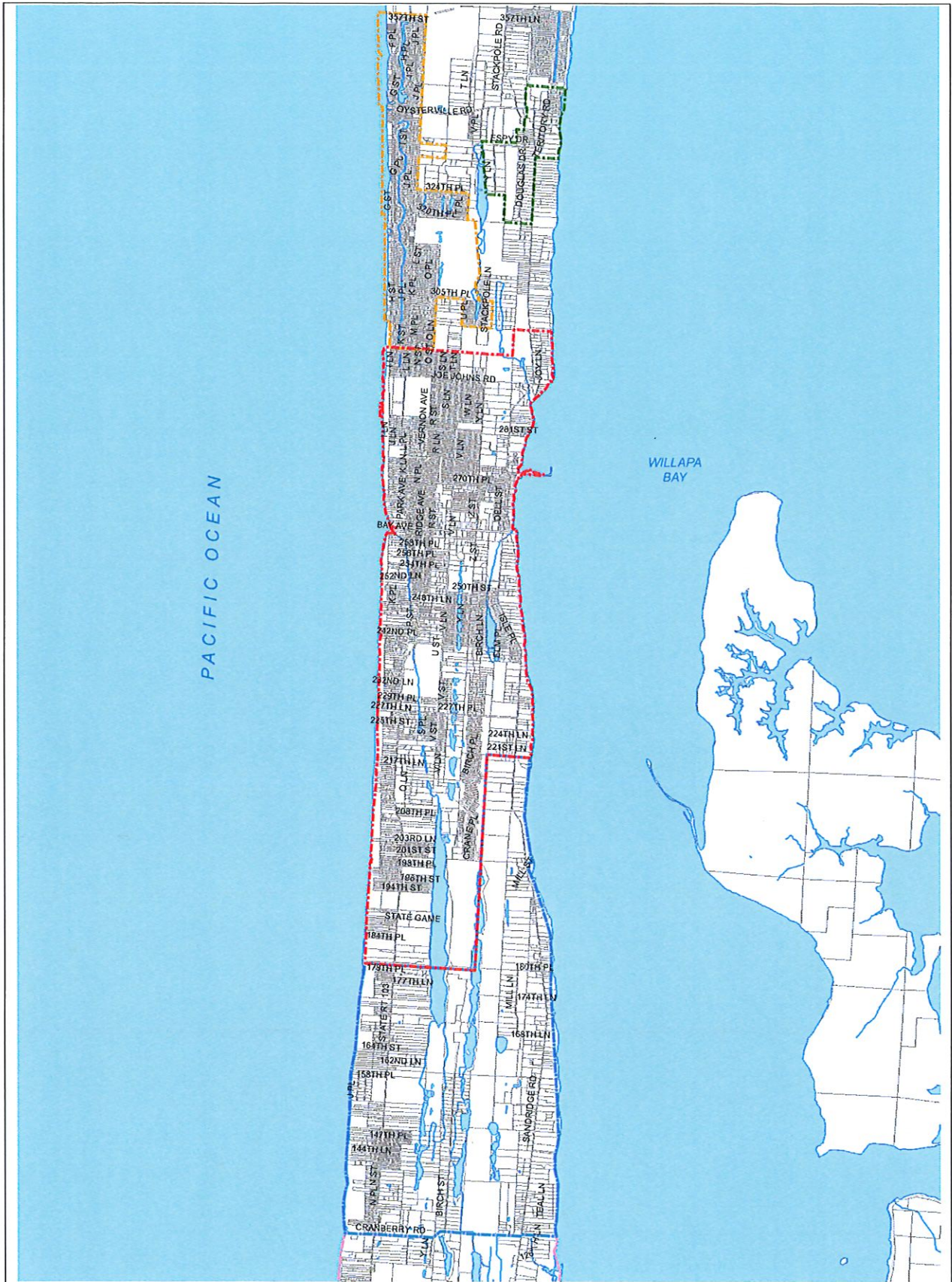







Emergency Management:

Water outage on March 14th, 2022, showed me how inadequate our customer communication really is.

- Could not stop the call center from receiving calls. Instead of the District office receiving them.
- Facebook and the website are useful tools, but we received calls stating that we do not have internet!
- Signage works, posting them in and around the affected areas. However, this is not totally effective.
- Door hangers blow away or get wet and fall off.
- **My plan moving forward:**
 - I got with Mark Scott that night and the following days after the incident. What we are looking at doing is being done in Surfside right now.
 - It does not cost any money that I am aware of yet at the moment.
 - We have got in touch with Scott McDougall who operates 911 for Pacific County.
 - We will be able to define just the customers within our system and call them for times like this. What has happened, progress of the repair, precautionary boil water notice, when it has been repaired, when disinfection reports have been posted.
 - Each advisory listed will individually be selected. So they will not receive a gobbled message.
 - This will not be a reverse 911 call.
 - It will be just our service area.
 - I have a meeting with Mark and Scott on March 29th to get this setup and talk through the mechanics and procedures.



Legend

-  NORTH BEACH WATER DISTRICT
-  NORTH BEACH FUTURE WATER SERVICE AREA
-  SURFSIDE WATER SERVICE AREA
-  OYSTERVILLE WATER SERVICE AREA
-  LONG BEACH FUTURE WATER SERVICE AREA



NORTH BEACH WATER DISTRICT

FIGURE 1-3
NEARBY WATER SYSTEMS



Gray & Osborne, Inc.