



SPECIALIZED UTILITY SERVICES PROGRAM

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**Operation & Maintenance Services for the Wild Wings Community Water Supply
Distribution and Wastewater Recycling Facilities**

Solicitation: GSDRFPKK2432

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1. Exhibit A: Transmittal Letter

Specialized Utility Services Program (SUSP) is headquartered at 1234 N. Market Blvd, Sacramento, CA, 95834. Our office number is 916-553-4900. The contract contact will be Dan DeMoss who can be reached by cell phone: 916-616-7761, or by email: ddemoss@calruralwater.org.

Specialized Utility Services Program (SUSP), a subsidiary of the California Rural Water Association (CRWA), is submitting this proposal in response to the **Yolo County Solicitation GSDRFPKK2432 titled Operation & Maintenance Services for the Wild Wings Community Water Supply Distribution and Wastewater Recycling Facilities.**

SUSP is positioned to perform at the highest level in servicing the Wild Wings Community. In reviewing the requirements of the RFP, SUSP meets and/or exceeds all of the requirements outlined in the RFP and has the ability to provide all of the information as requested and outlined in the RFP.

SUSP will:

- Provide general day-to-day operations of both the water and wastewater systems seven days per week.
- Provide full-time 24-hour emergency on-call services.
- Submit required reporting to the State as well as the appropriate Yolo County personnel.
- Establish contractual services with the appropriate vendors such as sludge haulers, testing labs, etc.
- Provide system specific compliance documents such as Vulnerability Assessments, Emergency Response Plans, an updated Operations Plan, etc., on an ongoing basis and as current and/or new regulatory requirements require or are implemented.
- Establish current Standard Operating Procedures for all aspects of the operations of the facilities and related distribution and collection systems.
- Provide both phone and email accessibility to the Wild Wings Community in order to establish good community relationships and to foster the public's understanding of the operations of the water and wastewater system.
- Attend County meetings as requested and provide any reporting as needed to County management and its Board of Directors.
- Read meters on a monthly basis and provide information to the County for billing.
- Ensure that a preventative maintenance program is implemented system-wide.
- Adhere to the County's requirements for invoicing on a monthly basis as well as the County's procurement standards.

SUSP has the staff and management capabilities to ensure that the utilities will be maintained and operated in a manner that will provide reliable service at the most reasonable costs for the community. SUSP will provide services that will maintain the utility systems in good operating condition, while working with the County to ensure major and minor components are on scheduled maintenance and replacement programs. SUSP also has the capability to guide the County through the ever-changing

regulatory requirements. SUSP has both an operations arm and an engineering services arm of the company that has a combined 200+ years of system operations and design.

The SUSP team has an established track record working with small and mid-sized rural communities. We currently operate six different communities that are either close in size to Wild Wings or larger. SUSP currently employs four Grade 5 operators, and eight Grade 2 operators, or higher, in both water treatment and distribution, and wastewater treatment. SUSP employs four management staff with an average of 19 years' experience in the water/wastewater industry. SUSP staff are experienced in every facet of system Operation and Maintenance as well as in system compliance; and all of the staff are experienced in both day-to-day operations and management as well as being technical assistance and training providers in their former roles with CRWA.

SUSP is in a unique position in that it is a subsidiary of CRWA. CRWA is a non-profit water/wastewater technical assistance and training organization with over 1,100 utility members across the state of California. This relationship allows SUSP to utilize the various talents of more than 25 personnel that are certified at a minimum of Grade 2 or higher in water and wastewater, and have many decades of experience, on an as-needed basis.

Dan DeMoss is the CRWA/SUSP Executive Director and is authorized to make presentations as well as having the authorization to commit SUSP to the proposal to the County. Dan can be contacted at:

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2. Exhibit B: Proposers Qualifications & Experience

(B.1) SUSP Qualifications and Experience:

Specialized Utility Services Program, Inc. (SUSP) started as an active subsidiary of California Rural Water Association (CRWA) in 2010 and became incorporated in 2012. SUSP was developed specifically to work with systems that were in need of contract operations and management. CRWA's technical assistance staff were frequently asked to serve as both management and operations for systems on a full-time basis thus facilitating the need for a private business enterprise to serve our utilities.

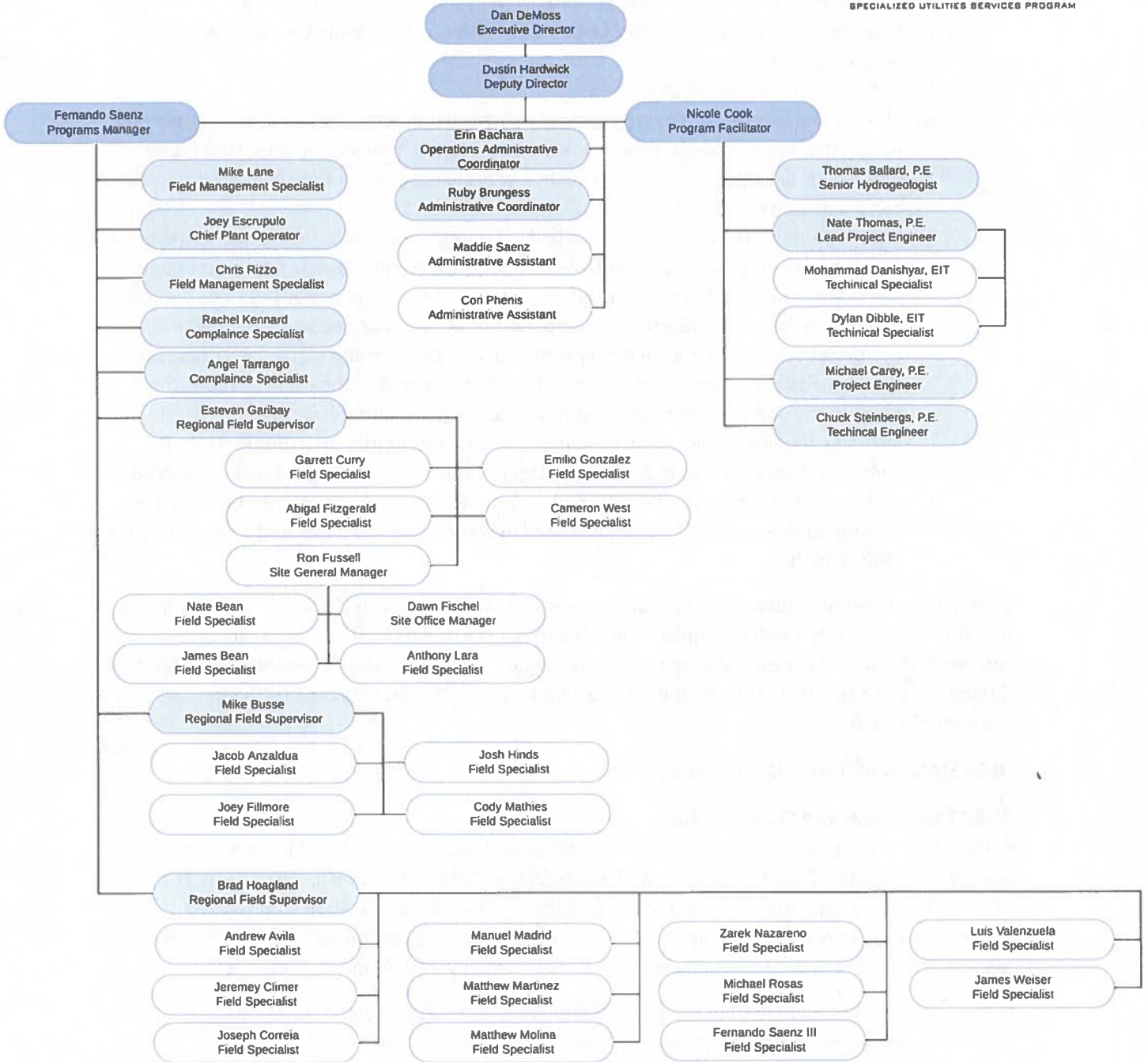
SUSP quickly became a focus for CRWA when the need became so apparent for quality contract operations, maintenance, and management of rural small and mid-size communities. Existing CRWA staff were given the opportunity to assist management in developing the company's framework and the culture that we have today.

Ever growing needs by small and midsized utilities has grown to include a full menu of services including full engineering services, rate studies, median household income (MHI) studies, leak detection services, smoke testing, backflow testing and repair, cross connection surveys, operations training, compliance reporting, and more.

SUSP staffing plan outlines the day-to-day staff as well as the staff that can be utilized when Wild Wings' routine staff are sick, go on vacation, in the event of staff changes or as emergency back-up is needed. SUSP has 46 dedicated staff members. Please see the company organizational chart on the following page.

In the last 10 years SUSP staff have served in every capacity, from management to operations, for both water and wastewater systems that have from 300 connections to 6,000 connections across the state.

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(B.2) Responsiveness / Responsibility

- a. SUSP has never Defaulted on a contract.
- b. SUSP has never been suspended or disbarred by any government agency.
- c. No claims of any kind have ever been filed in court or arbitration by any company or person against SUSP.
- d. SUSP has had no Cal OSHA violations.
- e. SUSP would like to say that we have not had any issues with clients but that would be unrealistic. We resolve problems with communication, patience, and understanding. Complaints are taken seriously vetted in a very short period of time and resolution is discussed with our clients.
- f. SUSP strives to provide clients with a level of information that is timely and to the point. SUSP management is readily available and performs regular routine site assessments and is always willing to meet with clients for contractual requirements and deliverable reviews, make minor adjustments in operations activities as needed, and to address any performance-based issues that may come up. Any changes and adjustments necessary that come to the attention of SUSP will be communicated to the client at the earliest opportunity and will coordinate these changes aligning with the contract protocols including requesting bids, plan development, and information procurement. SUSP considers it constructive to be able to attend community meetings, answer questions and provide information that will assure our customers that utility operations are being performed in a conscientious manner and in accordance with state and local regulatory requirements.

SUSP will respond immediately to typical performance complaints in relation to staff performance based on the severity of the complaint and the initial investigation SUSP managers can typically resolve performance issues in a very short time frame as we have specific performance standards outlined in our employee manuals and our staff understands the expectations of the positions they are operating under.

(B.3) Staff Qualifications and Experience:**SUSP Experience and Qualifications**

In the last five years SUSP has successfully executed a contract for operations for water and wastewater with the County of Yolo at Wild Wings CSA. In 2018 SUSP came to Wild Wings at a time of emergency and catastrophic failure of the facilities and its operations. SUSP staff worked cohesively with the county, community residents, the engineering contractor, and the SWRCB to assist and move the system through emergency repairs and eventually into compliance.

In 2019 SUSP was brought in to operate four water and wastewater facilities for Napa County under similar circumstances. We currently enjoy an excellent relationship with the Napa County engineering group and the public works department providing full day-to-day operations of all four facilities.

Last year, SUSP was approached by the City of Lemoore after a catastrophic tank explosion that resulted in one death and serious injury to a city employee. SUSP provided emergency support for operations to the utility before being asked to take up full operations and management.

SUSP provides all the necessary equipment required for day-to-day operations of the typical water and wastewater utility. The Wild Wings site will have two (2) crew utility-bed vehicles equipped with the usual hand tools and various valve wrenches needed to operate on a daily basis.

Relevant Experience and References:

SUSP currently has operations contracts with the following districts or cities:

- *Yolo County* – (contract ongoing) SUSP provides operation and management services of the Wild Wings CSA. SUSP has one Grade 5 operator/manager as well as one onsite full-time operations staff working in both the water and wastewater system. Wild Wings has 320 connections with two wells, two storage tanks, Wastewater Activated Sludge Treatment and with Tertiary Treatment for recycling water to the golf course.
- *City of Lemoore* – (contract ongoing) SUSP provides operation and management of the City's water system. SUSP provides staff that performs maintenance and operations, as well as all reporting and compliance. SUSP provides on Grade 3 operator/manager as well as twelve full-time operations staff. The City of Lemoore includes 6,000 water connections, two water treatment plants, nine ground water wells, and six above-ground storage reservoirs/tanks with a total capacity of 4.4 million gallons.
- *Descanso Community Services District (DCWD)* – (contract ongoing) SUSP provides operations and management of the district and performs all the functions of the district on a day-to-day basis. DCWD is a community with 330 connections located just outside of Alpine, California. SUSP reads meters, does all billing, mailings, and record-keeping functions, as well as maintains the customer service phone lines and communications during normal business hours. SUSP provides emergency response in all aspects of the operation of the district, as well as applies for grants and loans of behalf of the district in support of the system's master plan and compliance-related needs of the district.
- *County of Napa LBRID and NBRID* – (contract ongoing) SUSP daily operations and reporting for two water treatment and distribution systems as well as one wastewater plant. Operations include meter reading, repairs, and facility maintenance, as well as routine sampling and reporting. SUSP staff were actively involved in the emergency response due to the 2020 LNU complex fire.

Fee for Services Contracts – SUSP currently has multiple contracts to provide fee-for-services in areas such as full scope Engineering, Leak Detection/Line Location, Rate Studies, MHI Studies, Smoke Testing, and Operator Training.

Current Public Agency Contract Operations Customers

SYSTEM	CONTACT	PHONE NUMBER	ADDRESS	TYPE OF CONTRACT
City of Lemoore	Michelle Speer	(559) 924-6744 ext 700	711 W. Cinnamon Dr Lemoore, CA 93245	Water/Wastewater Operations
Descanso CSD	Maureen Phillips	(619) 445-6042	P. O. Box 610 Descanso, CA 91916	Water Operations /Management
Napa County (Lake Berryessa and Napa Berryessa Resort Improvement Districts)	Chris Silke	(707) 299-1755	804 First Street, Napa, CA 94559	Water/Wastewater Operations
Wild Wings CSA	Kimberly Villa	(530) 666-8431	292 W. Beamer St. Woodland, CA 95695	Water/Wastewater Operations

SUSP Key Staff Qualifications

Please see the **Attachment 1** with staff resumes for detailed information and with experience with timelines on each staff member assigned to the Wild Wings Proposal.

Dan DeMoss | WT-2 & WD-2, Utility Management Certified | Wild Wings Contract Manager

Dan has 25 years of experience in water/wastewater and public works and most recently served as the Interim Director of Water Utilities for the City of Lemoore assisting the city management and engineering staff through the process of blending for arsenic and the development of treatment techniques and standards for the coming water treatment facilities. Dan also established basic routine standard operating procedures for the water system staff so as to increase efficiency and ensure the correct collection of water quality information. Dan also personally trained the 10-member crew on the certification exam information and in two years put the city staff back in compliance for water operations certified personnel.

Fernando Saenz | WWT-3, WT-3, & WD-2 | SUSP Programs Manager

Fernando has been with SUSP for over 6 years and has proven himself to be invaluable in day-to-day operations and operator training. Fernando oversees all contract all operations for SUSP contracted systems. Fernando will be assigned on a permanent basis to our new contracts until the day-to-day operators are up to speed and functioning at a high level. Fernando has 20+ years direct experience in both water and wastewater treatment and system operations. Fernando is very knowledgeable about the mandates placed on operators by the compliance permits and by state and regional board field staff in both water & wastewater operations.

Mike Lane | WWT-5 | Designated Wild Wings Contract Wastewater

Mike has served the company since 2012 and has been active in facilitating wastewater operations training and has been the primary contract manager for the St Helena operations and oversight contract for the last two years. Mike has years of experience training and mentoring water operators. Mike has extensive experience in compliance related consulting and plant operations. Mike is a Grade 5 wastewater operator and will be serving Wild Wings in that capacity. Mike has almost 40

years of experience and has worked around the country with engineering firms doing plant startups and developing operation and compliance plans.

Mike Busse | WT-4, WD-2, & WWT-5 | Designated Daily Operations & Supervision

Mike has 22 years' experience in water and wastewater operations and management. Highly skilled and knowledgeable in all aspects of the water processing puzzle, Mike has successfully managed a 2.78 ADWF Class IV activated sludge plant and Class III conventional drinking water plant including lab direction, reporting, regulatory compliance, and staff safety program management.

Joey Escrupulo | WT-2, WD -2, & WWT-2 | Designated Daily Operator Wild Wings

Joey works for SUSP as a Chief Plant Operator. Joey has 8 years of experience as an operator. Joey's water and wastewater experience is consistent with most distribution operators at the Garde 2 level. He worked in the ditch, assisted with traffic control, read meters, and assisted in the enforcement of the district's safety programs.

Jacob Anzaldua | WT-1 pending, WD-1 pending, WWT – OIT pending | Designated Daily Operations

Jacob collects samples and handles shipments of chemicals, has worked in the ditch assisted with traffic control, reads meters, and provides daily operations and maintenance under oversight of regional management.

Chris Rizzo | WWT-3, WD-2, & WT-3 | Designated Daily Operations Reserve Wild Wings

Chris has been with SUSP for 8 years. Chris has over 25 years in the water wastewater industry and excels at trouble shooting plant operational problems. Chris has a background in plant optimization and tertiary treatment of treated wastewater effluent. Chris has experience with golf course reuse of wastewater effluent and has operated facilities ranging in size from 1MGD to 20MGD.

Nate Thomas, P.E. | Staff Engineer assigned to Wild Wings

Nate has over seventeen years' experience planning, permitting, designing, and constructing water and wastewater systems in the southwestern United States. He is accustomed to coordinating closely with a variety of Federal and State officials to facilitate effective, efficient outcomes for stakeholders and clients. He is familiar with Prop 1, State Revolving Fund, USDA Rural Utilities, and other funding sources for planning and capital improvement.

Much of Nate's time has been invested in planning and designing public water supply systems. This work includes pump stations, treatment plants, pipelines, distribution modeling, calculations for integrated pumping systems, wells, tanks, and essential facilities.

Mark Carey, P.E. | Staff Engineer assigned to Wild Wings

Mark Carey has over 30 years of experience as a civil engineer serving water and wastewater clients in Northern California and the western U.S. His unique background has involved serving as a design engineer, project manager, and construction manager for a variety of planning and capital improvement projects. Past projects included energy efficiency studies, small and medium size water system improvements, and a variety of wastewater related facility improvement projects.

Mark specializes in operational improvements, retrofits to aging infrastructure, preparing long-range planning studies, and identifying, evaluating, and constructing water system projects including those involving raw water supply systems, treatment facilities, pipelines, pump stations, and storage facilities. Related services include preparing grant funding applications, civil design, and construction management for water distribution lines, meters, AMI systems, and wastewater reclamation projects.

Mohammad Danishyar, EIT | Staff Engineer assigned to Wild Wings

Mohammad has four years of experience in potable water infrastructure projects. In his role as an Associate Engineer, he has supported senior engineers with engineering and design of public water supply systems components including groundwater wells, storage tanks, pump stations, and water distribution pipelines. His work experience includes feasibility studies, preliminary engineering, design drawings, specifications, cost estimation, and water distribution modeling.

Tom Ballard | SUSP Senior Hydrogeologist

Tom comes to us from private practice he started in early 2017 as an employee of the company but we worked with Tom for many years utilizing his talents in a consulting role for both the association and SUSP. Tom has 30 years of experience and specializes in groundwater development and well remediation and is especially well versed in well rehabilitation and hydro-profiling. Tom will be available to consult on groundwater quality issues.

These are the principals of the SUSP program as assigned to the Wild Wings contract. SUSP has available staff with certifications in Water Treatment from Grades 1-5 should additional personnel or certifications arise with the upcoming construction of the Arsenic treatment plant anticipated in December 2024. Please review the SUSP Organizational Chart below for the complete scope of staff that SUSP can utilize.

Company Emergency Response and Experience

SUSP staff have many years of personal experience in emergency response via our roots with the rural water association. SUSP Executive Director, Dan DeMoss, spent three weeks working with a small water system restoring service during the 1989 earthquake; several months during and after the 2007 southern California fires and the 2020 LNU complex fire; and in four different floods in two states in the last twenty years. Dan has chaired the National Rural Water Associations Emergency Response committee and was most recently consulted on the devastating storm damage in Puerto Rico.

SUSP has responded to various scenarios, but we have the most experience with loss of power and system component failures. SUSP has responded with generators, system piping and appurtenances, communications and testing equipment, emergency leak detection, relief operations personnel and also assisted with after incident reporting. The most recent incident was in March 2018 where a small system had a hydrant run over which caused a system vacuum and a tank to collapse. *See **Attachment 2 CRWA/SUSP Health, Safety, and Environmental Plan and Attachment 4 Emergency Response Article.***

(B.4) Detailed Work Plan

SUSP will extend an emergency response system to the residents of Wild Wings and County personnel that includes normal working hour coverage, off-hour coverage and 24-hour emergency coverage with a specified email and phone number to call. SUSP will appropriately respond to all callouts by the SCADA monitoring systems of both the water and wastewater system.

