

Since the start-up of the Coastal Branch Phase II pipeline, CCWA, in conjunction with the Department of Water Resources (DWR), has developed water-ordering procedures to facilitate our flow requirements made by project participants. Per our agreement, CCWA notifies DWR twenty-four hours in advance of any flow requests by 9:30 a.m. This advance notification allows DWR to schedule the number of pumps and the power required for the next day's operations.

Flow Request Procedures

Routine Changes:

- ∞ All normal flow requests must be made **24 hours in advance** through the CCWA main office in Buellton at **805/688-2292 x236** (O&M Control Rm), between the hours of 7:00 a.m. and 9:00 a.m. The requested flows are totaled, and then forwarded to Polonio Pass Water Treatment Plant staff. The Plant's Operator-in-Charge, in turn, notifies DWR by 9:30 a.m. of the requested deliveries for the following day.
- ∞ If the order needs to be placed prior to 7:00 a.m., CCWA has a voice-mail box strictly for O&M messages at **805/688-2292 x236**, it is checked regularly, including weekends/holidays and after-hours. If you have problems getting to this extension, you can call our Treatment Plant at **805/463-2212 x314** and the WTP Operator on-duty will notify Distribution staff of your request.
- ∞ Normal flow change requests for Mondays should be made on the preceding Friday.

For Emergencies and Weekend Flow changes:

- ∞ Emergency flow changes can be made (in most situations) immediately.
- ∞ To request emergency flow changes, call the Distribution Operator On-Call at **805/245-7054**. If the Distribution Operator On-Call cannot be reached, please leave a message and then call the Water Treatment Plant Operator-in-Charge (OIC) at **805/463-2122 x314**. If the OIC cannot be reached, leave a message and then call the Plant Cellular Phone at **805/680-3715**. Messages are checked regularly on a 24-hour basis. The Plant's OIC will notify the Distribution Operator On-Call to coordinate the requested flow change. Distribution staff will contact the requesting participant immediately after the call is received from the Plant's OIC and confirm that the change has been made.

Our goal is to continue effective communication and facilitate the needs of each project participant. Please feel free to call John Brady at 805/688-2292 x228 or Tom Petersen, Distribution Supervisor at 805/688-2292 x237, if you have any questions or concerns.