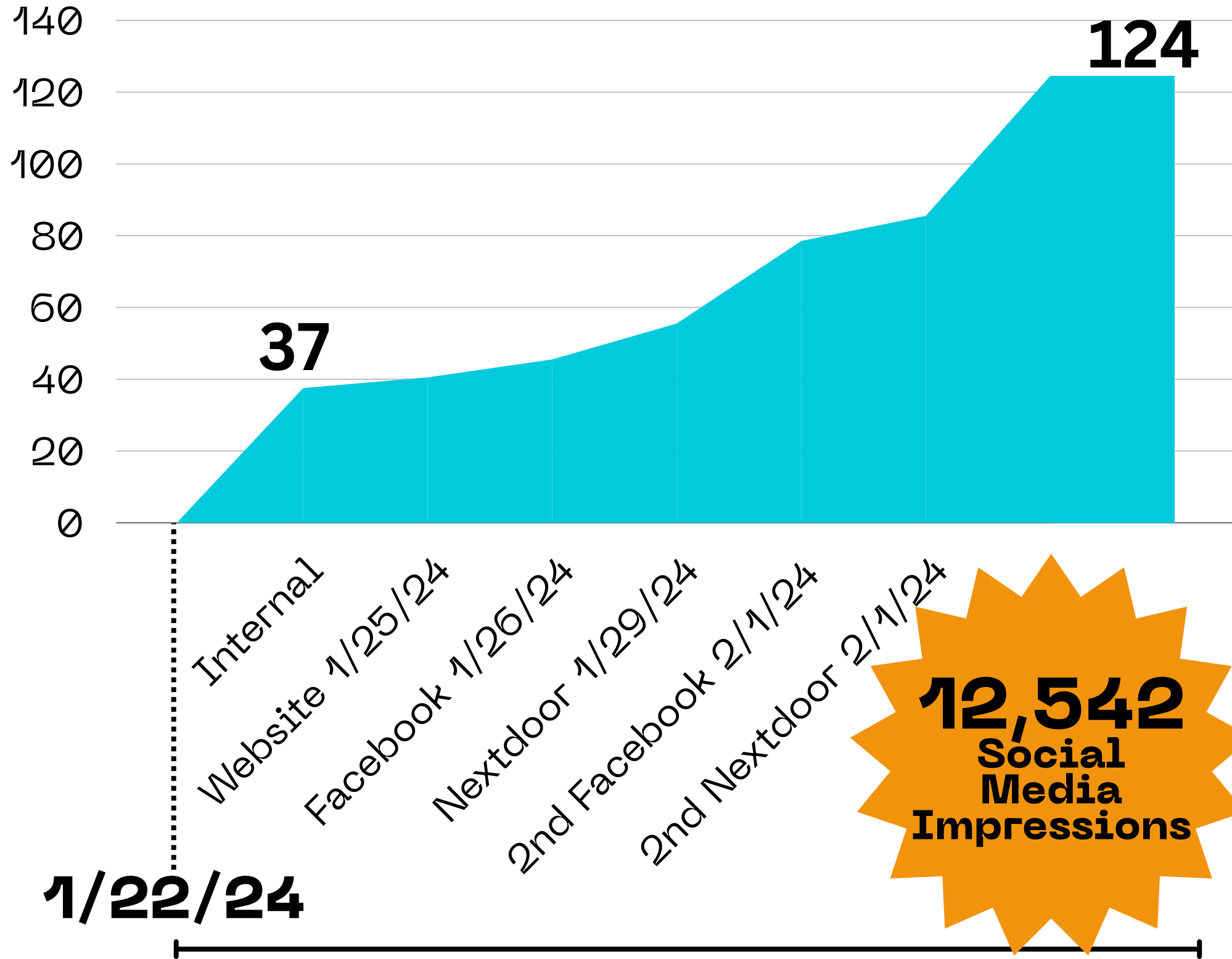
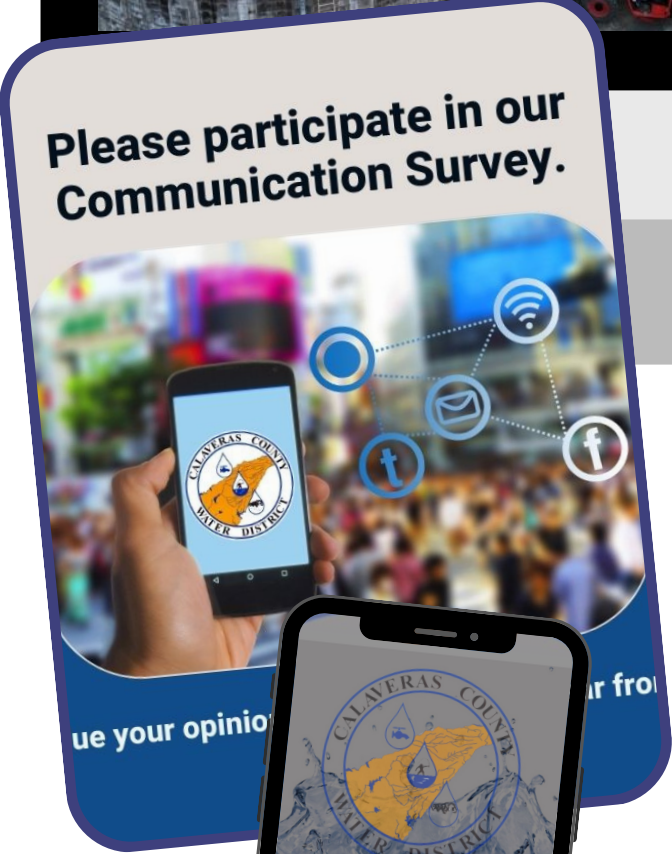