SUSP will develop State-compliant Standard Operating Procedures (SOP's) for all facets of the water and wastewater system operations, and will maintain those SOP's, per the State standards, onsite at each of the Wild Wing's systems operated. SOP training for the operators of the system will be ongoing and logged and recorded in a separate SOP training log as required by the SWRCB Office of Enforcement for contract operations.

SUSP operations specialists and staff engineers will develop the appropriate Preventive Maintenance Plan for both Wild Wings utilities. SUSP's Engineering Team has several decades of experience in developing these types of plans along with templates for the operators to utilize at the system.

SUSP will work with the County staff to provide annual budgeting costs for capital improvement planning, and system component repair and replacement costs on an ongoing basis in accordance with the system's needs and the County requirements for both water and wastewater systems.

SUSP corporate culture puts our workers' safety first and the appropriate confined space entry, trenching and shoring, and climbing gear will all be provided per the safety plan and OSHA requirements. We have not had an injury-related accident to date.

The basic services to be provided can be best outlined in a manner that is consistent with the development of Standard Operating Procedures (SOP). The following will breakdown the tasks to be performed for both the water system and the wastewater system as they relate to the tasks outlined in the basic services section of the RFP and our knowledge of system operations planning.

Maintenance Resources

SUSP has at its disposal: trash pumps, small generators, small sewer rodders, various lab equipment for daily water quality testing, pitot gauges for hydrant flow testing, shaft alignment gauges for pump shaft alignment, smoke testing equipment for sewer collections, all required backflow testing equipment and gauges along with certified testers. Confined space entry equipment, various leak detection equipment with trained competent staff and the ability to rent any heavy equipment needed to do typical water line leak repair.

SUSP staff are the typical operations staff with varying degrees of mechanical aptitude and experience as it applies to water and wastewater operations.

Vendor/Sub Information

The following list indicates who we have located that can serve the Wild Wings Community locally.

*Aqua Natural Solutions			Order Controls
*California Laboratory	Mark Smith	(800) 638-7301 Ext. 105	Lab Testing Services
*CD Power		(916) 564-2622	Generator Maintenance
*Eaton Pumps		(530) 661-6737	Pump Service/Repair
*Ferguson Waterworks		(800) 721-2590	Equipment
*Fremouw Environmental	Rob Boal	(707)684-0011	Sludge/Sewage Hauling
*Pacific SouthWest Irrigation		(209) 460-0450	Irrigation/Equipment
*Ramos Oil Company	Lisa Bristol	(916)371-2570	Generator Fueling
*TelStar Instruments	Ed Parker	(916)646-1999	SCADA, Telemetry, Electrical
*Univar	Georgia Kable	(323)837-7020	Chemicals
*USA Bluebook	Jessica Lord	(847)493-9876 Ext. 75124	Tools/Equipment
*Waste Management			Garbage

SUSP has relationships with 85 vendors that we use across the State. Please see **Attachment 7** the Vendor/Sub list for a complete list.

Wild Wings Staffing

SUSP will provide a Contract Manager – (Dan DeMoss) Dan will perform routine onsite audits to ensure compliance, safe working environment, staff having the tools and resources to meet the everyday challenges as well as those unexpected emergencies. Dan will also be liaison between County staff and the operations staff should any performance issues arise.

2 Full-time Daily Operations Staff – Operations staff will be certified to the appropriate level or working under an appropriately certified operator doing the day-to-day tasks in operating the Wild Wings facility.

1 Full-time Operations Training Operator – Operations training officer will typically be certified at higher levels (Grade 3 or higher) with multiple years of experience to train existing staff or new staff that is brought on board. The Training operator will also act as a backup day-to-day operator when needed.

1 Grade 5 Wastewater Operator- The Grade 5 operator will oversee the wastewater facility. They will sign monthly reports and are responsible for the overall operations of the wastewater facility, training wastewater operators, compiling reports, and ensuring the quality of the treated effluent within normal operating parameters.

1 Grade 4-5 Water Treatment Operator- This position will be as provided as needs change after the construction of the arsenic treatment plant. They will sign monthly reports and are responsible for the overall operations of the water treatment facility, training water treatment operators, compiling reports, and quality assurance.

Weekend Coverage – SUSP will provide weekend coverage for the facilities as well as staff on-call coverage during the off hours of operations.

Equipment Onsite – SUSP will maintain in good working order two utility type vehicles along with the appropriate hand tools and equipment to do the day-to-day tasks and respond to emergencies. Wild Wings staff will have access to SUSP and CRWA staff that can assist in emergency response such as leak detection, line location, line repair and replacement, as well as the safety equipment needed to perform those kinds of emergency repairs. SUSP will work with the appropriate county and golf course staff on any emergency or routine maintenance activities that should arise.

Operations of the Wild Wings facilities will be centered around the appropriate maintenance activities and continually monitoring of the system so as to minimize emergency breakdowns, interruptions in service to the community, costly repairs, and to ensure that the infrastructure is maintained up to industry standards. SUSP's operational/customer service philosophy is to:

- Provide professional service.
- Be accessible to our clients.
- Be transparent in our business and day-to-day operations.
- Work in partnership with our clients and the Regulatory Agencies.
- Comply with regulatory standards and statutes in all areas.

Basic Services -Wild Wings Wastewater Recycling Facilities (WRF)

SUSP operations staff will typically perform the following tasks as outlined below:

Day-To-Day Routine Operations - WRF

- Log into site log book.
- Monitor one call locate requests.
- Check SCADA system read-outs and ensure it's operating correctly.
- Pull daily Bacteriological sample from the effluent of the filters for pick up by lab staff.
- Pull process control samples and record results. Adjust plant operating parameters as needed.
- Read influent and effluent flow readings and record.
- Review EQ pumping rates.
- Ensure flow levels between 49 and 51 gpm per/plant specs through the plant.
- Sample for settleable solids and record results 30/60 minute depending on plant conditions.
- Review SCADA system for wet well levels in both A&B and record with time stamp.
- Visual checks on blowers, EQ pumps, Chlorine tanks and pump, any chemical pumps and tanks.
- Visual checks on emergency storage for the plant and recycled storage pond for the golf course.
- Visual inspection of the plant from EQ basin to the Filters.
- Calibrate bench testing equipment per manufactures procedures and SOPs as needed, record in log book.
- Perform scheduled PM tasks.
- Wash down plants as needed.
- Remove rags and clean bar screen as needed.

- Ensure daily seasonal needs for water are met for the golf course.
- Record effluent turbidity, pH, conductivity and Chlorine residual levels.
- Visually inspect the A& B pump stations.
- Visually inspect the collection system as you travel through the system.
- Address correspondence as required or needed.
- Report equipment failures or special maintenance/repair required and schedule for repair and/or replacement as needed.
- Monitor collection system for I & I when weather appropriate, record wet weather and dry weather plant flows as required by the I & I reduction plan.
- Log activity daily in the plant logbooks.
- Perform routine weed control and upkeep of the facility grounds.

Weekly Routine Operations Tasks – WRF

- Wasting solids as needed from the Clarifier.
- Facilitate scheduled sludge hauling and ensure samples are taken as required.
- Review process control samples and make adjustments in plant operations as needed.
- Assessment of supplies such as Chemicals and emergency fuel and order as needed.
- Pull required weekly sampling per permit requirements.
- Record any BOD & Bacteriological sample results as returned from the lab.
- Prepare task list for weekend operators.
- Review Preventative Maintenance schedule and ensure appropriate maintenance is scheduled and completed per the plan.
- Address correspondence as required or needed.
- Operate sludge press for solids removal as needed.
- Report out to SUSP admin for reimbursable purchases, request for supplies, etc.
- Check fuel in trucks and fill in case of weekend emergency.
- Ensure required weekly and monthly sampling, such as BOD or any semi or annual sample as scheduled, are completed per the sampling plan.
- Calibrate plant water quality testing equipment per manufacturer's requirements and in accordance with SOP's.
- I & I monitoring, schedule collection system surveillance based on weather conditions.

Monthly Routine Operating Tasks – WRF

- Pull Monthly samples as required.
- Complete and turn in the monthly monitoring reports to the State Board and County as required.
- Review monthly sample results to ensure that required information is included with the monthly submittal.
- Ensure scheduled Quarterly ground water monitoring testing and reporting is on target and on time.
- Review and schedule completion of the air quality reports for the Generator operations requirements.

- Operate generators under a load for a minimum of 15 minutes and in accordance with Air Board requirements.
- Schedule any sludge hauling that is needed for the WRF, and ensure sludge is sampled as required.
- Review emergency pond levels and return to low levels or empty as needed.
- Schedule upcoming maintenance activities on all equipment for the next month.
- Review the previous monthly equipment maintenance schedule to ensure PM program schedule is up to date.
- Attend monthly HOA or CSA meetings as needed and requested.
- Ensure monthly reporting for SSMP requirements.

Quarterly Routine Operating Tasks – WRF

- Prepare and submit all quarterly monitoring reports as required.
- Schedule generator load testing for the next quarter.
- Review and adjust plant treatment optimization per seasonal weather changes.
- Schedule upcoming monthly meetings and assign staff attendance.
- Schedule maintenance for plant components and bi-annual generator maintenance.
- Review monthly sampling plans for permit compliance.

Annual Routine Operations Tasks – WRF

- Review annual sampling plans for upcoming or new sampling requirements, make adjustments as needed.
- Plan any major scheduled system improvements for the upcoming year.
- Review compliance permit.
- Be prepared for annual inspections.
- Close out the reporting for the year.
- Update daily, weekly, monthly monitoring report for new year.
- Update annual PM program.
- Assist County with budget planning for operations.
- Provide capital improvement planning in accordance with system engineering plans.

Basic Services -Wild Wings Water Supply and Distribution System Facilities

SUSP operations staff will typically perform the following tasks as outlined below:

Day-to-Day Routine Operations – Water Supply & Distribution

- Log in to site logbook.
- Monitor one call locate requests.
- Check SCADA system read outs.
- Ensure SCADA system is fully operational.

- System surveillance during travel through the system.
- Routine system sampling for chlorine residuals.
- Tank sampling for chlorine residuals.
- Onsite inspection of Canvas Back facilities
- Onsite inspection of Pintail facilities.
- Reading and recording of production meters.
- Reading and recording of pump hour meters.
- Bacteriological sampling as required.
- Inspection of Chlorine storage and pumping.
- Record chlorine tank levels.
- Visual inspections of storage tanks.
- Visual inspection Pressure tanks.
- Ensure raw water delivery to the recycle plant as needed on a seasonal basis.
- Perform routine planned maintenance per the PM plan.
- Respond to routine service calls.

Weekly Routine Operations Tasks – Water Supply & Distribution

- Coordinate and communicate with Golf course staff on raw water needs.
- Assess chemical needs for the water system.
- Order chemicals as needed for scheduled delivery.
- Visual check on the generator.
- Schedule non-routine sampling such as arsenic and VOC/SOC sampling per the sampling plan.
- Record generator run times and log run time information per requirements.
- Record any sample results received that week.
- Submit reimbursable expenses to SUSP administrative team.
- Assess weather patterns and water use needs according to season.
- Ensure adequate storage via Canvas Back storage for finished water during high use times.
- Perform routine PM maintenance per the PM plan.
- Flush hydrants as needed per water quality complaints.
- Respond to routine service calls.
- Ensure the electronic cooling system is functioning.
- Clean fans and interior MCC units.
- Grounds keeping and cleaning.
- General repair and upkeep of facilities.
- Ensure the daily monitoring report is up to date.
- Prepare task list for weekend operators.
- Respond to customer service requests.

Monthly Routine Operating Tasks – Water Supply & Distribution

- Climb and inspect storage tanks for security and maintenance issues.
- Ensure Scheduled non-routine sampling is completed per the sampling plan requirements and schedule.
- Prepare and submit monthly chlorine and bacteriological reports.
- Record generator run times and report on logs.
- Read meters and prepare report for County water billing.
- Prepare PM program reports for the County.
- Schedule repair work as needed for the following month.

- Schedule any fueling needs for the generator.
- Prepare monthly facilities status report.
- Attend and present at any County, CSA or HOA meetings as requested.

Quarterly Routine Operating Tasks – Water Supply & Distribution

- Ensure quarterly sampling is completed.
- Prepare required quarterly sampling reports.
- Gather information for the annual CCR.
- Check Cathodic Protection system.
- Schedule any backflow testing needed for the system.
- Provide tester reports for the backflow testing.
- Schedule annual maintenance items as needed.
- Perform annual Valve exercising program.
- Plan routine generator maintenance.

Annual Routine Operations Tasks Water Supply & Distribution

- Preparation and submittal of the annual CCR.
- Performance of annual valve exercising program.
- Ensure annual Cla-Valve maintenance.
- Ensure routine generator maintenance.
- Prepare next year's sampling plan and submit it for State's approval.
- Plan for non-routine sampling for the following year, SDWA requirements for ground water source testing.
- Annual tank flushing and visual inspections.
- Plan annual Cathodic Protection system maintenance.
- Close out annual reporting paperwork.
- Transition to new year operations schedule and reporting documents.
- Provide County with annual capital improvement budget and planning expenditures.

(B.4) Financial Information

*(Please see **Attachment 3** for SUSP/CRWA financials and audits for years 2019-2022)*

Exhibit C - Cost Proposal Sheet - Through June 5, 2027

Operation & Maintenance Services for the Wild Wings Community Water Supply & Distribution and Wastewater Recycling Facilities

Contractor shall provide a breakdown of billing rates for all categories of labor, equipment, supplies, markup on reimbursable expenses and all other expenses which may be charged to the County in the performance of the services.

Pricing for materials will be calculated at a percentage of mark up over Contractor cost. Contractor material invoices shall be supplied to the County with all invoices no later than 60 days after work has been completed.

The County anticipates paying a fixed monthly base rate for a defined level of service to include estimated labor, material, equipment and costs for normal operations and maintenance. Overtime needed to provide basic services will not be considered an additional cost. Other methods of payment will be considered. In addition, the cost proposal shall include a breakdown of the base monthly rate, with separate costs for the water supply and distribution facilities and wastewater recycling facilities, including at least the following detail:

Monthly Cost Proposal: Basic Services Year 6/6/24 – 6/5/29 price per year

Item	Water Hours	Wastewater Hours	Rate/per HR	Water Subtotal	Wastewater Subtotal	Total	Price Monthly
Project Management	48	96	\$97.75	\$4,692.00	\$9,384.00	\$14,076.00	\$1,173.00
O&M Staffing-Onsite	620	1300	\$97.75	\$60,605.00	\$127,075.00	\$187,680.00	\$15,640.00
O&M Staffing-Travel	200	168	\$97.75	\$19,550.00	\$16,422.00	\$35,972.00	\$2,997.67
Monitoring & Sampling	360	720	\$97.75	\$35,190.00	\$70,380.00	\$105,570.00	\$8,797.50
Reporting & Compliance	44	68	\$97.75	\$4,301.00	\$6,647.00	\$10,948.00	\$912.33
Customer Relations/ Meetings	12	12	\$97.75	\$1,173.00	\$1,173.00	\$2,346.00	\$195.50
Record Keeping	12	12	\$97.75	\$1,173.00	\$1,173.00	\$2,346.00	\$195.50
Equipment- provide List*							
Supplies- provide List*							
Outside Services- provide list*							
Other – provide list							
Total annually	1,296	2,376	\$97.75	\$126,684.00	\$232,254.00	\$358,938.00	\$29,911.50
Total for 3-year contract	3,888	7,128	\$97.75	\$380,052.00	\$696,762.00	\$1,076,814.00	
Performance Bonding	3,888	7,128	\$12.50			\$137,700.00	

* Supplies and outside services will typically fall under reimbursable costs.

* SUSP rolling stock equipment has been figured into the cost of operations.

* SUSP has priced performance bonding since the County's specs are somewhat vague on length of time, and the dollar amount of bonding the price proposed is worst case scenario for the full 3-year amount. Performance bonds are typically figured at 3-5% of the total cost of the bid. Performance bonding for this type of deliverables contract is unusual, but we can obtain it. SUSP will not mark up the bond costs but will pass on those costs to the community as quoted by the bonding company.

2024-2025 Hourly Rates for Services performed outside of Base Required Services

Crew Member- \$97.75 per hour

**County of Yolo
PREVIOUS CUSTOMER REFERENCE FORM
Operation & Maintenance Services for the Wild Wings Community
Water Supply & Distribution and Wastewater Recycling Facilities
Exhibit "D"**

Contractor Name: Specialized Utility Services Program, Inc.

Please provide at least three customer references for whom you have performed a job similar in size and scope (preferably California state or local government agencies) or within the greater Sacramento area.

1. Company/Project Name: City of Lemoore
 Address: 711 W. Cinnamon Dr.
Lemoore, CA 93245
 Contact Person: Michelle Speer
 Telephone: (559) 924-6744 E-Mail: mspeer@lemoore.com
 Services Performed _____

 Service Dates: From: 8/1/2022 To: 7/1/2027

2. Company/Project Name: Descanso CSD
 Address: P.O. Box 610
Descanso, CA 91916
 Contact Person: Maureen Philips
 Telephone: (619) 445-6042 E-Mail: mphilipswater@gmail.com
 Services Performed _____

 Service Dates: From: 7/1/2012 To: 7/1/2024

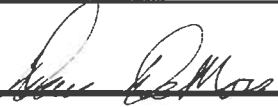
3. Company/Project Name: Napa County
 Address: 804 First Street
Napa, CA 94559
 Contact Person: Chris Silke
 Telephone: (707) 299-1755 E-Mail: christopher.silke@countyofnapa.org
 Services Performed _____

 Service Dates: From: 10/1/2018 To: 6/30/2024

EXHIBIT E – EXCEPTIONS
Operation & Maintenance Services for the Wild Wings Community
Water Supply & Distribution and Wastewater Recycling Facilities
RFP#

All County Contract requirements by section, subsection or numbered item for which Vendor has stated "Read and do not comply" are considered exceptions and must be documented in this form. Vendor may add additional rows to the table as necessary to include all exceptions taken. If no exceptions were taken, Vendor should write "No Exceptions" under the "Requirement(s) Section Number and Text" for Exception in row number 1.

Exception Number	Requirement(s) Section Number and Text	Describe the Nature of the Exception and Explain how Vendor's Response Still Meets the RFP Requirements
1	None.	No exceptions.
2		
3		
4		
5		



 Signature of Person Authorized to Sign

Exhibit F: Signature Page

County of Yolo
Energy Conservation Performance Contract RFQ
SIGNATURE PAGE

Solicitation Name: Operation & Maintenance Services for the Wild Wings Community Water Supply Distribution and Wastewater Recycling Facilities; GSDRFPKK2432

The undersigned supplier hereby certifies that he/she has read the document in its entirety, understands the specifications, agrees to all instructions, terms, conditions, and addenda set forth in this request. Supplier further certifies that the prices and terms submitted for said product(s) and/or service(s) have been carefully reviewed and are submitted as correct and final, and shall be honored for the length of time indicated in the request.

All paper submittals must be manually signed in ink in the appropriate space below. If submitting electronically via BidSync, print name of "Authorized Person" in the space provided for signature.

I certify, under penalty of perjury, that I have the legal authorization to bind the firm hereunder:

For clarification of this offer, contact:

California Rural Water Association
Company Name


Name: Dan DeMoss

1234 North Market Blvd.
Address

Title: Executive Director

Sacramento, CA 95834
City State Zip

Phone: (916) 616-7761


Signature of Person Authorized to Sign

Fax: (916) 553-4904

Dan DeMoss
Printed Name

Email: ddemoss@calruralwater.org

Executive Director
Title

02/21/2024
Date

Attachment 1

SUSP Staff Resumes

SUSP Management Staff:

❖ SUSP Executive Director: Dan DeMoss -Wild Wings Contract Manager

May 2006 to Present – California Rural Water Association, Sacramento, CA

- *Position – CRWA Executive Director, SUSP Executive Director (2011 – Present)*
 - *Duties – Manages day-to-day operations of the Association and its subsidiaries. Ensures contract compliance with 63 field employees and 15 admin staff. Answers to a 7-member board and oversee a \$4 million internal annual budget. Serves as one of 10 field trainers on-staff to train both water and wastewater operators and managers. Helps establish the CRWA training calendar which offers 250-300 days of training per year throughout California. Personally, provides training courses in areas such as Emergency Response Planning, Water Shortage Management Plans, Math, Water & Wastewater Certification Review courses, Rates & Rate Structure training, and Water System Operations & Maintenance.*

April 2002 to May 2006 – California Rural Water Association, Sacramento, CA

- *Position – Federal Programs Director/ EPA Training Specialist*
 - *Duties – Provided oversight of all federal programs and their respective contract obligations. Supervised ten field employees and two admin staff and was responsible for a \$1.2 million budget. Provided onsite technical assistance and training to public water and wastewater systems. Provided training on a variety of topics such as Math, Water System Operations & Maintenance, Rates & Rate Structures, Water Treatment and Disinfection, Wastewater Treatment, Water Distribution, and SDWA and Clean Water Act Regulations. Worked with system operators onsite performing water system evaluations and troubleshooting treatment plant and distribution system challenges.*

March 1998 to Feb 2004 – DeMoss Contracting Services, (DCS) Oregon

- *Position – Company Owner*
 - *Duties: Contract-operated 4 rural water and wastewater systems. DCS also provided underground utility installation of both water and sewer collection systems and successfully bid local public works contracts.*

Feb 1996 to March 1998 – Miox Corporation, New Mexico

- *Position – Field Engineer*
 - *Duties: Sold and installed onsite generated Chlorination equipment for municipal and industrial applications throughout a 3-state territory.*

Jan 1990 to Feb 1996 – Oregon Association of Water Utilities (OAWU), Oregon

- *Position – Manager*

❖ **SUSP Program Manager: Fernando Saenz**

2016 to Present – California Rural Water Association, Sacramento, CA

- *Position* – SUSP Field Management Specialist
 - *Duties* – Fernando is a Grade 3 Wastewater Treatment operator; a Grade 3 Water Treatment operator; a Grade 2 Water Distribution operator; and a certified Backflow Tester. Fernando has over 15 years of water/wastewater maintenance and operations experience, as well as Public Works experience, and currently serves in a lead operator role at several of our contracted systems.

2000 to 2016 – City of Lindsay, Lindsay, CA

- *Position* – Senior Maintenance II
 - *Duties* - Fernando started with the city as a utility worker and over 16 years rose to operate and manage both the water and wastewater systems for the city. Fernando operated an activated sludge /oxidation system as well as a conventional water treatment plant for the city.

1994 to 1999 – United States Marine Corps, San Diego, CA

- *Position* - Infantry

SUSP Operations Staff:

❖ **SUSP Field Specialist: Michael Lane**

2012 to present – California Rural Water Association, Sacramento, CA

- *Position* – SUSP Field Specialist
 - *Duties* – Michael is a Grade 5 Wastewater treatment plant operator and oversees several contracts for SUSP. Michael has over 30 years of experience in the field and has performed multiple plant start-ups and retrofits.

February 2010 to August 2012 - City of Hollister, San Benito County, CA

- *Position* - Project Manager/Plant Supervisor
 - *Duties* – Oversaw operations and maintenance for a 2.1 MGD Membrane BioReactor (MBR) system.

September 2004 to January 2010 - Aquarion Operating Services

- *Position* - Project Manager
 - *Various Projects* –
 - Fairfield-Suisun Wastewater Treatment Plant
 - 16 MGD Plant with Activated Sludge, Co-Generation, Tertiary filtration and Title 22 water irrigation of public landscaping.

- Adelanto, CA Wastewater Ponds 2 MGD
- Bridgeport Connecticut 24 MGD Activated Sludge with Anaerobic Digester and Plate Sludge Press for solids disposal.

November 2002 to September 2004 - City of Bakersfield, Kern County, CA

- *Position – Wastewater Operations Engineering Manager*
 - *Two Facilities- 24 MGD total. Activated Sludge with trickling filter tertiary treatment.*

December 2001 to December 2002 - U.S. Filter-Exxon/Mobil, Torrance, CA

- *Position - Project Manager*
 - *Industrial Benzene reclamation and treatment with fluidized bed reactor.*

December 1999 to November 2001 - Lamont Public Utility District, Kern County, CA

- *Position - General Manager*
 - *3 MGD evaporation ponds.*

September 1994 to Dec. 1999 - Terrebonne Parish, Louisiana

- *Position - Environmental Coordinator*
 - *Regional plant 16 MGD Activated sludge, Tertiary Biofilter, and Anaerobic Digester with Solids Handling Belt press.*
 - *8 MGD and 4 MGD Surface water treatment plants with Coagulation, Flocculation, Sand filter and Chlorination*

October 1990 to September 1994 - Terrebonne Parish, Louisiana

- *Position - Utilities Manager*
 - *Regional plant 16 MGD Activated sludge, Tertiary Biofilter, and Anaerobic Digester with Solids Handling Belt press.*
 - *8 MGD and 4 MGD Surface water treatment plants with Coagulation, Flocculation, Sand filter and Chlorination*

January 1984 to October 1990 - Houma, Louisiana

- *Position - City Utility Engineer.*
 - *Regional plant 16 MGD Activated sludge, Tertiary Biofilter, and Anaerobic Digester with Solids Handling Belt press.*
 - *8 MGD and 4 MGD Surface water treatment plants with Coagulation, Flocculation, Sand filter and Chlorination*

❖ **SUSP Field Specialist & Operations Training Specialist: Fernando Saenz**

2016 to Present – California Rural Water Association, Sacramento, CA

- *Position – SUSP Field Management Specialist*

- *Duties* – Fernando is a Grade 3 Wastewater Treatment operator; a Grade 3 Water Treatment operator; a Grade 2 Water Distribution operator; and a certified Backflow Tester. Fernando has over 15 years of water/wastewater maintenance and operations experience, as well as Public Works experience, and currently serves in a lead operator role at several of our contracted systems.

2000 to 2016 – City of Lindsay, Lindsay, CA

- *Position* – Senior Maintenance II
 - *Duties* - Fernando started with the city as a utility worker and over 16 years rose to operate and manage both the water and wastewater systems for the city. Fernando operated an activated sludge /oxidation system as well as a conventional water treatment plant for the city.

1994 to 1999 – United States Marine Corps, San Diego, CA

- *Position* - Infantry

❖ **SUSP Field Operations Specialist: Joey Escrupulo**

March 2015 to Present – SUSP

- *Position* – Field Specialist
 - *Duties* – Performs routine daily visual checks on tanks, pumping and Lift stations, sampling sites and ponds, and treatment facilities and district buildings. Performs routine process control and water quality testing such as Chlorine residuals, pH, Turbidity, conductivity, settleable solids, and temperatures. Records daily, weekly and monthly test results and process control data. Submits the required information for monthly and quarterly state reporting mandates. Maintains equipment. Performs minor leak repairs, monthly meter readings, and maintains district grounds and buildings. Responds to emergency call-outs.

❖ **SUSP Field Operations Specialist: Jacob Anzaldua**

April 2018 to Present – SUSP

- *Position* – Field Specialist
 - *Duties* – Performs routine daily visual checks on tanks, pumping and Lift stations, sampling sites and ponds, and treatment facilities and district buildings. Performs routine process control and water quality testing such as Chlorine residuals, pH, Turbidity, conductivity, settleable solids, and temperatures. Records daily, weekly and monthly test results and process control data. Submits the required information for monthly and quarterly state reporting mandates. Maintains equipment. Performs minor leak repairs,

monthly meter readings, and maintains district grounds and buildings. Responds to emergency callouts.

Back-up Operations Staff:

❖ SUSP Field Specialist: Chris Rizzo

2016 to Present – California Rural Water Association, Sacramento, CA

- *Position* – Circuit Rider
 - Chris holds a Grade 2 certification in both water distribution and treatment, and a Grade 3 Wastewater treatment with over 30 years of experience in the field providing technical assistance and service.

2011 – 2015 – Decon Water Technologies, Tempe AZ

- *Position* – Technical Service/Consultant

2008 – 2011 – CR Technologies, Fontana, CA

- *Position* – Owner/Operator/Inspector

1992 -2008 – Dober Group, Midlothian, IL

- *Position* – Technical Service/Consultant

1990 – 1992 – Jurupa Community Services District, Riverside, CA

- *Position* – Chief Wastewater Operator
 - *Duties* – 1.0 MGD tertiary plant with sand filters and chlorination with a majority of treated water being sold to a local golf course. Chris would daily coordinate with the golf course manager to determine how much volume he was intending to purchase and adjust the valves manually.

1983 – 1990 – Eastern Municipal Water District, Perris, CA

- *Position* – Wastewater Operator
 - *Duties* - Handled all aspects of sludge wasting and also operated a Winkler belt press for 3 years. Lab experience involved basic testing such as; pH, Total Dissolved Solids, Total Suspended Solids, alkalinity, chlorine residual, turbidity, and Chemical Oxygen Demand.

SUSP Engineers:

➤ **SUSP Senior Hydrogeologist: Tom Ballard, PG, CHG**

2017 to Present – California Rural Water Association, Sacramento, CA

- *Position* – Senior Hydrogeologist
 - *Duties* – Provides water resource management and environmental consulting on small water system projects with emphasis on well design, diagnostics, and rehabilitation, and basic hydrogeology.

2016 to Present - Hydrogeological Associates, Sacramento, CA

- *Position* – Principal Hydrogeologist
 - *Duties* - Provides water resources management and environmental consulting to clients in California. Water resources management services focuses on groundwater development and diagnosing and solving water supply well problems. Environmental consulting services includes due diligence, Phase II site assessments and remediation.

2016 to 2018 - Crawford & Associates, Inc., Sacramento, CA

- *Position* – Contract Hydrogeologist
 - *Duties* - Prime focus is to provide environmental support for geotechnical assessments of road and bridge projects in the state of California, including Caltrans-compliant Initial Site Assessments and Preliminary Site Investigations.

2009 to 2016 – Taber Consultants, West Sacramento, CA

- *Position* – Principal Hydrogeologist/Vice President
 - *Duties* - Provided environmental consulting for assessment of UST and dry cleaner sites and environmental due diligence for private clients. Provided environmental consulting to provide Caltrans-compliant Initial Site Assessments, Preliminary Site Investigations and other environmental consulting for road and bridge projects. Water resources management services consisted of well installation, pumping tests and analysis, cumulative impact studies, water availability analysis and other hydrogeological studies.

Michael S. Busse

639 Whiting St, Space 20

Grass Valley, CA 95945

Cell: (530) 362-0092

Email: mbusse.mb@gmail.com

Present Work Experience:

I have 22 years of work experience with the City of Grass Valley. For the first five years I worked in the Streets Division running the Crack-Seal team, operating the Sweeper and all other heavy equipment. I did finish concrete, asphalt and pipe-laying projects, among others.

For the next 15 years I worked in the Utilities Division progressing from an Operator-in-Training to the Chief Treatment Plant Operator/Utilities Superintendent position, with special emphasis and advanced training in process control (HachWIMS) and SCADA (Wonderware) software programs, Ladder Logic, PLC and Drive configuration. I am very familiar with pumps, valves, motors and other process equipment of various kinds and understand how all the pieces fit into the processing "puzzle". I have a strong computer background and electrical aptitude. For the last two years I have been the Public Works Director of Operations, overseeing Streets, Fleet, Parks, Facilities, Water Distribution and Collections. I oversee payroll, budget, purchasing, personnel, bids and present to Council and other functions with the public.

As Chief Treatment Plant Operator, I oversaw a 2.78 ADWF Class IV activated sludge wastewater plant and a Class III conventional (surface water) drinking water plant.

As Utilities Superintendent, I oversaw the water distribution and sewer collection departments. I have also done contract work with several other treatment facilities during the past few years. I did the drinking water and wastewater reporting, regulatory compliance and city-wide safety program as well as met with individuals at the regional board or other groups as the need arose.

A large part of my job, of course, is providing supervision and support to the employees within my departments. I have extensive training in many aspects of management and supervisory methods and I feel that I possess a natural ability to communicate and cooperate with all types of personalities and bring an optimistic, proactive approach to problem-solving and conflict resolution.

Related Certification:

- Wastewater Treatment Grade V
- Water Treatment Grade IV
- Water Distribution Grade II
- Lab Analyst Grade I
- Confined Space Entrant and Supervisor
- Certified Confined Space Rescue Technician
- Cross –Connection Control Program Specialist

Related Studies:

- CSUS – Wastewater Treatment I&II, Water Treatment I & II, Advanced Waste Treatment, Small Water Systems Operation & Maintenance
- Sierra College – Computing, Communication
- State of California – Haz-mat Cert, Confined Space Cert, Confined Space Rescue Cert, Firefighter 1 Cert
- City of Grass Valley – Effective Leadership Training

Previous Management Experience:

- Laguna Hills Camera, retail camera/ photo processing, Laguna Hills, CA
 - Retail store manager for crew of five for five years
- Creative Camera Labs, custom photography lab, Boulder, CO
 - Production Supervisor for crew of four for three years
- Irvine Photo/ Graphics, commercial photo/graphics company, Irvine CA
 - Production Supervisor for crew of ten for three years

Previous Accounting / Money-Management Experience:

- Northern Queen Inn – Seven years serving as Night Auditor, accounting, charging folios, balancing books, corporate accounts, monthly audits
- Laguna Hills Camera – Accounting, corporate billing, purchasing, inventory, daily balancing, payroll

Letters of Recommendation available upon request

Thank you for your time reviewing this resume and I am excited about creating a successful working relationship with your organization.

Education

BS: Civil Engineering
Jami University

MS: Civil Engineering
University of Wyoming

Licenses

CA Engineer in Training
No. 168625

Mohammad Danishyar, EIT

Associate Engineer



Mohammad has four years of experience in potable water infrastructure projects. In his role as an Associate Engineer, he has supported senior engineers with engineering and design of public water supply systems components including groundwater wells, storage tanks, pump stations, and water distribution pipelines. His work experience includes feasibility studies, preliminary engineering, design drawings, specifications, cost estimation, and water distribution modeling.

SELECTED PROJECT EXPERIENCE

Alpine Water Users Association Consolidation Feasibility Study, San Bernardino County, CA: Conducted consolidation feasibility analysis for AWUA, focusing on identifying potential water system enhancements and exploring the possibility of physical and managerial consolidation with a neighboring water system.

Calaveras Public Utility District Feasibility Study, Calaveras County, CA: Work included a feasibility study and distribution system modeling that identified and developed solutions for high water pressures and recurrent leaks in the existing distribution system. The project contributed to the optimization of the water network, reducing water losses and enhancing overall system efficiency.

Spring Valley School Water System Feasibility Study, Butte County, CA: Conducted a feasibility study for Spring Valley School Water System, examining alternative options for resolving the



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system's contaminated water source. The study encompassed various approaches, including implementing a new water treatment system, consolidating with a neighboring water system, and constructing a new well. This analysis aimed to find the most cost-effective and sustainable solution to ensure a safe and reliable water supply for the school community.

Marygold Mutual Water Company Well 7 Rehabilitation, San Bernardino County, CA: Prepared a preliminary engineering report for the rehabilitation of an existing well. Preliminary investigations indicated that the existing pump was unable to produce the design flow; therefore, the pump and motor were resized to accommodate 1,500 gpm for future growth needs, and a VFD was added. The project involved a system evaluation, well video survey, water quality testing, and preliminary design for a new pump driver, column assembly, wellhead, SCADA, controls, and backup power.

Devore Water Company Booster Station and Water Storage Tank, San Bernardino, CA: Prepared a feasibility study, hydraulic modeling, and a preliminary engineering report for a new 60,000-gallon water storage tank, 50 gpm booster pump station, and 500 gpm fire flow pump. The existing system was located in mountainous terrain and divided into eight pressure zones. Some zones of the system lacked adequate pressure and flow to meet maximum daily demand and fire flow requirements.

Idyllwild Water District Wastewater Treatment Plant Upgrades, Idyllwild, CA: Contributed to the design of wastewater treatment plant upgrades. The existing treatment system had insufficient capacity and required enhancements to manage wastewater flow effectively. The project involved a comprehensive feasibility study exploring various treatment alternatives to replace the existing secondary system. Recommended upgrades included an equalization basin, two treatment trains, and the replacement of aging equipment. To prevent stormwater surges that could disrupt the biological treatment process, the installation of a new equalization tank was suggested.

City of Colton Well 32 Design, Colton, CA: Involved in the design of a test well and a 3,000-gpm production well to meet water supply demands. The design encompassed plans, specifications, and contracting documents for a bid-ready project.



California
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Mark Carey, PE Senior Project Engineer

Education

BS: Civil Engineering
California State University
Sacramento

MS: Civil Engineering California
State University Sacramento

Licenses

CA Professional Engineer
License No. 50754



Mark Carey has over 30 years of experience as a civil engineer serving water and wastewater clients in Northern California and the western U.S. His unique background has involved serving as a design engineer, project manager, and construction manager for a variety of planning, and capital improvement projects. Past projects included energy efficiency studies, small and medium size water system improvements, and a variety of wastewater related facility improvement projects.

Mark specializes in operational improvements, retrofits to aging infrastructure, preparing long-range planning studies, and identifying, evaluating, and constructing water system projects including those involving raw water supply systems, treatment facilities, pipelines, pump stations, and storage facilities. Related services include preparing grant funding applications, civil design, and construction management for water distribution lines, meters, AMI systems, and wastewater reclamation projects.

PROJECT EXPERIENCE

Mojave Water Agency, Center Water Company, Mojave Region, CA: As a Senior Project Engineer, Mark provided a preliminary engineering report and 30 percent design drawings to supplement the pipeline replacement project. reliable potable water system.

Technical Report for Well Permit Amendment, Woodland CA, CA: Northern Recycling LLC leases a portion of land located within the Yolo County Central Landfill in Woodland, California. They



California
Rural Water Association

recently drilled and permitted a drinking water source (well 2) and required a permit amendment, drinking water source assessment, and technical report to be submitted to complete the application. Mark and SUSP prepared a technical report in accordance with County guidelines to complete the permit amendment process this project was completed in 2023.

TMF, PER, and Grant Application Support, Cabazon Water

District: Cabazon Water District is located within the San Gorgonio Pass boundaries and as such, this project was completed as part of our San Gorgonio Pass various technical and engineering related services. To date, SUSP has prepared and submitted a TMF assessment on behalf of the district and is now working on a preliminary engineering report to support a pipeline replacement project of approximately 20 miles of distribution pipeline. Once the preliminary engineering report has been completed SUSP/CRWA will assist the district with grant application support for construction of the pipeline replacement project.

County of Lake, Department of Water Resources, Water

Assessment Plan, Lake County, CA: As a Senior Project Engineer, Mark prepared a water assessment plan for The County of Lake, Department of Water Resources. They received a grant from the U.S. Department of Agriculture, Natural Resources Conservation Service (NRCS) to develop a Watershed Assessment Plan (WAP). The assessment included the priority areas of Clear Lake and Cache Creek in Lake County, California and was comprised of a GIS technician, hydrogeologist, and sanitary survey specialist. The GIS developed GIS-derived flow networks, document recharge areas and watershed boundaries, source water protection area boundaries, GIS modeling and vulnerability analyses. Services included mapping of land use, best management practices, and contaminant sources.

County of Lake, Department of Water Resources, Storm

Water Management Plan, Lake County, CA: The County of Lake, Department of Water Resources received a 319 grant to develop a watershed-based, nonpoint sources storm water management plan (SWMP) to guide future implementation efforts to improve storm water quality. As senior Project Engineer Mark provided continual engagement with the community, interested and invested agency departments, tribes, and researchers to inform the best strategies and locations for implementing storm water quality improvement projects in rural areas throughout the County. This storm Water Management plan is currently an ongoing project scheduled to be completed in 2024.



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Nathan Thomas, PE Senior Project Engineer

Education

Bachelor of Science -
Engineering, Cornell University

Associate Degree - Agriculture
Business Management, College
of the Redwoods

Licenses

CA Professional Engineer
License No. 774478

NV Professional Engineer
License No. 21647



Nate has over seventeen years' experience planning, permitting, designing, and constructing water and wastewater systems in the southwestern United States. He is accustomed to coordinating closely with a variety of Federal and State officials to facilitate effective, efficient outcomes for stakeholders and clients. He is familiar with Prop 1, State Revolving Fund, USDA Rural Utilities, and other funding sources for planning and capital improvement.

Much of Nate's time has been invested in planning and designing public water supply systems. This work includes: pump stations, treatment plants, pipelines, distribution modeling, calculations for integrated pumping systems, wells, tanks, and essential facilities.