External Affairs Report

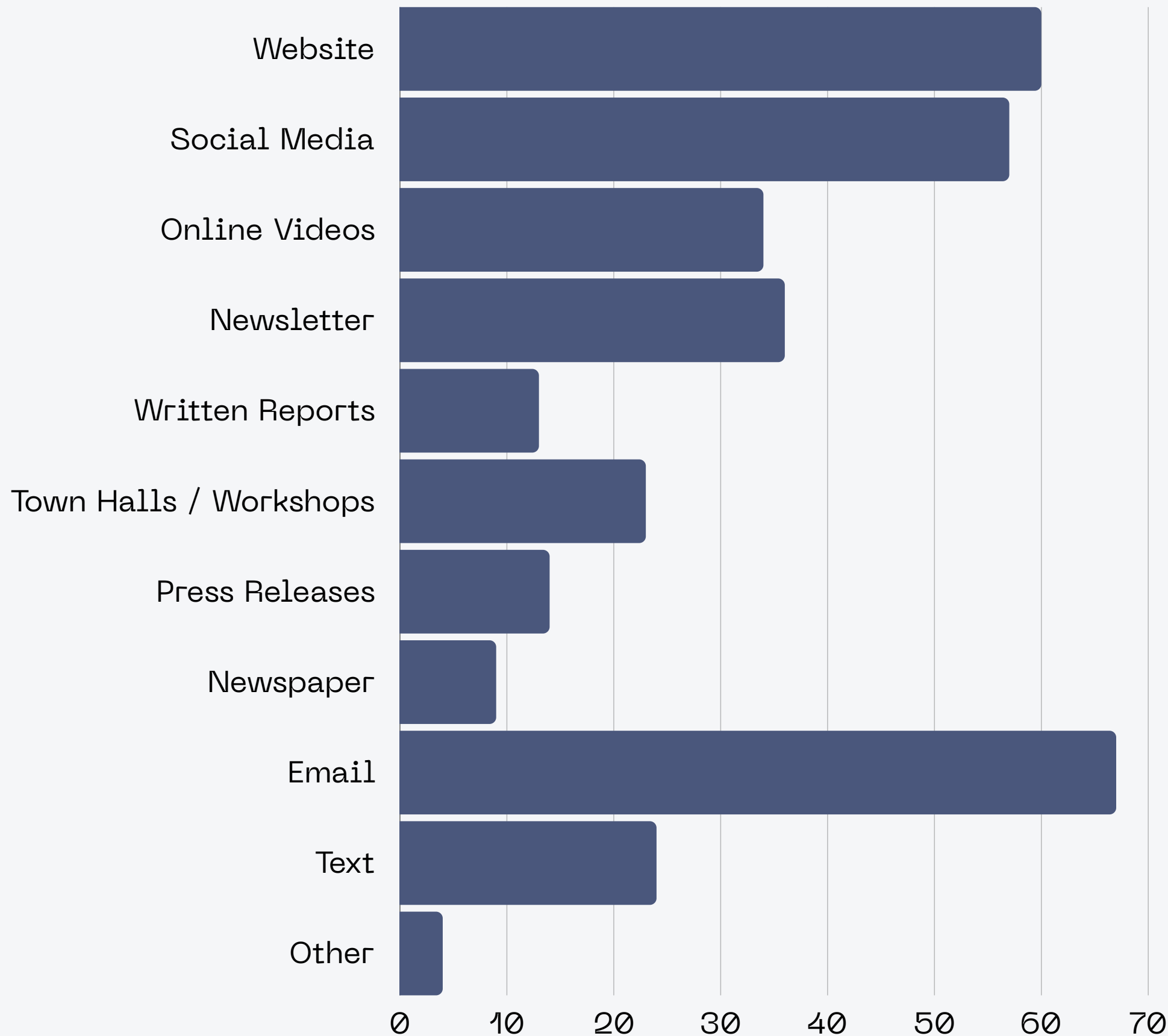
February 27, 2024

Communication Survey