Nate excels by bringing a thorough yet broadminded approach to his work. The results are highly functional solutions and smooth capital improvement cycles.

PROJECT EXPERIENCE

Consolidation Feasibility Study, Brookside Estates Mutual Water Company, Bishop, CA: Technical Engineer for SAFER funded project involving: A system evaluation and feasibility study for consolidation alternative projects, including regionalization. Eight public water systems, along with nearby individual homes, were evaluated and alternative projects were recommended for consolidation.

Feasibility Analyses and Technical Evaluations Project, Alleghany County Water District, CA: The system needed assistance determining the cause of failure of a storage tank and



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next steps to provide system storage. The project included procuring an independent tank inspection report by a professional tank inspection company to review all aspects of the tank, identify possible causes of premature corrosion, and make conclusions and recommendations for repairs.

Feasibility Analyses and Technical Evaluations Project, Lake Shasta Pines RV Park and Campground, CA: Assessed an unpermitted well that includes inspection/video survey, a capacity test, and water quality testing. Consolidation with Mountain Gate CSD was ruled out due to distance and lack of managerial capacity. Conceptual design for a potential pipeline from the well to the system was included in the assessment report along with a construction cost estimate.

Water System Improvements, Box Springs Mutual Water Company, Moreno Valley, CA: Project Facilitator for SAWPA Grant funded project involving: A system evaluation, survey, geotechnical report and preliminary engineering to support potable water system improvements, and 90% design. Improvements included a new 1.5 MG storage tank, new booster pump station with 4 booster pumps equipped with VFD's sized to meet MDD plus fire flow (2,187 gpm), new 400-foot deep well, connection piping, backup power, and a building for controls and chlorination facilities. Design was completed in 2021.

Marygold Mutual Water Company Well 7 Rehabilitation, San Bernardino County, CA: Prepared a preliminary engineering report for the rehabilitation of an existing well. The project involved a system evaluation, well video survey, water quality testing, and preliminary design for a new pump driver, column assembly, wellhead, SCADA, controls, and backup power.

City of Colton Well 32 Design, Colton, CA: Involved in the design of a test well and a 3,000-gpm production well to meet water supply demands. The design encompassed plans, specifications, and contracting documents for a bid-ready project.

Devore Water Company Booster Station and Water Storage Tank, San Bernardino, CA: Prepared a feasibility study, hydraulic modeling, and a preliminary engineering report for a new 60,000-gallon water storage tank, 50 gpm booster pump station, and 500 gpm fire flow pump.



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Rural Water Association

Attachment 2

CRWA/SUSP Health, Safety, and Environmental Plan



California
Rural Water Association

**CALIFORNIA RURAL WATER ASSOCIATION
(CRWA)
&
SPECIALIZED UTILITY SERVICES
PROGRAM
(SUSP)**

Health, Safety & Environmental Plan

CRWA & SUSP
Health, Safety & Environmental Plan

Health, Safety & Environmental Plan

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Written Plan

Every employer should have a written Health, Safety and Environment Plan. Please take some time to read it carefully. While no plan can guarantee an accident free work place, following the safety procedures set forth in this manual will significantly reduce the risk of danger to you and your co-workers. Thank you for following all of our safety practices.

Introduction to our Program

State and federal law, as well as company policy, make the safety and health of our employees the first consideration in operating our business. Safety and health in our business must be a part of every operation, and every employee's responsibility at all levels. It is the intent of CRWA to comply with all laws concerning the operation of the business and the health and safety of our employees and the public. To do this, we must constantly be aware of conditions in all work areas that can produce or lead to injuries. No employee is required to work at a job known to be unsafe or dangerous to their health. Your cooperation in detecting hazards, reporting dangerous conditions and controlling workplace hazards is a condition of employment. Inform your supervisor immediately of any situation beyond your ability or authority to correct. Employees will not be disciplined or suffer any retaliation for reporting a safety violation in good faith.

Safety First Priority

The personal safety and health of each employee is of primary importance. Prevention of occupationally-induced injuries and illnesses is of such consequence that it will be given precedence over operating productivity. To the greatest degree possible, management will provide the procedural controls, elements and physical protection hardware environment required for personal safety and health. However, our employees must bear primary responsibility for implementing these processes to work safely on the job and in the office. A little common sense and caution can prevent most accidents from occurring.

Individual Cooperation

CRWA maintains a safety and health environmental program that conforms to the best practices of our field. To be successful, such a program must embody proper attitudes towards injury and illness prevention on the part of supervisors and employees. It requires cooperation between the employer and employees in all safety and health matters as well as between co-workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved. Safety is no accident; thinking about safety helps all employees reduce injuries on the job.

Safety Program Goals

The objective of CRWA is to provide a health and safety program that will reduce the number of accidents, injuries, and illnesses to an absolute minimum. Our goal is zero accidents and injuries.

Safety Policy Statement

It is the policy of CRWA that accident prevention shall be considered of primary importance in all phases of operation and administration. Further, it is the intention of CRWA's management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees. The prevention of accidents is an objective affecting all levels of our company and its operations. It is, therefore, a basic requirement that each supervisor make the safety of all employees an integral part of his or her regular management function. It is equally the duty of each employee to accept and follow established safety regulations and procedures. Every effort will be made to provide adequate training to employees. However, if an employee is ever in doubt about how to do a job or task safely, it is his or her duty to ask a qualified person for assistance. Employees are expected to assist management in accident prevention activities.

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Unsafe conditions must be reported immediately. Fellow employees that need help should be assisted. Every injury that occurs on the job, even a slight cut or strain, must be reported to management and the Safety Coordinator as soon as possible. Under no circumstances, except emergency trips to the hospital, should an employee leave the work site without reporting an injury. Please work safely. Safety is everyone's business.

Safety Rules for All Employees

It is the policy of CRWA that everything possible will be done to protect you from accidents, injuries and/or occupational disease while on the job. Safety is a cooperative undertaking requiring an ever-present safety consciousness on the part of every employee. If an employee is injured, positive action must be taken promptly to see that the employee receives adequate treatment. No one likes to see a fellow employee injured by an accident. Therefore, all operations must be planned to prevent accidents. To carry out this policy, the following rules will apply:

- 1) All employees shall follow the safe practices and rules contained in this manual and such other rules and practices communicated on the job.
- 2) All employees shall report all unsafe conditions or practices to the proper authority, including the management on the project, and, if corrective action is not taken immediately, a governmental authority with proper jurisdiction over such practices.
- 3) The Safety Coordinator shall be responsible for implementing these policies by insisting that employees observe and obey all rules and regulations necessary to maintain a safe work place and safe work habits and practices.
- 4) Good housekeeping must be practiced at all times in the work area. Clean up all waste and eliminate any dangers in the work area.
- 5) Suitable clothing and footwear must be worn at all times. Personal Protection Equipment (hardhats, respirators, eye protection, vests, etc.) will be worn whenever needed. Steel toed boots only must be worn at survey or construction job sites and must not have thin or torn soles. No open toed shoes or high heeled shoes allowed at project worksites.
- 6) All employees will participate in a safety meeting conducted by the Safety Coordinator as required.
- 7) Anyone under the influence of drugs or alcohol, including prescription drugs which might impair motor skills and judgment, shall not be allowed on the job.
- 8) Horseplay, scuffling, and other acts which tend to have an adverse influence on safety or the well-being of other employees are prohibited.
- 9) Work shall be well planned and supervised to avoid injuries in the handling of heavy materials and while using equipment.
- 10) An employee will not be permitted to work if his/her ability or alertness is so impaired by fatigue, illness, or other causes that it might expose the him/her or others to injury.
- 11) Employees shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties, unless they have received specific instructions.
- 12) All injuries should be reported to management and the Safety Coordinator so that arrangements can be made for medical or first aid treatment.
- 13) When lifting heavy objects, use the large muscles of the leg instead of the smaller muscles of the back.
- 14) Do not throw items, especially material and equipment. Dispose of all waste properly and carefully. Bend all exposed nails so that no one will be hurt during the removal of the waste.

Safety Coordinator

Michelle MacLellan, a person with sufficient authority and knowledge, is responsible for the CRWA Safety Program. In addition to other organizational titles, Michelle has been designated as CRWA's Safety Coordinator.

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Safety Coordinator Responsibilities

In accordance with CRWA's Health, Safety & Environment Plan, Michelle MacLellan has been designated as the Safety Coordinator, and has responsibility and authority to do the following:

- 1) Develop and implement rules of safe practices for each function within the company.
- 2) Develop and implement safe operating rules and processes.
- 3) Develop and implement a system to encourage employees to report unsafe conditions immediately.
- 4) Will review each accident with the manager and individual, whether or not it results in an injury, to determine the cause of the accident and to prevent recurrence. In cases of a known injury accident, the investigation shall precede only after consultation with CRWA attorneys, who shall direct the investigation (the product of which investigation shall be considered the work product of the attorney).
- 5) Instruct supervisors in safety responsibilities.
- 6) Develop and implement a program of employee safety education.
- 7) Oversee safety inspections to identify and correct unsafe working conditions. Special attention shall be given to notice of serious concealed dangers.
- 8) Maintain records of training, periodic inspections, corrective actions and investigations as required by law. CRWA will inform every person of the name of the Safety Coordinator.

Program Implementation and Management

Overall responsibility and authority for implementing the Health, Safety, & Environment Plan is vested in Michelle MacLellan, the Safety Coordinator. Management fully supports the Safety Coordinator. As part of the job, the Safety Coordinator will supplement this written injury and illness prevention program by establishing workplace objectives and safety programs; working with all government officials in both accident investigation and safety inspection procedures; maintaining safety and individual training records; encouraging reporting of unsafe conditions and promoting a safe workplace. Some of these responsibilities will be delegated to your immediate supervisor/manager for implementation.

Employee Compliance

All employees are required to comply and promote employee safety. Employees should not be discouraged to report unsafe acts. CRWA's philosophy is to provide a safe working environment for all employees.

Agreement to Participate

Every employer is required to provide a safe and healthy workplace. CRWA is committed to fulfilling this requirement. A safe and healthy workplace is one of the highest priorities of CRWA. The information in this manual constitutes a written Health, Safety & Environment Plan. While CRWA cannot anticipate every workplace hazard, the following general principals should guide your conduct:

- To be safe, you must never stop being safety conscious. Study the guidelines contained in this manual.
- Discuss the workplace situation with the Safety Coordinator.
- Attend all company sponsored training and safety meetings.
- Read all posters and warnings.
- Listen to instructions carefully.
- Follow the Code of Safe Work Place Practices contained herein.
- Participate in accident investigations as requested.

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- Accept responsibility for the safety of others.
- Maintain all required documentation.

By signing the acknowledgement at the end of this handbook, each employee promises to read and implement this Health, Safety & Environment Plan. If you don't understand any portion of the plan, please ask your supervisor/manager.

Training

Employee safety training is another requirement of an effective injury and illness prevention program. While CRWA believes in skills training, we also want to emphasize safety training. All employees should start the safety training by reading this manual and discussing any problems or safety concerns with your direct supervisor/manager. You may wish to make notes in the margins of this manual where it applies to your work.

Safety & Health Training

Training is one of the most important elements of any Health, Safety & Environment Plan. Such training is designed to enable employees to learn their jobs properly, bring new ideas to the workplace, reinforce existing safety policies and put the Safe, Health & Environment Plan into action. Training is required for both supervision and employees alike. The content of each training session will vary, but each session will attempt to teach the following:

- a) The success of CRWA's Health, Safe & Environment Plan depends on the actions of individual employees as well as a commitment by the Company.
- b) Managers and supervisors are responsible for reviewing the safe work procedures unique to each employee's job and how these safe work procedures protect against risk and danger.
- c) Certain personal protective equipment is required or necessary and employees must learn how to use and maintain the equipment properly.
- d) Employees must understand and learn their responsibilities in regard to emergencies that may occur in the workplace.

Supervisors/Managers are key figures in the establishment and success of CRWA's Health, Safety & Environment Plan and are also vested with special duties concerning the safety of employees. Supervisors/managers have primary responsibility for actually implementing the Health, Safety & Environment Plan, especially as it relates directly to the workplace. Supervisors/managers are responsible for being familiar with safety and health hazards to which employees are exposed, how to recognize them, the potential effects of these hazards, and rules and procedures for maintaining a safe workplace. Supervisors/managers shall convey this information to the employees at the workplace, and shall investigate accidents according to the accident investigation policies contained in this manual.

Periodic Safety Training Meetings

CRWA has regular scheduled safety meetings. The purpose of the meeting is to convey important safety information; answer employee questions; and discuss, in language understandable to every employee, the content of the Health, Safety & Environment Plan, special work site hazards, serious concealed dangers, and other required data. Whenever a new practice or procedure is introduced into the workplace, it will be thoroughly reviewed for safety. A sign-up sheet will be passed around each meeting, and notes of the meeting will be filed. Refresher training will be provided on a scheduled basis and employees will be required to attend. Safety training is mandatory and will be documented.

Communication

Employers should communicate to employees their commitment to safety and to make sure that employees are familiar with the elements of the safety program. CRWA communicates with its

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employees orally, in the form of directions and statements from your supervisor/manager, and in writing, in the form of directives and this manual. If you see a supervisor or manager do something unsafe, please tell that person. We sometimes forget actions speak louder than words.

Accident Prevention Policy Posting

Each employee has a personal responsibility to prevent accidents. You have a responsibility to your family, to your fellow workers and to CRWA. You will be expected to observe safe practice rules and instructions relating to the efficient handling of your work. Your responsibilities include the following:

- Incorporate safety into every job procedure. No job is done efficiently unless it has been done safely.
- Know and obey safe practice rules.
- Know that disciplinary action may result from a violation of the safety rules.
- Report all injuries immediately, no matter how slight the injury may be.
- Caution fellow workers when they perform unsafe acts.
- Do not take chances.
- Ask questions when there is any doubt concerning safety.
- Do not tamper with anything you do not understand.
- Report all unsafe conditions to your supervisor/manager immediately.

Hazard Identification & Abatement

This written safety and health plan sets out a system for identifying workplace hazards and correcting them in a timely fashion. Please review it carefully with your manager/supervisor. Remember, safety is everyone's responsibility.

Safety Audits

The best method to establish a safer workplace is to study past accidents. By focusing on past injuries, CRWA hopes to avoid similar problems in the future. Therefore, whenever there is an accident, and in many cases upon review of past accidents, you may be requested to participate in a safety audit interview. During the interview, there will be questions about the nature of the investigation and the workplace safety related to the incident. Please answer these questions honestly and completely. Also, please volunteer any personal observations and/or suggestions for improved workplace safety. Based upon the study of past accidents and industry recommendations, a safety training program has been implemented. In addition to other preventative practices, there will be a group discussion of the cause of the accident and methods to avoid the type of accidents and injury situations experienced in the past. Work rules will be reviewed and modified based upon the study of these accidents. In addition to historical information, workplace safety depends on workplace observation.

Your manager is responsible for inspecting your work area, but this does not mean you are no longer responsible for inspecting the workplace also. Each day, before you begin work, you should inspect the area for any dangerous conditions. Inform your supervisor/manager of anything significant, so other employees and guests are advised. You may also be given written communications regarding unsafe conditions or serious concealed dangers. Review this communication carefully and adjust your workplace behavior to avoid any danger or hazards. If you are unclear or unsure of the significance of this written communication, contact your supervisor and review your planned actions before starting to work. It is better to wait and check, than to go ahead and possibly cause an injury to yourself and others. Managers must provide written notice to

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employees of any serious concealed dangers of which they have actual knowledge. In addition to providing written notice of all serious concealed dangers to employees, managers are required to report serious concealed dangers to either OSHA or an appropriate administrative agency within fifteen days, or immediately if such danger would cause imminent harm and is not abated. Merely identifying the problem is not sufficient. The danger must be reported to the appropriate supervisor/manager and the Safety Coordinator, who then will correct the problem. If the danger cannot be corrected, then all employees will be warned to take protective action so that the danger will not result in any injuries.

Workplace Inspections

In addition to the examination of records, work place safety inspections will occur periodically when conditions change, or when a new process or procedure is implemented. During these inspections, there will be a review of the Health, Safety & Environment Plan and CRWA code of safe work practices.

Accident Investigation

A primary tool used by CRWA to identify the areas responsible for accidents is a thorough and properly completed accident investigation. The results of each investigation will be in writing and submitted for review by CRWA management and the Safety Coordinator. In the written report, make sure that the names and addresses and day and evening phone numbers of all eye witnesses are noted or recorded. If a formal police report or other official investigation is conducted by any government agency, get the name and badge number of the official, or a business card, and find out when a copy of the official report will be available to the public. If you are requested to make a statement, you have the right to have a Company sponsored representative (management or HR) attend the meeting with you.

Reporting

Immediately report all accidents to your manager/supervisor.

A satisfactory accident report will answer the following questions:

- 1) What happened? The investigation report should begin by describing the accident, the injury sustained, the eyewitnesses, the date, time and location of the incident and the date and time of the report. Remember: who, what, when, where and how are the questions that the report must answer.
- 2) Why did the accident occur? The ultimate cause of the accident may not be known for several days after all the data are analyzed. However, if an obvious cause suggests itself, include your conclusions as a hypothesis at the time you give your information to the person in charge of the investigation.
- 3) What should be done? Once a report determines the cause of the accident, it should suggest a method for avoiding future accidents of a similar character. This is a decision by the Safety Coordinator and the supervisor/manager on the project, as well as top management. Once a solution has been adopted, it is everyone's responsibility to implement it.
- 4) What has been done? A follow up report will be issued after a reasonable amount of time to determine if the suggested solution was implemented, and if so, whether the likelihood of accident has been reduced.

Records

CRWA maintains records of employee training, hazard identification and abatement, and accident investigation.

OSHA Records Required

Copies of required accident investigations and certification of employee safety training shall be maintained by the Safety Coordinator. A written report will be maintained on each accident, injury or

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on-the-job illness requiring medical treatment. A record of each such injury or illness is recorded on OSHA Log and Summary of Occupational Injuries Form 300 according to its instructions. Supplemental records of each injury are maintained on OSHA Form 101, or Employers Report of Injury or Illness Form 5020. Every year, a summary of all reported injuries or illnesses is posted no later than February 1, for one month, until April 30, on OSHA Form 300. These records are maintained for five years from the date of preparation.

Safety Equipment

Proper safety equipment is necessary for your protection. The Company provides the best protective equipment that is possible to obtain. Use all safeguards, safety appliances, or devices furnished for your protection and comply with all regulations that may concern or affect your safety. Wear your gear properly -- all snaps and straps fastened, cuffs not cut or rolled. Do not alter or replace an approved appliance without permission from your supervisor/manager. Your supervisor/manager will advise you and provide what protective equipment is required for your job. Certain jobs require standard safety apparel and appliances for the protection of the employee. These items shall be worn and effectively maintained as a condition of your continued employment and part of our mutual obligation to comply with the Occupational Safety and Health Act. Safety goggles, glasses and dust mask, vest, hard hat, gloves, protective footwear etc. shall correspond to the degree of hazard, i.e., chemical splashes, welding flashes, impact hazard, dust, etc. Do not alter or replace an approved appliance without permission from your supervisor.

Protective Clothing

Proper safety equipment is necessary for your protection. The Company provides the best protective equipment that it is possible to obtain. Use all safeguards, safety appliances, or devices furnished for your protection and carry out all regulations that may concern or affect your safety. Wear your gear properly - all snaps and traps fastened, cuffs not cut or rolled. Your supervisor/manager will advise you as to what protective equipment is required for your job.

Smoking & Fire Safety

Fire is one of our worst enemies. Learn the location of the fire extinguishers. Learn how to use them. You can help prevent fires by observing the smoking rules:

- Smoking is not allowed on the site, except in designated areas.
- Smoking is not permitted in restrooms.
- If you are not sure about where you may smoke, ask your manager.

Reporting

All serious accidents must be reported to OSHA. In cases of hospitalization or death, a full investigation with copies to governmental authorities will be required. In less serious cases, the investigation report must be presented to the company for disclosure to its insurance carrier and for remedial action at the work site.

Examples of Serious Injury include:

- Fractures of the hands, feet, fingers and toes.
- Head injuries with loss of consciousness.
- Second and Third degree burns, and burns for which complications are present.
- Injuries to the eye, including traumatic injuries that puncture the eye, that cause bleeding in the eye.
- Heat Exhaustion and Heatstroke.