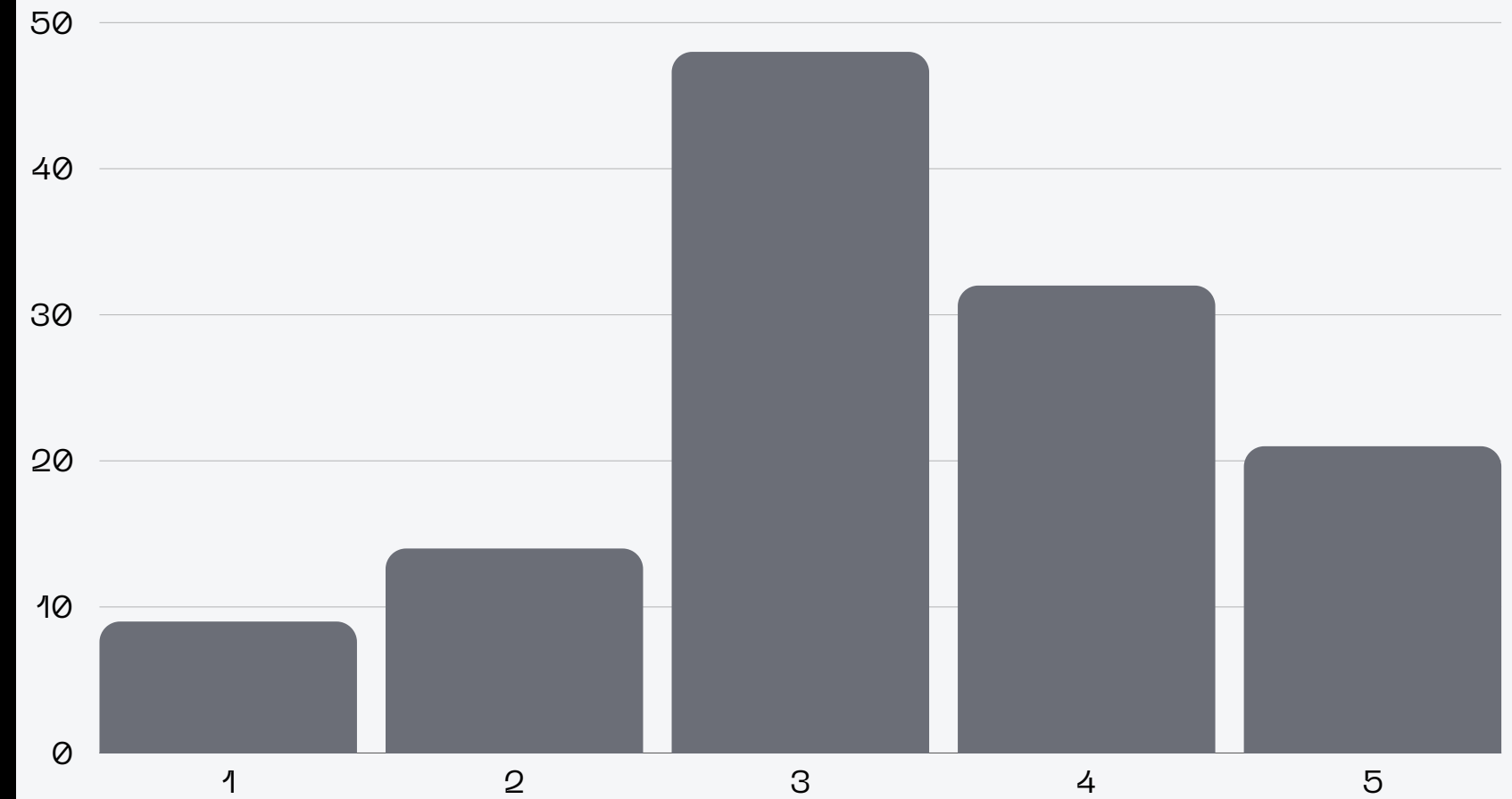


12,542
Social Media Impressions