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General Code of Safe Work Practices

General Fire Safety

Our local fire department is well acquainted with our buildings, its location and specific hazards. All fire doors and shutters must be maintained in good operating condition. All automatic sprinkler water control valves, if any, air and water pressures should be checked routinely. The maintenance of automatic sprinkler systems is assigned to facilities management. Sprinkler heads should be protected by metal guards if exposed and proper clearance must be maintained. Portable fire extinguishers are provided in adequate numbers and type and are located throughout our offices. Fire extinguishers are mounted in readily accessible locations. Fire extinguishers are recharged regularly and the date of last inspection noted on their tags.

Cold

Prolonged exposure to freezing or cold temperatures can result in serious health problems such as trench foot, frostbite and hypothermia. In extreme cases, including cold water immersion, exposure can result in death. Danger signs include uncontrolled shivering, slurred speech, clumsy movements, fatigue and confused behavior. If these signs are observed, call for emergency help.

Some tips:

- Recognize environmental and workplace conditions that can be dangerous.
- Learn the signs and symptoms of cold-induced illnesses/injuries and what to do for yourself and others.
- Wear proper clothing for cold, wet and windy conditions including layers so you can adjust to changing conditions.
- Be sure to take frequent short breaks in warm dry shelters to allow the body to warm up.
- Try to schedule work for the warmest part of the day.
- Avoid exhaustion or fatigue. Energy is needed to keep muscles warm.
- Use the buddy system- work in pairs so that one worker can recognize danger signs.
- Drink warm, sweet beverages (sugar water, sports-type drinks) and avoid drinks with caffeine (coffee, tea, sodas or hot chocolate) or alcohol.
- Eat warm, high-calorie foods such as hot pasta dishes.
- Remember, you face increased risks when you take certain medications, are in poor physical condition, or suffer from illnesses such as diabetes, hypertension or cardiovascular disease.

Confined Spaces

Before entry into a confined space, all impellers, agitators, or other moving equipment contained in the confined space must be locked-out. Ventilation must be either natural or mechanically provided into the confined space. All hazardous or corrosive substances that contain inert, toxic, flammable or corrosive materials must be valued off, blanked, disconnected and separated.

Electrical

Employees will be made aware of the OSHA Electrical Safety Orders and will be responsible for compliance. Further, employees will be required to report any hazard to life or property that is observed in connection with a job, electrical equipment or lines. Equipment such as electrical tools or appliance must be grounded or of the double-insulated type. Extension cords being used must have a grounding conductor. The workplace supervisor/manager must be aware if multiple plug adaptors are prohibited. If ground-fault circuit interrupters are installed on each temporary 15 or 20

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ampere, 120 volt AC circuit at locations where construction, demolition, modifications, alterations or excavations are being performed, temporary circuits must be protected by suitable disconnecting switches or plug connectors with permanent wiring at the junction.

Noise

Noise levels are measured using a sound level meter or an octave bank analyzer and records kept. Engineering controls will be used to reduce excessive noise levels. When engineering controls are not feasible, administrative controls (i.e., worker rotation) will be used to minimize individual employee exposure to noise. An ongoing preventive health program will be utilized to educate employees in safe levels of noise, exposure, effects of noise on their health, and use of personal protection. Approved hearing protective equipment (noise attenuating devices) will be available to every employee working in areas where continuous noise levels exceed 85 dB. To be effective, ear protectors must be properly fitted and employees will be instructed in their use and care.

Fueling

Where flammable liquids are used, employees will be trained to deal with spillage during fueling operations, how it is to be cleaned, the types and designs of fueling hoses and the specific types of fuel it can handle, whether fueling is being done with a nozzle that is a gravity flow system or self-closing, how to avoid spills and if a spill occurs, the safety precautions involved with restarting an engine. Employees must be aware that an open flame or light near any fuel is prohibited when fueling or the transfer of fuel is occurring. "NO SMOKING" signs will be posted conspicuously.

Transporting Employees & Materials

When employees are transporting either employees or materials, they must have an operator's license for that classification of vehicle and be certified or trained in the operation of that vehicle. For a safety program to be effective, they must also have knowledge of First Aid courses and safety equipment, as well as the vehicle and how it operates. Vehicles should be in good working condition, inspected on a regular basis and must be equipped with lamps, brakes, horns, mirrors, windshields and turn signals in good working order. Safety measures to ensure passenger safety should be observed. When cutting tools with sharp edges are carried in the passenger compartment, they must be placed in closed boxes or secured containers. Carrying flares and two reflective type flares and a fire extinguisher must be part of the standard emergency equipment carried in the vehicle at all times.

Ergonomics

With the introduction of computers into the workplace, new areas of physical debilitation have been recognized. These new potential hazards have required a redesigning of both the workplace and how employees work. A set of standards will be developed and practiced with this new technology. Furniture will be adjustable, positioned and arranged to minimize strain on all parts of the body if needed. The glare of a computer screen will be minimized by a glare screen to prevent eye strain. Repetitive motions can harm, back, shoulders, neck, wrists and other parts of the body, so employees will not proceed with a task when they are physically feeling impairment. Each employee will be entitled to a rest break.

Ventilation for Indoor Air Quality

HVAC systems should provide at least the quantity of outdoor air required by the State Building Standards code, (Title 24, Part 2) CUSTOMIZE PER STATE. The HVAC systems should be inspected annually for any potential problems and there should be an approved inspection certificate available for review. Records should be retained for a minimum five year period.

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Safety Posters

CRWA is required to post certain employment related information. The required information is maintained on a bulletin board where employees can find the following required posters: various state and federal orders regulating the Wages, Hours and Working Conditions in certain industries, Pay Day Notice, Anti-Discrimination Poster, Equal Employment Opportunity is the Law (EEOC form), OSHA Safety and Health Protection on the Job, Notice of Workers Compensation Carrier, Unemployment Insurance and Disability Insurance Notice, Employee Polygraph Protection Act (form WH 1462), Access to Medical and Exposure Records, Time Off to Vote.

In addition to the above listed notices, a copy of this injury prevention program, a LOG and Summary of Occupational Injuries and Illnesses, a copy of CRWA's code of Safe Work Practices, CRWA Staff Guide, and a Fire Prevention and Evacuation Plan will be posted or can be found in designated area assigned by management.

Material Data Safety Sheets for CRWA' premises are available on the MSDS location. When employees are required to work on the premises of any other employer, such as a service call or installation situation, the job site will maintain a collection of Material Data Safety Sheets that describe any hazards unique to that site. Check with the other employer's job site coordinator or supervisor/manager for the exact location of the MSDS information. At the time of a real emergency, call 911, state your name, the nature of the emergency, and exact location of the injury. Answer all questions completely. Do NOT use 911 for routine calls to police or fire departments.

Licenses & Permits

In addition to other postings required by law, CRWA maintains a copy of all necessary business licenses, permits, and notices required by the National Labor Relations Board or other governmental bodies, notices of citations during abatement periods, and other required information which are posted during the appropriate times on the bulletin board.

Personal Protective Equipment Clothing

- 1) Employees are required to wear safety glasses at all times in areas where there is a risk of eye injuries such as punctures, contusions or burns.
- 2) Hard hats/vests must be worn in areas subject to falling objects, and at an times while at construction sites.
- 3) When necessary employees must use the approved respirators (dust masks) which are provided for regular use.
- 4) All safety equipment must be maintained in sanitary condition and ready for use. Report any defective equipment immediately.
- 5) In cases where the noise level exceeds certain levels, ear protection is provided.

Hardhats

CRWA requires hardhats and vests to be worn when appropriate. Hardhats/vests are common wear in certain workplaces. When you wear a hardhat, wear it correctly. Keep it securely on your head with the inside band properly adjusted. See you manager/supervisor if you are having trouble adjusting the hardhat.

Work Area

Fire extinguishers must remain accessible at all times. Aisles and hallways must be kept clear at all times. Designated employees have been trained to respond to a fire or other emergency. Workplaces are to be kept free of debris, floor storage and electrical cords. Adequate aisle space is to be maintained. File cabinet drawers should be opened one at a time and closed when work is

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finished. Proper lifting techniques are to be used by employees to avoid over exertion and strain when carrying loads.

Driving

Drive safely. The following general safety practices must be observed by persons driving a CRWA vehicle or any other vehicles on company business including fleet vehicles.

- Seat belts must be worn by the driver and ALL passengers.
- The driver must operate the vehicle in a safe manner.
- Drivers must operate vehicles within the speed limit. No driver will be required to meet a schedule that would necessitate driving at speeds greater than the posted speed limits.
- Drivers must obey traffic laws and ordinances, and must comply with traffic signals and signs.
- Drivers will pay traffic and parking fines whether or not they are on company business.
- No employee may drive a motor vehicle while under the influence of alcohol or any other drug. CRWA expects the use of alternate transportation should such a situation arise.
- No driver shall operate, or be required or permitted to operate, a vehicle while his or her ability or alertness is impaired through fatigue, illness or another cause that may make driving unsafe.
- CRWA extends the use of alternate transportation should a situation arise.
- Employee with medical or other conditions that could affect driving safety will be evaluated for approval to drive on company business.

Serious problems or unsafe conditions detected while operating a fleet vehicle are to be promptly brought to the attention of the Safety Coordinator

Tool Maintenance

Faulty or improperly used hand tools are a safety hazard. All employees shall be responsible for ensuring that tools and equipment (both company and employee-owned) used by them or other employees at their workplace are in good condition. Hand tools such as chisels, punches, etc., which develop mushroom heads during use, must be reconditioned or replaced as necessary. Broken or fractured handles on hammers, axes and similar equipment must be replaced promptly. Worn or bent wrenches should be replaced regularly. Appropriate handles must be used on files and similar tools. Check your tools often for wear or defect. Jacks must be checked periodically to assure they are in good operating condition. Tool handles must be wedged tightly into the heads of tools. Tool cutting edges should be kept sharp enough so the tool will move smoothly without binding or skipping. When not in use, tools should be stored in a dry, secure location.

First Aid Kits

First-aid kits and required contents must be maintained in a serviceable condition. Assure that unit-type kits have all items in the first-aid kit individually wrapped, sealed, and packaged in comparable sized packages. The items in commercial or cabinet-type kits that need to be kept sterile should be wrapped and sealed individually. For example, most items in a first-aid kit should be wrapped and sealed individually and may need to be disposed of after a single use or application. This is not the case for scissors, tweezers, tubes of ointments with caps, or rolls of adhesive tape.

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Safety Coordinator

General Statement

The Safety Coordinator is the person who has been delegated the authority to develop and administer CRWA's health and safety program.

Duties

By law, the Safety Coordinator is the person designated by the company with the duty and authority to implement and maintain CRWA's Injury and Illness Prevention Program. The Safety Coordinator is assigned the responsibility of providing technical guidance and services in the field of health and safety needed by CRWA management. To fulfill this objective the Safety Coordinator is required to:

- 1) Provide management at all levels with the information, advice, and assistance needed to formulate CRWA's health and safety policy, directives, procedures, and standards.
- 2) Assist management at all levels in establishing and maintaining a healthful and safe working environment free from unacceptable risks, in conformance with OSHA health and safety guidelines and in compliance with applicable standards, codes, and regulations.
- 3) Monitor Safety within CRWA and provide management with the information needed to maintain a healthful and safe working environment, free from unacceptable risks.
- 4) Oversee general safety education and training programs. Assist in the development of specific job safety training programs.
- 5) Oversee plans and training response for personnel to control emergency situations.
- 6) Maintain a staff of Safety Committee members and consultants knowledgeable in all areas of safety.
- 7) Prepare and maintain CRWA's Health and Safety Manual and other documents that relate to safety. Specify proper protective equipment for issuing to employees.

To carry out its responsibilities, the Safety Coordinator maintains a staff of committee members and consultants in the appropriate environment, health, and safety disciplines. The Safety Committee consists of Dan DeMoss, Dustin Hardwick, Bill Luikart and John Wendele.

Safety Training

CRWA policy and federal law require that CRWA staff receive appropriate health and safety training. Managers are responsible for ensuring that employees under their supervision receive this training so they are fully informed about possible occupational health hazards and know how to work safely. Training must include CRWA's health and safety orientation for new employees plus any additional training specific to the nature of hazards on the job. Employees must complete this training before they can work unsupervised. All new employees must attend the new employee orientation within the first month of employment.

OSHA and other federal regulations spell out several specific health and safety training requirements for special hazards. These include, but are not limited to, hazard communication for exposure to hazardous substances, asbestos exposure, respirator use, hearing conservation, and confined space hazards. Employees who are members of building emergency teams, are required to have CPR and First Aid certification.

Managers should identify training needs for the job classifications for which they are responsible. Please refer to specific chapters in this manual for further information on training requirements. Consult with the Safety Coordinator about other training needs and requirements. Training not provided such as on-the-job training, is the responsibility of management. This includes information on procedural changes or system modifications that impact safety.

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The Safety Coordinator provides several health and safety training courses and materials, technical assistance on training needs, and resources to help managers/supervisors fulfill their training responsibilities. All health and safety training must be documented.

Managers/supervisors must note the participants' names and employee numbers, topics discussed, instructor(s), and date. The Safety Coordinator is responsible for maintaining training records. A copy of this information should be sent to the Safety Coordinator for inclusion in CRWA's training data base.

Hazard Warnings

Introduction

Every reasonable method to warn employees of hazards and dangers and to inform them of the actions required must be utilized. Signs, characteristic lights, and audible alarms as additional safeguards for mechanical and physical protection must be used.

Signs: Contents & Configuration

Signs must conform to the colors, symbols, lettering size, and proportions as specified by CRWA when needed. Every warning sign must include the following components:

- An approved heading that indicates the relative hazard
- A statement of the type of hazard
- A statement of what to do or not to do in the area

Caution Signs

Caution signs are used where injury or damage is possible and employees must be on their guard. The top of this sign says CAUTION in yellow letters on a black rectangle. The body of the sign is yellow with the message printed in black.

Informational Signs

Informational signs are used where instructions are needed. The heading says NOTICE in white letters on a green rectangle when the message relates to safety and on a blue rectangle for other messages. The body of the sign is white with the message printed in black.

Directional Signs

Directional signs are used to indicate exits, fire escapes, evacuation routes, stairways, location of first aid, etc. The direction symbol appears near the top in white on a green rectangle. The body of the sign must have a color contrasting with the general background.

Evacuation Alarm System

The facility supervisor and Safety Coordinator shall jointly decide the type of evacuation alarm system when needed.

Evacuation Alarm

All buildings onsite are equipped with a means of notifying personnel to leave the building. The general evacuation alarm is a steady klaxon horn sound that means, "Everyone leave the building immediately and go to the prearranged assembly point or as directed by the public address system." The extensiveness and reliability of the alarm system must be proportional to the magnitude of the credible accidents that could occur from the operations in or near the building.

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Evacuation Alarm - Automatic

An automatic evacuation alarm must be installed that is triggered by a detector directly sensitive to the nature of the hazard for any operation in which an accident could rapidly endanger employees outside the immediate area. Such an operation must not proceed unless the alarm system is functional. Manual activation capability and a public-address back-up system must be provided in the building. This alarm system must be protected by an automatic emergency power supply.

Manual Alarm System

A manually operated alarm system must be installed for operations in which accidents would not cause immediate danger to personnel outside the area of the incident but that could develop into dangerous situations. A public address system operable from the building and from the Fire Department and Protective Services must be provided.

Emergencies

Organization

CRWA requires that during every emergency an organized effort be made to protect personnel from further injury and to minimize property damage. All of CRWA's resources can be made available to respond to an emergency. Management must know what to do during an emergency and must be certain that his or her employees understand their roles. In case of emergency CRWA'S initial point of contact would be Dan Demoss, Executive Director for CRWA, at 916-616-7761.

Master Emergency Response Plan

CRWA's Master Emergency Response Plan delineates lines of authority and responsibility for emergency response. In this context, a major emergency may be one of the following: a potential major loss to a building or office; an emergency that involves more than one building or office; a situation in which a choice must be made in the assignment of relative levels of authority among emergency-response groups; a potential hazard to the surrounding community; threat; civil disturbances or alerts; natural disasters such as earthquakes, floods, and landslides; and site wide electrical power or other utility failure.

During response to such major events, if deemed necessary by management or CRWA, Fire or Police may be summoned, and a pre-designated succession of management personnel would determine who would take charge. The primary person designated to be in charge is Dan Demoss, Executive Director, he is to ensure that priorities are established, that the response is appropriate and adequately implemented, and that the proper notifications are made. In most cases the direct involvement of local supervision/management and remedial action will be necessary.

Adequate emergency response will be made at the group, and Regional levels, with support from Fire, Medical, Protective Services, and other support organizations. As a practical matter it must be recognized that management personnel are normally on site only 40 of the 168 hours per week. Thus, there may be considerable delay before management personnel can assume onsite direction of major emergencies. This highlights the importance of local initiative, at least at the onset of an emergency.

The underlying philosophy of the emergency response plan is the recognition that each employee has a vital role and a basic responsibility in the area of safety and emergency action. The only reasonable expectation is that at the onset of an emergency the initial response will be at the individual level. Immediate and knowledgeable action is vital. The emergency plans for individual buildings and facilities set forth the responses to be taken by employees following the discovery of an emergency.

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Following the immediate measures taken by the individual, the responsibility for action will normally proceed upward through normal organizational lines of authority to the Building Manager and to emergency-response groups. Involvement of individuals at a higher level of responsibility will depend on the particular situation. To reiterate, levels of responsibility proceed downward from top management while action and response levels proceed upward from the first person involved. Please have the courage to call outside assistance such as the police and firefighters. Dial 9-1-1. When the police, firefighters or paramedics arrive, surrender command to a qualified emergency specialist. Notify management as soon as practical, which means after all immediate responses have been exercised. The operator at 911 will tell you who is the person in charge of the specialized personnel assigned to respond to the emergency. An orderly transfer of responsibility is then made from the local building or facility organization to this responding unit. The examples listed below identify the most likely outside incident commander for the following types of emergencies:

- Injury: Ranking Fire Officer or Physician
- Fire: Ranking Fire Officer
- Bomb Threat: Ranking Police Officer
- Civil Disturbance: Ranking Police Officer
- Radioactive or Chemical Spills: Ranking Fire Officer, Safety Coordinator, Special Toxic Clean Up crew or alternate
- Power Outage: SMUD or Pacific Gas and Electric
- Mechanical Utility Failures: Construction and Maintenance Department Superintendent
- Structural Plant Failures: Department Head or alternate
- Landslide: Department Head or alternate

In most emergencies the person who should be in charge is obvious. However, an emergency might arise that requires the major involvement of more than one emergency-response group. In such a case the ultimate authority among those on the scene may not be obvious. In this event, management should be consulted for direction.

Building Emergency Plan

A specific emergency plan for each building or office must be prepared under the direction of the Director of Internal Operations. Generally, the Director of Internal Operations is the person in charge of a building or facility. The Director of Internal Operations has specific responsibility for the preparation, updating, and implementation of the emergency plan for this area. This responsibility includes recommending personnel to attend indoctrination and training programs. Specifically, each plan must contain the following information and procedures as appropriate for each office.

Re-entry procedures

No one should reenter an evacuated building or area without specific instructions from the Director of Internal Operations or other person in charge.

Manager /Supervisors Responsibilities

During an emergency, the manager/supervisor must:

- Ensure that those under his or her supervision are familiar with the plan for the building, particularly the recommended exit routes and how to report an emergency.

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- Render assistance to the person in charge during an emergency, as required.
- Maintain familiarity with the shutdown.
- Know the location and use of all safety equipment on his or her floor.
- Keep employees from reentering an evacuated area until reentry is safe.

No Loitering Policy

Employees not involved in the emergency must stay away from the scene and follow the instructions issued over the public address system or directly from the person in charge. The sounding of a fire bell means immediate evacuation by the nearest exit. Employees must not reenter an area that they have evacuated until notified that it is safe to return.

Employee Responsibilities

Employees, other than emergency-response groups, involved in any emergency greater than a minor incident are expected to act as follows:

- If there is threat of further injury or further exposure to hazardous material, remove all injured persons, if possible, and leave the immediate vicinity.
- If there is no threat of further injury or exposure, leave seriously injured personnel where they are.
- Report the emergency immediately by phone. State what happened, the specific location, whether anyone was injured, and your name and phone number.
- Proceed with first aid or attempt to control the incident only if you can do so safely and have been trained in first aid or the emergency response necessary to control the incident.
- Show the ranking emergency-response officer where the incident occurred, inform him or her of the hazards associated with the area, provide any other information that will help avoid injuries, and do as he or she requests.