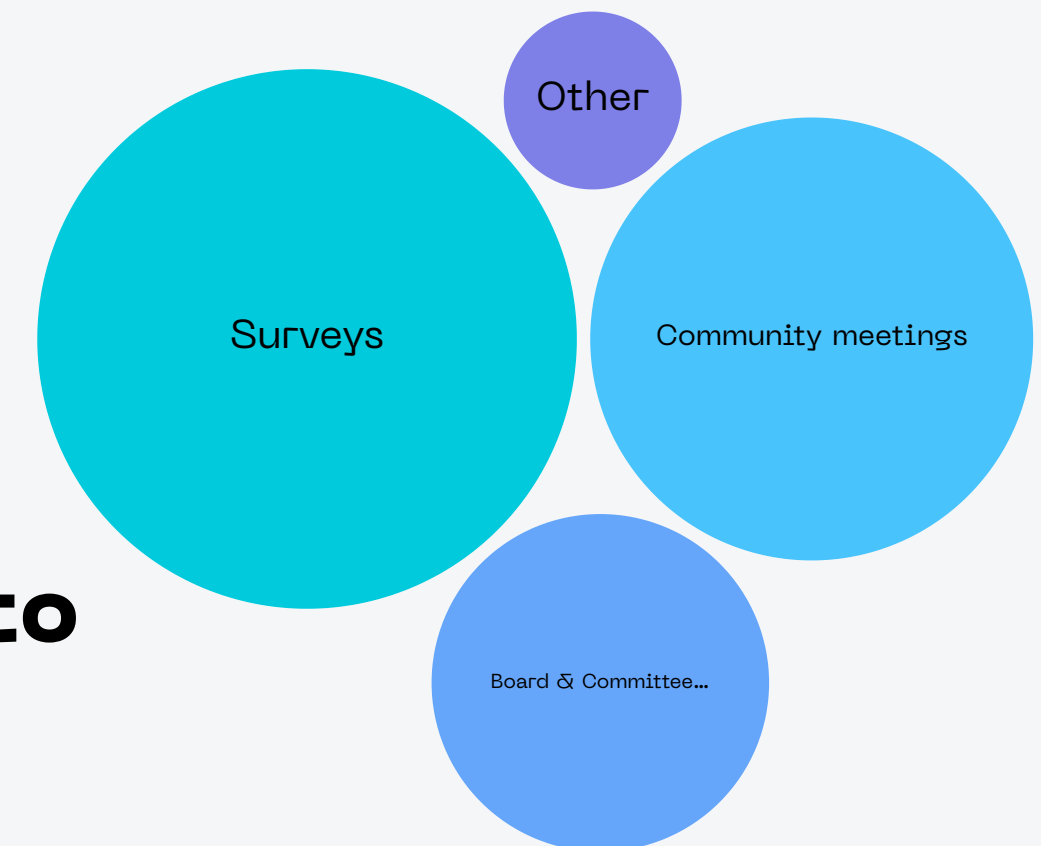
What format do you prefer for receiving information about CCWD?



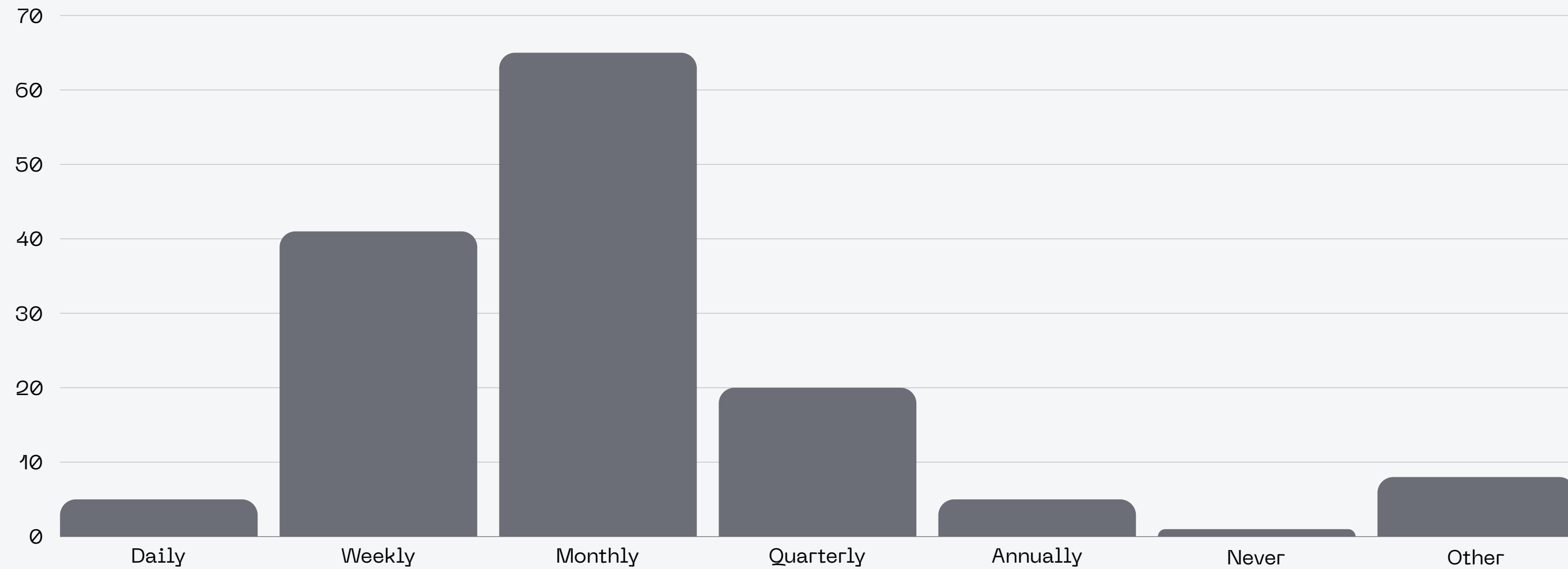