Employee Health Services

Return to Work

Restrictions may be placed on an employee's work pursuant to occupational or non-occupational illness, or injury. This must be turned into the CRWA Human Resources Department.

Pregnancy

As soon as an employee learns that she is pregnant, she must inform Human Resources, Manager, of the expected date of childbirth. Her physician or nurse will discuss her work environment with her and will determine whether any change in their role should be made to ensure her good health and that of her baby.

Occupational Injury /Illness

Treatment is coordinated with outside specialists in accordance with the provisions and requirements of Workers' Compensation laws. Every injury sustained while performing CRWA assigned tasks, no matter how minor, must be reported to the employee's manager/supervisor, and to the Safety Coordinator. An occupational injury or illness is one which results from a work accident or from an exposure involving an incident in the work environment. In most cases, the employee will be referred to a selected physician, urgent care or hospital emergency room. Standard procedures for ingestion of poisons, eye injuries, burns, cardiac arrest, coma, etc., are followed.

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Fire Safety

Introduction

Policy and planning for fire safety at CRWA takes into account the special fire hazards for specific operating areas, the protection of high-value property, and the safety of employees. These ends are met by:

- Alarm systems and automatic extinguishing systems.
- Availability of suitable hand extinguishers for use before firefighters arrive.
- Access to professional fire department, always staffed and trained in the control of emergencies that could occur at the Company. (The Fire Department makes the initial response to all requests for emergency aid received on the emergency telephone number, 911.)

This chapter covers the fire safety responsibilities of employees and supervisors and sets forth the fire safety rules and procedures.

Fire Department

The Community Fire Department is responsible for protecting people and property from fires, explosions, and other hazards through prevention and expeditious control of such events. In addition, the Fire Department provides first-response rescue and transportation services in medical emergencies. The Fire Department's inspection staff is responsible for ensuring company-wide compliance with fire safety and protection requirements and for reviewing all plans and procedures for compliance with these requirements; for inspecting and testing automatic fire protection and alarm systems and ensuring their maintenance and repair; for conducting fire safety and protection inspections; and for providing fire prevention recommendations. Other responsibilities include training employees in fire safety equipment, practices, and procedures. All these fire protection and response functions are performed in conformance with OSHA regulations, State law, CRWA policies, and nationally recognized standards and guidelines for fire and life safety.

The Fire Chief and the Fire Marshall have the authority to enforce applicable requirements of the Uniform Building Code; the Uniform Fire Code; National Fire Protection Association Codes (including the Life Safety Code), Standards, and Recommended Practices; and the fire protection provisions of OSHA Orders. All employees must immediately report fires, smoke, or potential fire hazards to the Fire Department (dial 911). All employees must conduct their operations in such a way as to minimize the possibility of fire. This means applying rules such as being careful about smoking, and avoiding needless accumulations of combustible materials.

Manager /Supervisor Responsibilities

Supervisors must ensure that their personnel are properly instructed regarding potential fire hazards involved in their work and around their workplaces, the proper precautions to minimize fires, and the procedures in case of fire. The local Fire Department and the Safety Coordinator also offer formal courses and training materials on fire prevention and response:

- Fire Safety
- Fire-Extinguisher Operation
- Self-Contained Breathing Apparatus

Class A Combustibles

Class A combustibles are common materials such as wood, paper, cloth, rubber, plastics, etc. Fires in any of these fuels can be extinguished with water as well as other agents specified for Class A

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fires. They are the most common fuels to be found in non-specialized operating areas of the work place such as offices. Safe handling of Class A combustibles means: Disposing of waste daily. Keeping work area clean and free of fuel paths, which can spread a fire, once started.

Electrical Fires

There are many combustible materials, including electrical equipment, oxidizing chemicals, fast-reacting or explosive compounds, and flammable metals, which present specialized fire safety and extinguishing problems. Refer to other appropriate chapters of this manual for safe handling advice. If in doubt, request advice from the Safety Coordinator.

- Portable Heaters (Portable Heaters are not allowed in any offices.).
- Lit votive candles are not allowed in the office.

Fire Fighting Equipment

This section describes the fixed and portable equipment that is provided in working areas for fire protection. The fixed equipment includes automatic sprinklers, detectors and alarms, fire doors, etc. The portable equipment consists of fire extinguishers and hoses to be operated by employees before the arrival of the local Fire Department.

Fire Detectors

Several types of automatic fire detectors are used throughout CRWA, according to particular needs and purposes. All of them will detect fire (by one of several means) and transmit an alarm to the fire station. In the many buildings equipped with evacuation alarm bells, the automatic detectors activate those alarms, as do the manual pull boxes. In some cases, automatic extinguishing systems are activated by automatic detectors. The Fire Department always dispatches firefighters and apparatus to the scene of any automatically actuated alarm.

Sprinkler Systems

Many buildings are provided with automatic sprinkler systems. The sprinkler heads contain a fusible element (most commonly fused at 212 degrees F) which, on melting, opens the head and starts a spray of water. The resulting flow of water in the piping activates an alarm at the fire station, and firefighters are dispatched. Automatic sprinkler heads can be damaged if they are subjected to mechanical abuse. A protective cage should be installed where such damage is possible. Heat inadvertently applied to the sprinkler head can also activate the sprinkler when no actual fire is present. Normal heat sources should therefore be kept away from sprinkler heads. To avoid decreasing the flow or spread of water or altering the spray pattern, do not allow material or furniture to be located too near the sprinkler head. Allow at least 18 inches of clearance around sprinkler heads. Sprinkler system control valves must be kept accessible for Fire Department use. Allow at least 3 feet of clearance (enough for a man to pass through easily) around such valves.

Alarm System

In most buildings, evacuation alarm bells are automatically activated when fire is detected. They can also be activated manually at strategically located key pads. The emergency actions of personnel and the evacuation procedures for each building or operating area are usually set forth in each building and posted near the main entrance or fire exit or elevator. Never use the elevator in case of a fire.

Fire Doors

Automatic fire doors and dampers are provided at strategic points to close and block the spread of smoke and fire when these are sensed by automatic detectors. Automatic fire doors must never be blocked or left in disrepair so that they cannot close and latch automatically as intended in the event of a fire. Self-closing fire doors are those doors designed and installed to close each time after

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being opened. They too must never be blocked, wedged, or tied open. If such doors must be kept open, the self-closers must be replaced with approved automatic smoke-activated release hold-open devices.

Fire Exits

Exit corridors must not be used for storage. The Life Safety Code, NFPA 101, requires that buildings designed for human occupancy must have continuous and unobstructed exits to permit prompt evacuation of the occupants and allow necessary access for responding emergency personnel. The intent of the Code is to keep exits free from obstructions and clear of combustible materials. Attention to housekeeping, therefore, is very important. "Temporary" storage of furniture, equipment, supplies, or anything else is not permitted in exit ways. Combustibles, including recyclable waste paper, are not permitted in exit ways. Metal lockers with ends and tops ferried to the walls and that do not interfere with minimum exit width requirements may be installed in exit corridors when approved by the Fire Department and the Safety Coordinator.

The following requirements must be met for storage locker/cabinets:

- Cabinets will be permitted on one side of the corridor only.
- Cabinets must end at least 6 ft from the corridor exit door.
- Cabinet ends must be at least 12 in. from the edge of the doorway on the latch side and from the edge of the door leaf when fully opened into the corridor.
- The cabinets must not be more than 20 in. deep, by 37 in. wide, by 72-3/4 in. high.
- The cabinets must be all metal construction with positive latches to prevent spillage of contents in the event of an earthquake.
- All doors must return automatically to the closed position when not held open manually.
- A 45 degree-angle fairing must be provided from the wall to the corridor corner of the cabinet.
- Fairing must be provided at both ends of cabinet or bank of cabinets.

Exit Corridors

Exit corridors must not be used for storage. The Life Safety Code, NFPA 101, requires that buildings designed for human occupancy must have continuous and unobstructed exits to permit prompt evacuation of the occupants and allow necessary access for responding emergency personnel. The intent of the Code is to keep exits free from obstructions and clear of combustible materials. Attention to housekeeping, therefore, is very important. "Temporary" storage of furniture, equipment, supplies, or anything else is not permitted in exit ways. Combustibles, including recyclable waste paper, are not permitted in exit ways.

No Smoking

Smoking is forbidden in certain areas for fire safety reasons. Such areas include the following: Where flammable gases or liquids are stored, handled, or used. Where significant quantities of combustible materials, such as paper, wood, cardboard, or plastics are stored, handled, or used. Where liquid- or gaseous-oxygen is stored, handled, or used. Within 20 ft of a smoke detector. In tape and record storage vaults and computer equipment areas. Areas that are designated "No Smoking" areas for fire safety reasons are indicated by large rectangular signs consisting of white backgrounds with red letters stating "NO SMOKING."

Tools

Company Provided Tools

CRWA provides hand and powered portable tools that meet accepted safety standards. A damaged or malfunctioning tool must not be used; it must be turned in for servicing and a tool in good condition obtained to complete the job. Employees must use the correct tool for the work to be

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performed; if they are unfamiliar with the operation of the tool, they must request instruction from their supervisor before starting the job. Manager/supervisors are responsible for ensuring that their subordinates are properly trained in the operation of any tool that they are expected to operate. An employee is not permitted to use a power-actuated tool unless instructed and licensed by the manufacturer.

Grounding

Tools that are not double-insulated must be effectively grounded and tested. Testing must be accomplished before initial issue, after repairs, and after any incident that could cause damage, such as dropping or exposure to a wet environment. Grounded tools must always be used with an effectively grounded circuit. Any extension cord used with a grounded tool must be a three-wire, grounded type. Electric-powered hand tools used on construction sites, on temporary wired circuits, or in wet environments will be used in conjunction with an approved ground fault circuit interrupter (GFCI). The responsibility for implementing and maintaining this program rests with the individual supervisors involved.

Confined Spaces

Definitions

A confined space is defined as any structure or enclosed space that must be entered that has or may contain dangerous concentrations of hazardous gases or vapors or an oxygen deficient atmosphere. Entry to these spaces must be rigorously controlled to prevent serious injury or death.

Hazardous Conditions

Hazardous conditions include, but are not limited, to the following: An atmosphere containing less than 19.5% oxygen (normal air contains 20.9% oxygen). This is usually the result of oxygen displacement by inert gases such as nitrogen, argon, helium, or sulfur hexafluoride. Flammable gases and vapors (e.g., methane, ethane, propane, gasoline, methyl-ethyl ketone, alcohol). Toxic gases and vapors (e.g., hydrogen sulfide, nitrogen dioxide, 1, 1, 1 trichloroethane, perchloroethane, methylene chloride).

Hazard Prevention

The primary objective is to prevent oxygen deficiency or other hazardous condition. This must be accomplished by implementing engineering control measures, such as general and local ventilation and substitution of materials. Only when such controls are not possible should respiratory protection be used. Written operating procedures governing the identification, testing, and entry into a confined space with a potential for oxygen deficiency must be established by the operating personnel and approved by the Safety Coordinator. Monitoring devices, audible alarms, warning lights, and instructional signs should be installed where there is a potentially oxygen-deficient atmosphere. These installations must be approved by the Safety Coordinator. Before entering a confined space, the steps below must be followed:

- An entry permit must be issued to the worker by the responsible supervisor and reviewed by the Safety Coordinator.
Air quality must be tested to determine the level of oxygen and toxic or flammable air contaminants.
- Air purging and ventilation must be provided whenever possible.
- The confined space must be isolated from supply lines capable of creating hazardous conditions.
- Lock-out procedures must be used to secure electrical systems, pressure systems, piping, machinery, or moving equipment.

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- If a person must enter a confined space containing hazardous gases, the procedures below must be followed:
 - 1) Protective equipment must be worn, including air supply respirator plus harness and lifeline.
 - 2) At least one person must be stationed outside the confined space, with suitable respirator.
 - 3) Communication with personnel in the confined space must always be maintained.

Floors

Floors

Workroom floors must be kept in a clean and, as much as possible, dry condition. Drainage mats, platforms, or false floors should be used where wet processes are performed. Floors must be free from protruding nails, splinters, holes, and loose boards or tiles. Permanent aisles or passageways must be kept from obstructions. Floor holes must be protected by covers that leave no openings more than one inch wide.

Noise!

Introduction

This chapter contains information on the effects, evaluation, and control of noise. For assistance in evaluating a noise problem, contact the Manager or Safety Coordinator.

Danger of Noise

Exposing the ear to high levels of noise may cause hearing loss. This loss can be temporary or permanent. Temporary hearing loss or auditory fatigue occurs after a few minutes exposure to an intense noise but is recoverable following a period of time away from the noise. If the noise exposure is repeated, there may be only a partial hearing recovery and the loss becomes permanent. Typically, significant hearing losses occur first in the frequency range of 3,000 to 6,000 hertz (Hz). Losses in this frequency range are not critical to speech perception, and the individual usually is completely unaware of this initial symptom.

With longer exposures, the hearing loss spreads to lower frequencies, which will affect speech perception. Workers' Compensation laws regard hearing losses in the speech frequency range of 500 to 3,000 Hz as being compensable. The evaluation of hearing loss due to noise is complicated by the fact that hearing acuity normally decreases with increasing age. Further, the losses associated with age are quite similar to those caused by excessive noise since the hearing for high frequency sounds is most affected in both instances. Hearing impairment may also result from infections, tumors, and degenerative diseases.

ACGIH Standards

OSHA has prescribed the limits established by the American Conference of Governmental Industrial Hygienists as a standard for occupational noise exposure. Both the sound pressure level of the noise and the total duration of the noise exposure are considered to determine if these limits are exceeded. The sound pressure levels are expressed as dBA or decibels A-weighted.

A-weighting filters are used when measuring sound levels to more accurately predict the response of the human ear to different frequencies. When the daily noise exposure is composed of two or more periods of noise of different levels, their combined effect must be considered rather than the individual effect of each. Exposure to continuous noise above 115 dBA is not permitted without ear protection. Personnel must not be exposed to impact noises exceeding 140 dBA. Impact noises

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occur at intervals of greater than one per second. For example, the noise made by a metal shear.

Reducing Noise Exposure

Noise exposure can be reduced by using engineering controls, administrative procedures, or personal protective devices. Engineering Controls: Reduction of noise production at the source, proper design of new machines, modification of present machines, proper repair and upkeep of equipment, use of appropriate mufflers, use of vibration dampeners on machines, reduction of noise transmission, increase distance between noise and personnel exposed construction of barriers between noise source and personnel, sound treatment of ceilings and walls.

Administrative Procedures: Identification of workplace noise source implementation of engineering controls to reduce employee exposure, job schedule changes, personnel rotation. Personnel Protective Devices: Ear plugs Earmuffs. Federal and state occupational safety and health regulations require that whenever employees are exposed to excessive noise levels, feasible engineering or administrative controls must be used to reduce these levels. When these control measures cannot be completely accomplished and/or while such controls are being initiated, personnel must be protected from the effects of excessive noise levels. Such protection can, in most cases, be provided by wearing suitable protective hearing devices.

The appropriate manager/supervisor will supply ear plugs for employees upon request or before going into a high noise area. Only approved plugs should be used. Ear plugs should be cleaned daily to prevent ear infections. Protection greater than that provided by a single device can be obtained by wearing ear plugs under an earmuff. While the reduction provided by wearing both devices simultaneously is considerably less than the sum of the individual attenuations, it is still greater than when either device is worn separately.

Other Noises

Nuisance noises are noises that are not intense enough to cause hearing loss but that do disturb or interfere with normal activities, such as: Speech communication, telephone communication, listening to TV or radio broadcasts, concentration during mental activities, relaxation sleep. The amount of interference is dependent upon the intensity of the noise and its characteristics, such as steady versus intermittent noise, high or low pitch. The amount of interference may also depend upon the person's personality, attitude toward the source, familiarity with the noise, and the intrusiveness of the noise. What is music to one ear may be noise to another!

Protective Equipment

Introduction

CRWA will provide suitable equipment to protect employees from hazards in the workplace. The Supervisor/Manager and Safety Coordinator will advise on what protective equipment is required for the task.

CRWA colored safety vests

Protective safety vests will be issued to employees who are at or visit construction sites. Protective clothing is not a substitute for adequate engineering controls. Vests may be obtained from the manager/supervisor or safety coordinator.

Protective Shoes

CRWA requires the need for wearing of safety boots for certain types of work. Examples are when employees are exposed to foot injuries on construction sites where there is a danger of falling objects, wet conditions or rough terrain.

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**CRWA Health, Safety & Environment Plan
Acknowledgement and Agreement**

I hereby acknowledge receipt of a copy of the Health, Safety & Environment Plan of CRWA. I understand that I have an obligation to help carry out the program and comply with the Code of Safe Practices.

Signature

Printed Name Here

Date

Attachment 3

CRWA/SUSP Audits for Years 2019-2022

Uploaded Separately Per Request

Attachment 4

Emergency Response Article

Rural Water Assists Community Suffering from Collapsed Tank and 10 Million Gallons in Water Loss

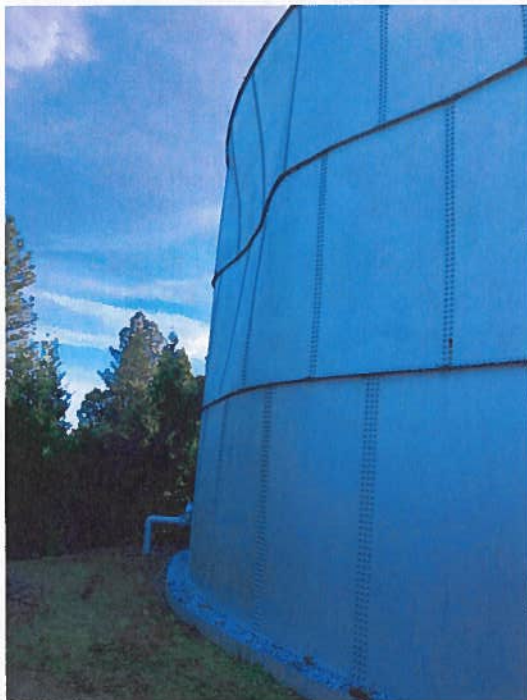
Posted March 29, 2018 by The National Rural Water Association

PINE GROVE, Calif. – When an accident caused a water tank to implode, the Pine Grove Community Services District discovered they were losing 10 million gallons of water a year. Assistance from the California Rural Water Association helped bring the situation under control and saved the community over \$13,000 per year.

The situation first emerged when Pine Grove connected a 12-inch main line to a 500,000-gallon water tank that was vented for, at most, a six-inch main.

“It wouldn’t have been a problem if a car hadn’t run over a fire hydrant,” said CRWA Circuit Rider Angela Wendele.

A car ran over a fire hydrant and created a massive drain that emptied the tank and created a vacuum.



“It imploded the tank,” explained Paul Johnston, a member of the Pine Grove community council.

A water audit at the time found that the community was losing 10 million gallons of water.

“We’d gotten some pretty high readings,” Johnston said.

The high-water loss was unsustainable, because Pine Grove buys its water from the Amador Water Agency. The leak was costing Pine Grove over \$13,000 per year. The District made repairs to the damaged tank, but over 7.5 million gallons remained unaccounted for.

Wendele was visiting the community when they brought up the difficulty in detecting the leaks.

“The situation is complicated because this area is prone to springs,” Wendele explained. “There are a lot of mines and when they fill up, springs will

emerge above ground.”

Wendele and Operations Specialist Russ Howard took Pine Grove’s leak detection equipment



Angela Wendele Circuit Rider for California Rural Water Association, Russ Howard, Water Operations Specialist Pine Grove CSD

and went to an area with an apparent leak. The area had a large water flow that was eroding the hillside.

“I suspected the water was running a long time because the erosion wasn’t new,” Wendele said.

She asked Howard to test the water for total chlorine. When the water showed chlorine levels, it was clear the source was a leak and not a natural spring. Wendele used the detection equipment to narrow the leak to roughly three feet. The leak was behind a customer’s fenced yard, so Howard made contact later to repair the

leak.

They then went to another suspected leak where water flow was eroding the pavement. Using the leak detection equipment, Wendele confirmed another leak under the pavement.



Angela using leak detection equipment and as-builts to narrow down leak location.

After repairing the leaks, Pine Grove has reduced its water loss and made its costs sustainable. It proved to be a positive day for both the community and Wendele.

Wendele had assisted Pine Grove with annual board training, USDA loan applications and rate studies.

“She’s always been very friendly, helpful and willing to go to bat for us,” Johnston said of Wendele’s assistance.