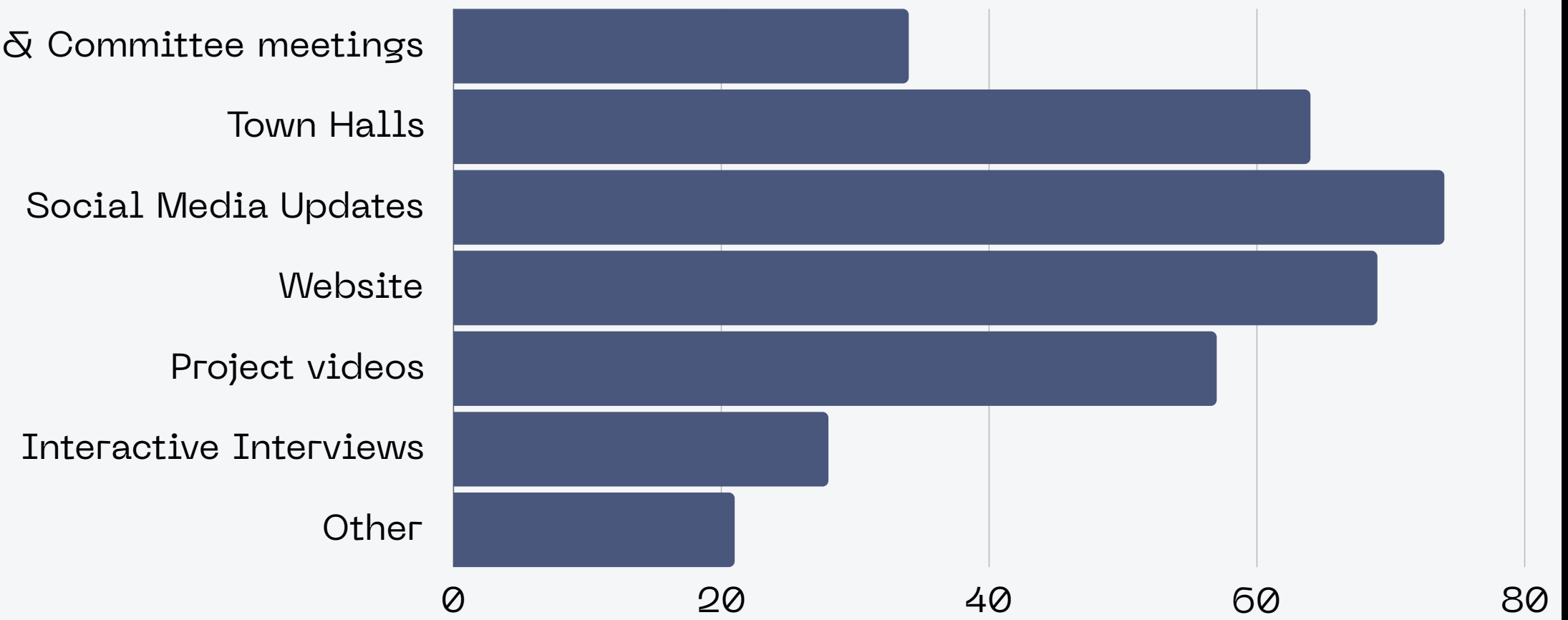
How do you rate our website?



In your opinion, what is the most effective way for us to gather feedback?

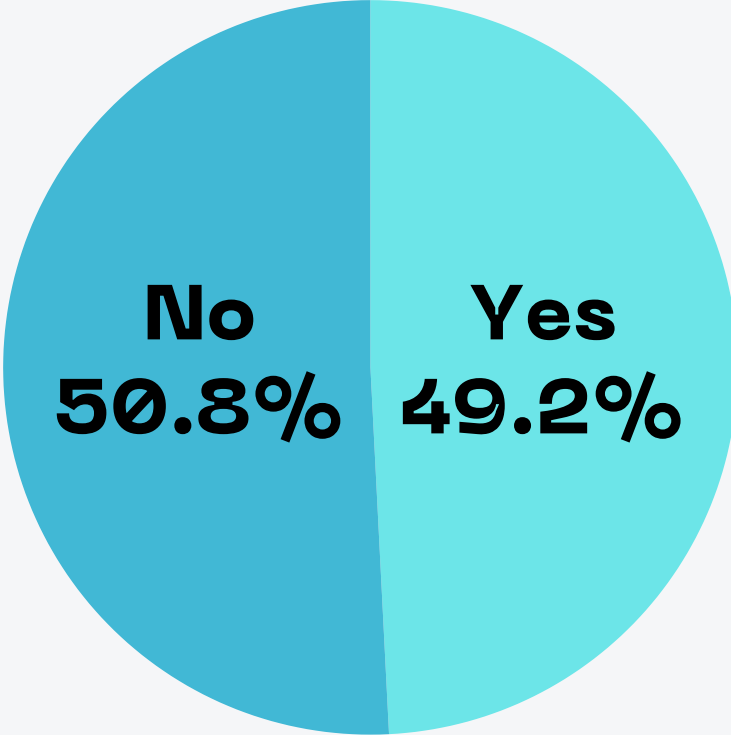


How would you like us to communicate long-term projects or infrastructure improvements that may impact your neighborhood?

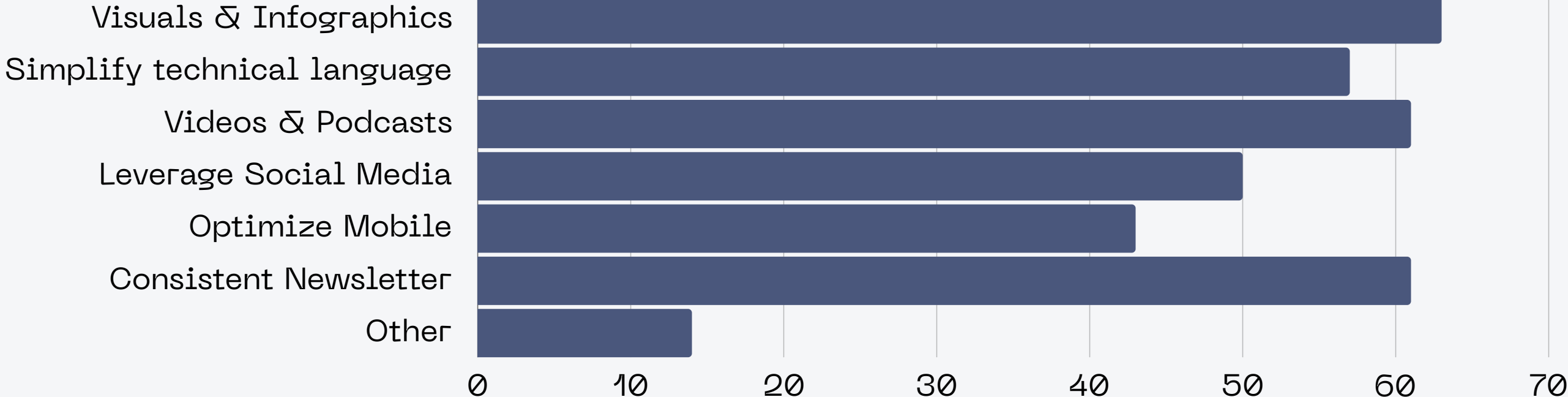


How often would you like to receive general updates about CCWD?

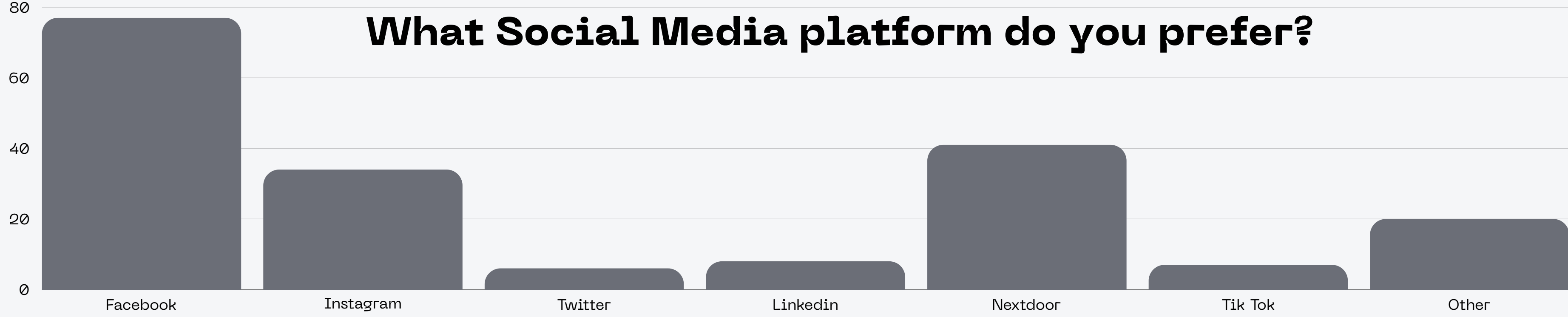
Do you follow CCWD on social media platforms?