CRWA is still aiding Pine Grove.

“Julia is working with us now to help get us a grant to replace the tank,” Johnston said.

Julia Martinez is a CRWA specialist that assists communities with accessing State Revolving Fund programs.

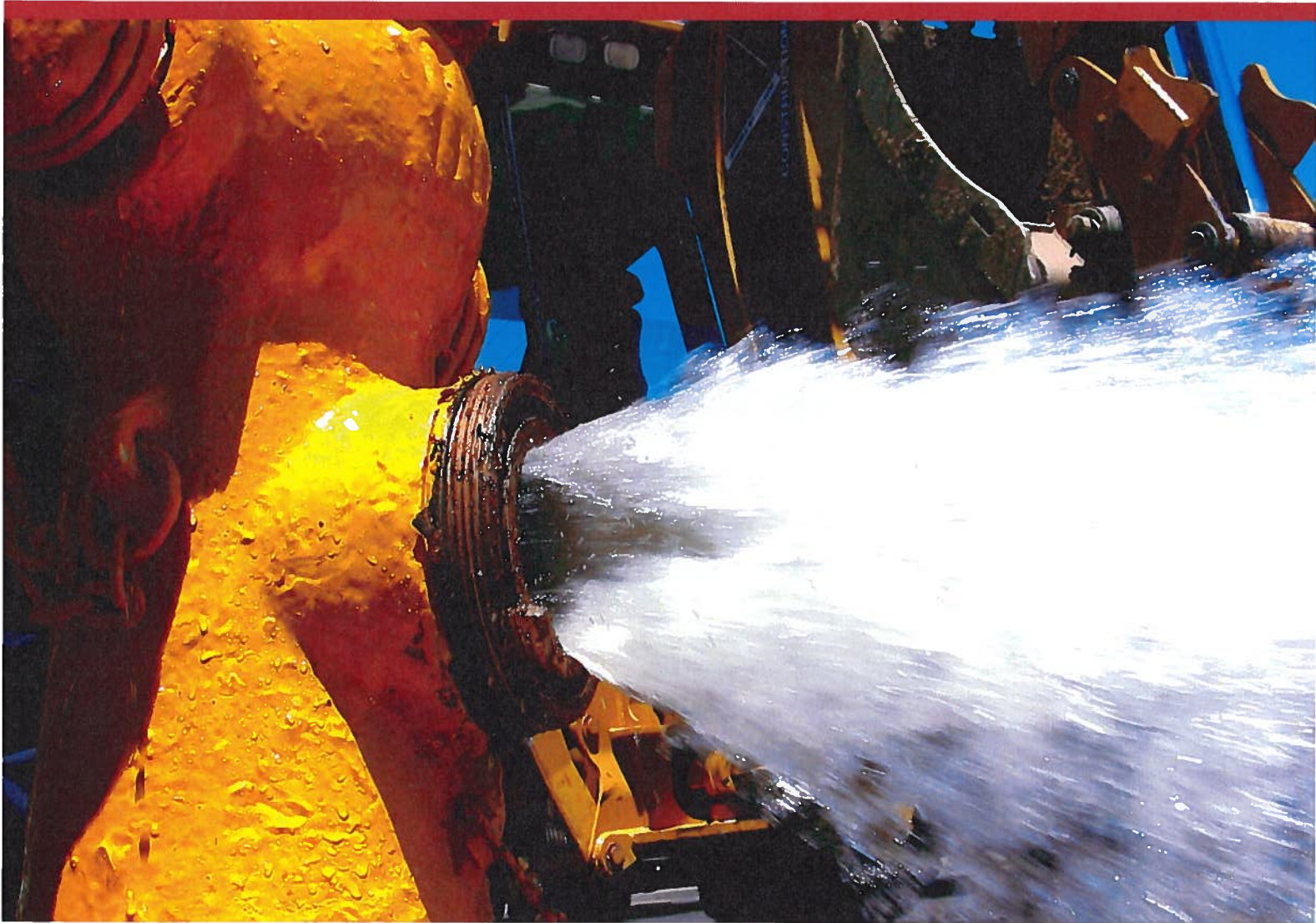
“They’re always there,” Johnston said of California Rural Water. “When we call, they respond.”

NRWA (March 29, 2018); <https://nrwa.org/2018/03/rural-water-assists-community-suffering-from-collapsed-tank-and-10-million-gallons-in-water-loss>, Accessed April 18, 2018

Attachment 5

SUSP Company Information

Specialized Services



SUSP Program Mission is to provide water and wastewater utilities the support and resources to address specific system challenges in operations and management.



CRWA's Specialized Utility Services Program (SUSP) is an internal CRWA program that is funded by fee-based services. The focus of SUSP is to provide short and long term solutions to our utilities' challenges.

SUSP will deliver reasonably priced services by experienced operators and managers. SUSP has the flexibility and staffing to provide planned services such as:

- Fee Training
- Leak Detection Services
- Rate Studies
- MHI Surveys
- Backflow Testing Services
- Engineering Services
- Hydrogeological Studies
- Contract Operations and Management
- Energy Efficiency Studies

All services are catered to meet the system's specific needs. Fees for services are determined by individual project factors and system requirements. For more information please contact SUSP today.

SUSP, Inc.
1234 North Market Blvd.
Sacramento, CA 95834
P 877.897.8806
F 916.553.4904
Toll-free 800.833.0322 E
E: info@suspinc.org
www.suspinc.org

GENERAL SERVICES

WASTEWATER SYSTEM CONTRACT OPERATIONS

We offer complete wastewater system operation and maintenance for municipal, industrial and commercial systems located in California. We have extensive experience in both conventional and package wastewater system operations and maintenance. Let our experienced staff of certified wastewater operators help you minimize operating costs and increase the efficiency and reliability of your wastewater system. The following is a list of services we provide:

- Wastewater utility management and advisory services
- All required compliance reporting
- Treatment and collections system maintenance
- NPDES reporting

WATER SYSTEM CONTRACT OPERATIONS

We have a wide range of staff with SWRCB certifications in treatment and distribution to help you meet the challenges of operating your public water system. We currently provide contract operations to a variety of systems from large municipalities to small private utilities. Let our extensive experience and knowledge help you minimize operating costs and increase efficiency and reliability of your water system. The following is a list of some of the services we provide:

- Water utility management and advisory services
- Water quality sample collections
- Valve and hydrant maintenance
- Surface Water Treatment Rule reporting
- Meter reading and maintenance
- System flushing
- Compliance reporting

OPERATIONS AND OPERATOR TRAINING

SUSP will provide day-to-day oversight and training of operators and ensure that all operations are up to speed and operating at a high level. Our staff has years of experience in water and wastewater system operations and can help facilitate and access a system's needs and challenges.

UTILITY RATE STUDIES

SUSP will perform an analysis of and provide recommendations on a system's rates. The overall goal of a rate study is to determine appropriate rates and rate structure that will produce the desired revenue to fund a system's budget; CIP reserves or depreciation reserves; and any other designated reserves or accounts that the staff, management and board agree upon. SUSP will determine the rates and structure using information provided by the system liaison, and in accordance with the system's current policies on utility rates and fees. SUSP can attend board meetings, as well as assist, when and if needed, with any Prop 218 meetings.

MEDIAN HOUSEHOLD INCOME SURVEYS

MHI surveys may be conducted for a drinking water/wastewater system when it is believed that the current income data provided for the system's service area by ACS census sources are inaccurate, and that revised income data may lead to eligibility for certain funding. A system will need to get approval from the funding agency to have an income survey conducted. SUSP will conduct a thorough survey using guidelines provided by the requesting funding agency and will prepare a comprehensive report of its findings for both the system and funding agency.



ENGINEERING SERVICES

CONCEPTUAL PROJECT ENGINEERING

Conduct data gathering and analytical testing in order to evaluate possible technical solutions, review alternatives, and clearly report findings and recommendations. Provide technical assistance for existing conditions and concerns (e.g. regulatory compliance, etc.). The SUSP engineering department can serve as your systems engineer for any needs that arise on a day-to-day basis.

PRELIMINARY ENGINEERING AND DESIGN

Provide assistance with procurement of professional services, design schematic and layouts, and early phases of design. Preliminary studies may be performed in this phase, including preliminary sizing and layout of facilities, base mapping, power supply, ROW, easement and permitting assistance, environmental assessments (e.g., CEQA environmental opinions and analysis), surveys, geotechnical studies, hydrologic/hydraulic analyses, compliance reporting, etc.

SOURCE CAPACITY ASSESSMENT

A source capacity assessment takes into account the total water supply available from all active sources permitted for use by the water system, including any water rights or other sources which may be active but not currently used to capacity.

HYDROGEOLOGICAL STUDIES

A Hydrogeological study typically include an evaluation of regional and local geology and groundwater resources, identification and evaluation of present groundwater resources, including wells and springs, review of previous groundwater studies in the area (if any), performance of a hydrogeological analysis including geologic conditions, rainfall and recharge analysis, water level trends, water balance analysis, evaluation of other groundwater extraction activities in the area and an evaluation of potential safe yield for any new groundwater extraction.

DROUGHT PLANNING

Drought planning and mitigation consists of an evaluation of the water system's groundwater supply, including aquifer characteristics, water level trends, water quality trends and influence of surrounding groundwater extraction activities to determine the vulnerability of the water system's wells and groundwater resources to declining water levels and to recommend capital improvements that would make the system's supply less subject to these conditions.

SOURCE WATER VULNERABILITY ASSESSMENT AND DELINEATION OF WELLHEAD PROTECTION AREAS

The Source Water Assessment can include both water supply, well and spring sources and, includes a delineation of the area around the well or the spring through which contaminants might move and reach that drinking water supply. In addition, it includes an inventory of activities that might lead to the release of microbiological or chemical contaminants within the delineated area, a determination of the possible contaminating activities, and a summary of the vulnerability of the source to contamination.

ENERGY EFFICIENCY

Perform a system-wide energy audit to inspect and audit water system operating facilities including: Supply Wells; Intake Facilities; Treatment Facilities; Booster Pump Stations; Hydroelectric Generation Facilities; Reservoirs/Storage Tanks; Flow/Pressure Regulating Facilities; Appurtenant Facilities; Wastewater Treatment Facilities. The objective is to identify areas and components that are excessive energy users, evaluate these for energy efficiency improvements, and assist water system in implementing energy efficiency changes in their system.

OTHER SERVICES

BACKFLOW TESTING SERVICES

SUSP can manage your backflow program and provide certified testers including the fulfillment of all the reporting requirements for an active cross connection control program. SUSP will provide testers for your system and customer backflow devices under a price per device or a contractual format whatever suits your system's needs. SUSP has a custom program for tracking and notifying your customers of annual testing requirements and will follow up with reports as required.

LEAK DETECTION SERVICES

Our skilled and experienced staff utilizes state of the art equipment to perform comprehensive surveys in locating unaccounted for water loss. We can also train your staff on the proper usage of the equipment. Our state of the art equipment includes:

- Leak surveyors and correlators
- Pipe locators
- Hydrophones
- Computerized leak sound loggers

SUSP, Inc.
1234 North Market Blvd.
Sacramento, CA 95834



SUSP Program Mission is to provide water and wastewater utilities the support and resources to address specific system challenges in operations and management.

SUSP



SPECIALIZED UTILITY SERVICES PROGRAM
ENGINEERING



Specialized Utilities Services Program (SUSP)

SUSP's philosophy is to provide professional services, be accessible to clients, be transparent in business and operations, and work in partnership with clients and agency stakeholders.

SUSP is a subsidiary of California Rural Water Association (CRWA) since 2010, incorporated in 2012. SUSP was initially developed to work with systems that needed contract operations and management. Since then, CRWA assembled a team of professional engineers to supplement SUSP's capabilities; and today, SUSP provides a full range of managerial, engineering, and technical assistance to rural water and wastewater systems from 1 to 10,000 connections throughout California.

SERVICES PROVIDED BY SUSP ENGINEERING

- Water and Wastewater Engineering & Design
- Preliminary Technical Reports
- Hydrogeological Assessments
- Source Water Assessments
- Needs Assessments
- Leak Detection
- Water System Mapping
 - GIS Mapping
 - Diamond Mapping
- Median Household Income (MHI) Surveys
- Rate Studies and Rate Study Review

(All SUSP services can be found on the backpage)

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916.283.8507
www.suspinc.org

Contact Us

For more information or if you are interested in receiving a proposal please contact ncook@calruralwater.org.



California
Rural Water Association

Bid: GSDRFPKK2432 | Operation & Maintenance Services for the Wild Wings

Community Water Supply Distribution and Wastewater Recycling Facilities

SUSP Inc. - Engineering Services
1234 North Market Blvd. | Sacramento CA

Page 73

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SUSP is a full service Engineering provider. Below is a list of some of the services SUSP offers.

- Water and Wastewater Engineering Design
- Preliminary Technical Reports
- Hydrogeological Assessments
- Source Water Assessments
- Needs Assessments
- Leak Detection
- Water System Mapping
 - GIS Mapping
 - Diamond Mapping
- Median Household Income (MHI) Surveys
- Rate Studies and Rate Study Review
- Emergency Disaster Response Plan
- DWSRF Planning & Construction Applications
- Urgent Drinking Water Funding Applications
- Post Application Support and Assistance
- Operations and Maintenance Plans
- TMF Assessments
 - Address deficiencies
 - Change of ownership
 - Preparation and submittal
- EAR Reporting
- Vulnerability Assessments
- Cross Connection Control Plans
- Drought Contingency and Water Conservation Plans
- Distribution Flushing Plans
- Compliance Order and Regulatory Violations
- Water Supply Permitting
- Wastewater Inflow and Infiltration (I&I) Studies

Nicole Cook
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916.283.8507
www.suspinc.org

Contact Us

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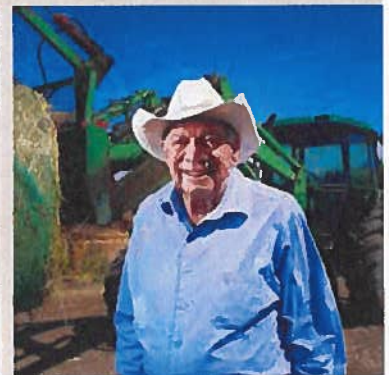
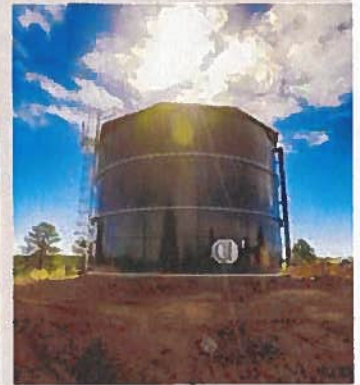
Attachment 6

NRWA/CRWA Company Information



NATIONAL
RURAL WATER
ASSOCIATION

America's Largest Utility Membership



Serving Rural America

Strengthening Rural Utilities

NATIONAL RURAL WATER ASSOCIATION

Serving Rural America

In 1974, Congress passed the Safe Drinking Water Act which established drinking water standards based on the affordability of large metropolitan water systems, yet rural and community systems, without similar economies of scale, are required to meet the same standards. This prompted eight states to form the National Rural Water Association (NRWA) which today is comprised of 49 state affiliates that represents all 50 states (Connecticut and Rhode Island combined as one) supported by more than 30,000 rural and small community water and wastewater systems.

In 1980, Congress appropriated funding through the U.S. Department of Agriculture (USDA) to establish a Rural Water Circuit Rider program. This partnership provides a nationwide cadre of experienced hands-on expertise to assist rural and small communities meet the requirements of the Safe Drinking Water Act and protect the government's investment through the Rural Utility Service loan and grant program. The low default and delinquency rate of the USDA water programs have been attributed to the training and assistance of this program. It provides a pool of expertise that is individually unaffordable to a large segment of the nation's rural and small communities and is a vital resource to a safe water supply.

In the early 1960's the Farmers Home Administration saw the value of providing safe potable water supplies to the farming community. Studies documented increased farm production from access to a safe water supply. As rural water districts were installed in Rural America, there was a direct correlation to increased public health protection, livestock production and the rural economy.



NRWA PROGRAMS & INITIATIVES INCLUDE:

- Training & Technical Assistance
- Sourcewater Protection
- Apprenticeship Program
- WaterPro Online Community
- Energy Efficiency
- Quality on Tap!
- Water Industry Advancement & Sustainability Institute

RURAL ECONOMY

Water • Agriculture • Manufacturing

Rural water districts and small communities supply safe, potable drinking water that the rural economy is built upon. Agriculture and manufacturing are the employers of Rural America. Water and wastewater systems provide the foundation for these vital economy drivers. Water is the first consideration in locating or starting any business; large or small.

Donna Van Haute, Director of Eatonton Putnam Water and Sewer Authority in Georgia, knows first-hand the importance of a reliable water supply for a community. She grew up on a dairy farm in Putnam County which is also known as the "Dairy Capital of Georgia."

“Our water system is essential to our residents and small businesses that support our agriculture community. Georgia Rural Water Circuit Riders have been instrumental by providing on-site expertise and equipment in finding leaks, adjusting the treatment process and assisting our management staff with the financial aspects of our system.”

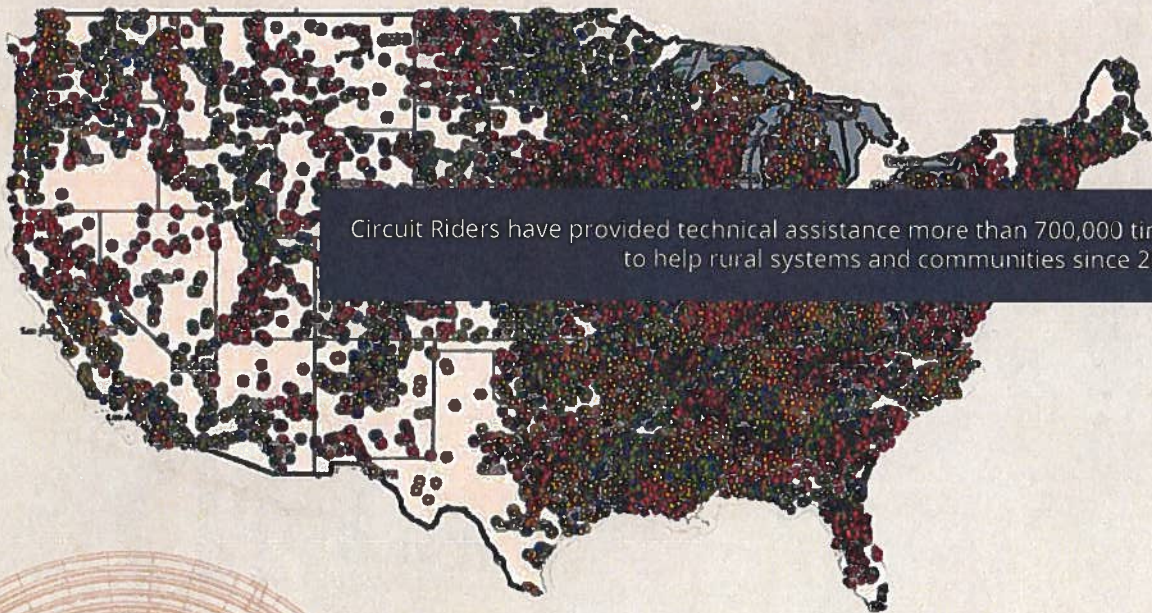


“Georgia Rural Water is our go-to source for technical assistance when it comes to our water system.”

RURAL & SMALL UTILITIES

Serving Rural America

The nation's community drinking water systems are predominantly small with 92% identified as rural and small systems that serve 10,000 or less persons. These smaller systems, without the economy of scale of larger communities, are the core of the USDA water programs. Since 1980, the NRWA Circuit Riders are a lifeline of sustainability and capacity for these systems that are vital to Rural America.



In 2017...

Circuit Riders spent almost **70,000 hours** on-site at approximately **9,500 systems** that collectively serve more than **25 million people**.

TECHNICAL ASSISTANCE

Unmatched Experience and Expertise

To Circuit Riders, there is no such thing as a typical rural town. Their job is to assess individually the needs of each community. As they travel throughout their states, Circuit Riders help operation specialists look at several aspects of a water system - ranging from preventive maintenance to income provided by the rate structure. Circuit Riders assess the needs of each system and provide sustainable solutions.

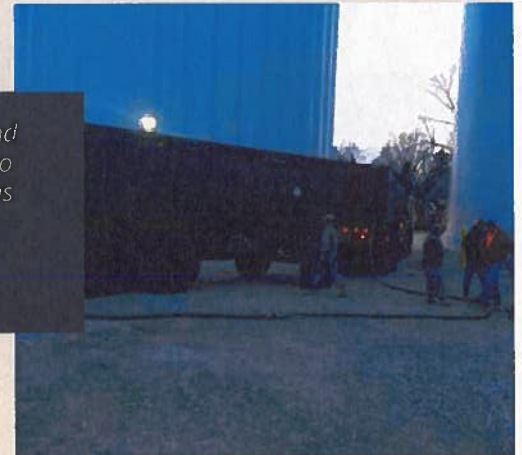


“ Early this year Gill assisted me in finding a leak that was resulting in 500,000 gallons of water loss each month for the Nebo Water Systems. The assistance of these gentlemen has enabled these small systems to save thousands of dollars in electricity and chemical treatment cost. ”

~ Marlon Causey, Operations Specialist, Louisiana

“ During a catastrophic occurrence such as this was, your experience and knowledge of how to handle everything was so much appreciated. Two gentlemen that helped us out were Eric Fuchs and Wayne Roderman as well as some others and their expertise was tremendous. We think we would have been lost without their direction and guidance. ”

~ PWS #2, Jefferson County Missouri



One-on-One Assistance

Personal, professional technical assistance is at the heart of the Circuit Rider program. On-site help is delivered when and where a rural community needs it. Assistance to small communities and rural utilities have included:

- Identifying & evaluating affordable solutions to water & wastewater problems in rural areas
- Assisting systems to rapidly respond & recover after natural & man-made emergencies
- Protecting the environment & public health by improving treatment processes
- Improving financial sustainability through better management practices, more efficient operations & better-maintained system components
- Enhancing compliance with federal regulations

EMERGENCY RESPONSE

For Small Water Systems and USDA Rural Utilities Service Borrowers

In a natural disaster, or local emergency, the Rural Water Emergency Response Network is equipped to respond to any emergency with trained Emergency Response personnel, equipment and established relationships with emergency response agencies.

Mississippi is prone to hurricanes but more susceptible to tornadoes. In the last several years, Mississippi has had its share of powerful EF 3, 4, and 5 tornadoes. The cities of Louisville, Smithville, and Columbia have experienced some of the most devastating tornadoes. Devastation like this leaves behind numerous breaks in water lines, hundreds of homes and complete subdivisions leveled, with torn lines from the ground.

When it comes to emergency response for the water and wastewater utilities, Mississippi Rural Water Association (MsRWA) and its Circuit Riders are always the first calls made when they need assistance.

When the EF 4 tornado struck Louisville, MS, around 3:00 p.m., the Circuit Rider made contact with the

city's water and wastewater operations specialist that afternoon.

At daylight the next morning, the Circuit Rider was on-site at the water treatment plant, the MsRWA emergency response program was activated and had arranged for crews from three other utilities to be there with equipment to provide much needed assistance and manpower. By nightfall, the city was pumping water to all customers that could receive service and by the next morning full pressure was restored.

Mayor Will Hill, in a live television interview thanked MsRWA and its crews, "The work and time that it took the Circuit Rider and his crew to restore these services was exceptional."

“The Hermanville Community Water Association would like to thank your office for their assistance during the recent power outage due to the tornado that impacted the Claiborne County area. Because of the quick response by your team of experts, the Water association was able to provide water during the power outage with minimal disruption.

~ Orlando Phelps, Board President



For more information or success stories about the Rural Water Emergency Response Network, subscribe to the NRWA Rural Water Wire and/or visit our website at NRWA.org.

TESTIMONIALS



Brewster, Washington

“As a small system on a tight budget we do not always have the funding to hire ‘specialized’ contractors... The Evergreen Rural Water Association provides valuable technical assistance to our system operations that would otherwise be unaffordable or unavailable. We know other small system operation specialists feel the same way.”

~ Lee Webster, Public Works Director

Town of Harman, West Virginia

“The West Virginia Rural Water Association arrived in our community in the early morning hours (3:00 a.m.) Friday, June 2nd. The portable package water treatment plant was in operation by 8:25 a.m. ... and pumped treated water until June 6th. The expertise of the Rural Water Association helped us to be able to lift the boil order notice by Wednesday morning.”



Municipal Services Commission, New Castle, Delaware



“During the summer, MSC was forced to shut down our water supply wells due to the Per Fluorinated Compounds (PFC) contamination and purchase water from a neighboring water utility while a solution was engineered. Delaware Rural Water Association was the first organization to reach out offering support and guidance on treatment options and project funding considerations. At their recommendation, MSC reached out to USDA and qualified for an emergency and imminent community water assistance grant valued at \$500,000.”

Quitman, Mississippi

“Charles Odom of the Mississippi Rural Water Association has been testing and evaluating Quitman’s water system. He is knowledgeable and reliable. The technique of his services has empowered our department to be the successful service provider we are today.”

~ Brian Dace, Director



Old Town Water District, Old Town, Maine



“ On December 22, 2017, Maine Rural Water assisted us concerning a 12-inch water main break. I know Ron took time out from his trip to Danforth that day and I appreciate him doing so. The same line broke prior to that on December 13. The DOT contractor dug 3 different excavations that day looking for the leak. They spent a day and a half repairing and cleaning up the excavations. Cost to Old Town District rate payers was \$7,334.

When Ron located the same leak less than 10 days later, it was repaired and cleaned up in 6 hours. Cost to Old Town Water District rate payers was \$1,359. Maine Rural Water Association is a very important organization and a valuable resource to all water and wastewater facilities here in Maine. ”

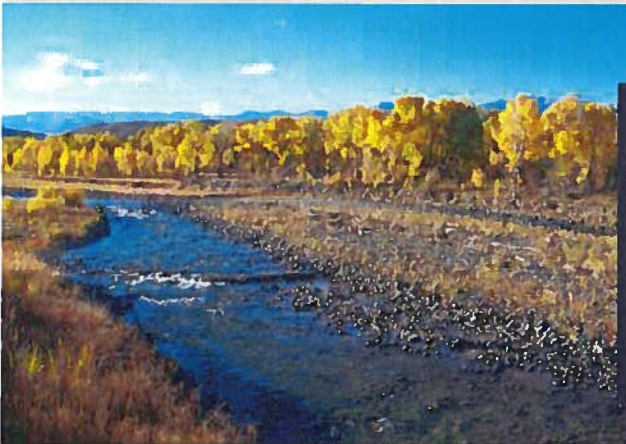
~Steve Lane, Superintendent

City of Dillon, Montana

“ From what I understand, Nick was driving by on vacation when he noticed the city crew working around what he recognized as a water main break. He came to lend support on possible repair techniques and was very helpful calling his contacts to help obtain sleeves for the main. This went on to at least midnight if not later. The crew got the main spliced together around 3:00 a.m. ”



Greybull, Wyoming



“ I am writing this letter to commend Mr. Ross Jorgensen for doing an outstanding job here in Greybull during the flood preparation. I heard time and time again from the Wyoming National Guard, the State Forestry Group, Local Emergency Management and the Wyoming Department of Homeland Security of how Mr. Jorgensen was doing an amazing job keeping the operation running smoothly and safely. ”

~ Bill Brenner, Chief of Police

City of Seaforth, Minnesota

“ The City of Seaforth had a water leak that slowly increased from 1.3 to 3.6 gpm. During that time we paid approximately \$2,100 in extra water usage fees. Without Minnesota Rural Water's help in April, we would not have been able to find the leak and get this taken care of. Minnesota Rural Water is a very important resource for small cities like Seaforth. Like other small cities, we have limited resources and manpower. Having access to MRWA's knowledge and resources is very much appreciated. They respond quickly and take the time to explain what they're doing and make it understandable to people that don't do this type of work on a daily basis. ”

~ Pam Sheeran, Clerk



MEMBER STATE ASSOCIATIONS

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arwa@alruralwater.com
www.alruralwater.com

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www.rwaa.info

Arkansas Rural Water Association

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info@arkansasruralwater.org
www.arkansasruralwater.org

Atlantic States Rural Water & Wastewater Association (Rhode Island, Connecticut)

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Connecticut

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www.iowaruralwater.org

Kansas Rural Water Association

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www.krwa.net

Kentucky Rural Water Association

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krwa@krwa.org
www.krwa.org

Louisiana Rural Water Association

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Mass Rural Water Association

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Fax: 814-353-9341
prwa@prwa.com
www.prwa.com

Rhode Island
Contact: Atlantic States Rural Water & Wastewater Association

South Carolina Rural Water Association
128 Stonemark Lane
Columbia, SC 29210
Phone: 803-667-9699
Fax: 803-728-0215
scrwa@scrwa.org
www.scrwa.org

South Dakota Association of Rural Water Systems
203 W Center Street
PO Box 287
Madison, SD 57042
Phone: 605-556-7219
Fax: 605-556-1497
info@sdarws.com
www.sdarws.com

Tennessee Association of Utility Districts
840 Commercial Court
Murfreesboro, TN 37129
Phone: 615-896-9022
Fax: 615-898-8283
taud@taud.org
www.taud.org

Texas Rural Water Association
1616 Rio Grande Street
Austin, TX 78701
Phone: 512-472-8591
Fax: 512-472-5186
trwa@trwa.org
www.trwa.org

Rural Water Association of Utah
76 East Red Pine Drive
Alpine, UT 84004-1557
Phone: 801-756-5123
Fax: 801-756-5036
rwau@rwau.net
www.rwau.net

Vermont Rural Water Association
20 Susie Wilson Road, Suite B
Essex Junction, VT 05452-2827
Phone: 802-660-4988
Toll: 800-556-3792
Fax: 866-378-7213
vrwa@vturalwater.org
www.vtruralwater.org

Virginia Rural Water Association

2138 Sycamore Avenue
Buena Vista, VA 24416
Phone: 540-261-7178
Fax: 540-261-2465
vrwa@vrwa.org
www.vrwa.org

Evergreen Rural Water of Washington

PO Box 2300
Shelton, WA 98584
Phone: 360-462-9287
Fax: 360-462-9289
info@erwow.org
www.erwow.org

West Virginia Rural Water Association

100 Young Street
Scott Depot, WV 25560
Phone: 304-201-1689
Toll: 800-339-4513
Fax: 304-201-1694
www.wvrwa.org

Wisconsin Rural Water Association

350 Water Way
Plover, WI 54467
Phone: 715-344-7778
Fax: 715-344-5555
wrwa@wrwa.org
www.wrwa.org

Wyoming Association of Rural Water Systems

PO Box 1750
Glenrock, WY 82637
Phone: 307-436-8636
Fax: 307-436-8441
warws@warws.com
www.warws.com

Contact your State Association for more information on its Circuit Rider program and the assistance it provides to rural areas and small communities.

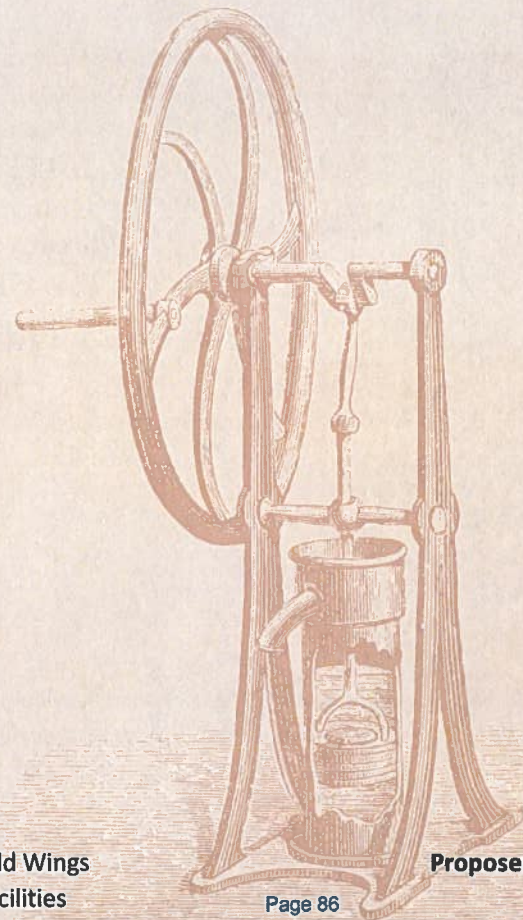
“Circuit Riders are the long-distance runners who go the extra mile to deliver technical assistance... from problem to solution.”

- Sam Wade, CEO, NRWA

The Circuit Rider program is a partnership between the USDA and NRWA since 1980.



Committed to the future of rural communities.





**NATIONAL
RURAL WATER
ASSOCIATION**

America's Largest Utility Membership

2915 S. 13th Street,
Duncan, OK 73533
Phone: (580) 252-0629
Fax: (580) 255-4476

NRWA.org

Bid: GSDRFPKK2432 | Operation & Maintenance Services for the Wild Wings
Community Water Supply Distribution and Wastewater Recycling Facilities

Proposer: SUSP, Inc.

Attachment 7

Vendor/SubVendor Information

Profile Report Name	Profile Address1	Profile Address 2	Profile City	Profile State	Profile Zip Code
120Water	250 S. Elm St		Zionsville	IN	46077
120Water	250 S. Elm St		Zionsville	IN	46077
A&M Consulting Engineers	220 N Locust Street		Visalia	CA	93291
Accurate Corrosion Control, Inc.	5627 Stoneridge Drive, Ste 317		Pleasanton	CA	94588
Advanced Infrastructure Technologies	4733 Auburn Blvd.		Sacramento	CA	95841
Alpha Guardian Networks, LLC	111 Deerwood Road, Suite 200		San Ramon	CA	94583
American Leak Detection	77551 El Duna Ct	Suite E	Palm Desert	CA	92211
AMG (Apogee Media Group)	1750 Prairie City Road	Suite 130, PMB 133	Folsom	CA	95630
Ampstun Corp.	PO Box 784		Richmond	KY	40475
Aquatic Bioassay and Consulting Laboratories	29 N Olive St		Ventura	CA	93001
B & W Distributors Inc.	PO Box 21960		Mesa	AZ	95277
B&K Electric Wholesale	1225 S. Johnson Drive		City of Industry	CA	91745
Badger Meter Inc.	940 Riverside Parkway		West Sacramento	CA	95605
Bartie Wells Associates	2625 Alcatraz Avenue	#602	Berkeley	CA	94705
Benton Machinery, Inc.	13919 Mono Way		Sonora	CA	95370
BioLynceus, LLC.	PO Box 1499		Estes Park	CO	80517
Blue-White Industries, LTD	5300 Business Dr		Huntington Beach	CA	92649
Brax Company, Inc.	31248 Valley Ctr Rd		Valley Center	CA	92082
Building Maintenance Innovations Incorporated	713 Del Paso Road Suite C		Sacramento	CA	95834
California Special Districts Association	11121 St, Ste 200		Sacramento	CA	95814
Cannon - San Luis Obispo	1050 Southwood Dr		San Luis Obispo	CA	93401
Carson Manufacturing Co	PO Box 549		Cotati	CA	94931
Central Valley Engineering and Asphalt, Inc.	216 Kenroy Lane		Roseville	CA	95678
ChartWater	2055 Boggs Road		Duluth	GA	30096
Clipper Controls, Inc.	660 Bercut Dr		Sacramento	CA	95811
Clow Valve Company	1331 Flint Way		Fairfield	CA	94533
CoBank	6340 South Fiddlers Green Cir		Greenwood Village	CO	80111
Duke's Root Control	3983 Eastbourne Drive		Syracuse	NY	13206
Energy Systems (Generac)	330 13th St #1801		San Diego	CA	92101
Energypower, Inc	2901 W. Coast Highway		Newport Beach	CA	92663
Eos Positioning System	1160, rue Levis, Suite 100		Terrebonne	QC	J6W 5S6
ESRI	380 New York St		Redlands	CA	92374
Evolv (GovCard) Approval Payment Solutions, Inc.	10999 Stahl Rd.		Newburgh	IN	47630
Executech	1624 Santa Clara Dr, Suite 245		Roseville	CA	95661
Garrison Brothers Well Service	1621 N. Jacob Drive		Ridgecrest	CA	93555
Hydrant Guard	2357 Whitehall Road		North Muskegon	MI	49445
Hydrona LLC	331 Cochran Rd		Weatherford	TX	76085
Hydros Engineering, Inc.	PO Box 598		Weimar	CA	95736
Hydrotex	12920 Seniac Drive		Farmers Branch	TX	75234
iFlow Energy Solutions, Inc.	2109 S. Wright Street		Santa Ana	CA	92705
Industrial Service & Supply	P.O.Box 28328		Tempe	AZ	85285

Instrument Technology Corporation	PO Box 1944	Sebastopol	CA	95473	
J.L. Wingert Company	1298 N Blue Gum Street	Anaheim	CA	92806	
JCM Industries Inc.	PO Box 1220	Nash	TX	75569	
Jensen Instrument Company Of Northern California, Inc.	10001 Woodcreek Oaks Blvd #224	Roseville	CA	95747	
Keramida, Inc	1164 National Drive	Sacramento	CA	95834	
L.O. Lynch Quality Wells & Pumps Inc.	856 West Seventh St	San Jacinto	CA	92582	
Lagerlof, LLP	155 N Lake Ave, 11th Floor	Pasadena	CA	91101	
LegalShield	1034 Emerald Bay Road #448	South Lake Tahoe	CA	96150	
Metron-Farnier	5665 Airport Blvd.	Boulder	CO	80301	
Mueller Systems	12282 Lorenzo Avenue	Las Vegas	NV	89138	
National Storage Tank, Inc.	4137 Santa Rosa Ave	Santa Rosa	CA	95407	
North Bay Waterworks	2648 Fir Park Way	Santa Rosa	CA	95404	
NS PR Law Services	360 Lexington Avenue	New York	NY	10017	
NV5	15092 Ave of Science, Ste 200	San Diego	CA	92128	
Pioneer Water Tanks America	1600 Clovis R. Barker Road	San Marcos	TX	78666	
Pittsburg Tank & Tower Company	PO Box 913	Henderson	KY	42420	
PTS Masonry	7117 Tokay Ave	Sacramento	CA	95828	
R.H. Borden	2961 W Maple Loop Drive	Lehi	UT	84043	
RAS REALtime Aquifer Services	311 Rock Ave	Golden	CO	80401	
Resource Development Company	1050 Linda Way	Sparks	NV	89431	
Ryan Process Inc.	511 First St	Benicia	CA	94510	
SCS Engineers	8799 Balboa Ave, Ste 290	San Diego	CA	92123	
Seametrics	19026 72nd Avenue South	Kent	WA	98032	
Servline	601 Merritt 7	Norwalk	CT	6851	
SHN Engineers and Geologists	803 Main St, Ste 401	Klamath Falls	OR	97601	
Sierra West Consultants	4227 Sunrise Blvd, Ste 220	4227 Sunrise Blvd. #22 Fair Oaks	CA	95628	
Southeast Hydrogeology, PLLC	1715-K S Rutherford Blvd, #400	Murfreesbro	TN	37130	
Specific Energy	1978 South Austin Ave	Georgetown	TX	78626	
Spieess Construction Co. Inc.	PO Box 2849	Santa Maria	CA	93457	
SubSurface Instruments Inc.	1230 Flightway Dr	De Pere	WI	54115	
Superior Tank Solutions	9500 Lucas Ranch Rd	Rancho Cucamonga	CA	91730	
Technofto Systems	PO Box 1448	Porterville	CA	93258	
Telstar Instruments	1717 Solano Way - Suite 34	Concord	CA	94520	
Tyler Union	7345 Sycamore Canyon Blvd, Suite 103	Riverside	CA	93727	
USABlueBook	PO Box 9005	Gurnee	IL	60031	
VitalUSA Filtration	PO Box 3438	Visalia	CA	93278	
Water Solutions Incorporated	355 Princeton Avenue	Half Moon Bay	CA	94019	
Waterly	4216 Belson Lane	Crystal Lake	IL	60014	
Watersurplus	PO Box 2668	726 Beacon Street	IL	61111	
Westin Technology Solutions	100 W. San Marcos Blvd.	Suite 400	San Marcos	CA	92069
Xylem Dewatering INC.	11161 Harrel Street	Mira Loma	CA	91752	
Zenner USA	15280 Addison Road	Suite 240	Addison	TX	75001

Ziptility	6016 Matlock Drive	Columbus	IN	47201
ZWWWWaterWorks, Inc	1655 Bostick Ave	Colton	CA	92324

Attachment 9

Certificates of Insurance