In your opinion, how could we make our communication more engaging and accessible to a wider audience?



What Social Media platform do you prefer?



Copper Cove Tour

Feb. 21, 2024



Tour Outreach

1

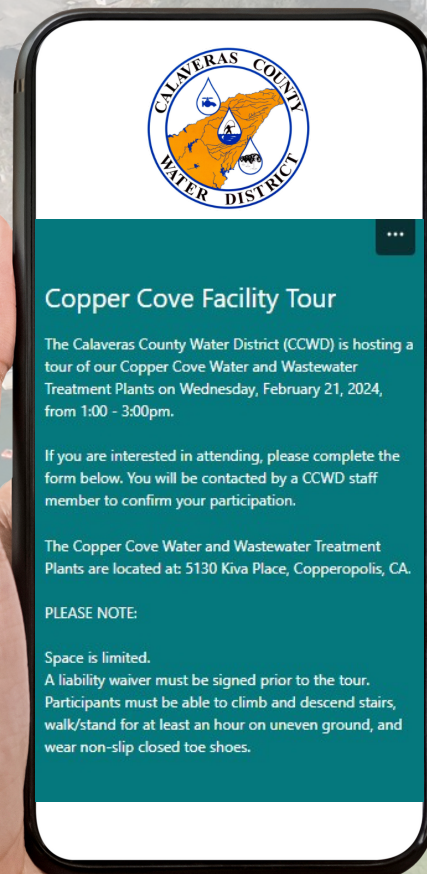
Personally reached out to those who had registered for the tour that was canceled last year.

2

CCWD Website

3

Facebook
Twitter
Nextdoor



COPPER COVE TREATMENT PLANT TOUR

FEBRUARY 21
1:00 - 3:00

ATTENTION

ONLY A FEW SPOTS LEFT!!!

BOOK NOW



Social Media

Reach – **1,868**

Signed up – **14**

Attended – **10**

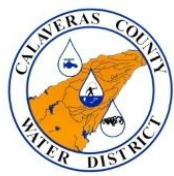
Facility Tour

Copper Cove Treatment Plants

5130 Kiva Place, Copperopolis, CA 95228

Wednesday, February 21, 2024 1:00 - 3:00pm

A liability waiver must be signed prior to the tour. Participants must be able to climb and descend stairs, walk/stand for at least an hour on uneven ground, and wear non-slip closed toe shoes. Hardhats and safety vests will be provided.



Wednesday 21st February 2024



Copper Cove Water Treatment Plant

The CCWTP has two trident package plants (modular treatment units, MTU's) of two million gallons per day (MGD) per unit, for a total capacity of 4.0 MGD for the plant. The CCWTP water treatment facilities currently include a liquid oxygen (LOX) storage tank, an Ozone Generation System, two Ozone Contact Towers, two 2-MGD-capacity Trident modular treatment units, a Treated Water / Backwash Water Pump Station (TWPS), chemical storage and metering equipment for the coagulant, hypochlorite, and a corrosion inhibitor. The finished water is stored in one on-site Clearwell with a storage capacity of 300,000 gallons and 1 MG capacity in two terminal reservoirs called "B-Tank." Chlorine contact time is credited in the effluent piping, Clearwell, and B-Tanks, prior to delivery to the distribution system.

The treatment processes provided at the CCWTP include primary oxidation by pre-ozonation, optional pre-chlorination, coagulation, upflow contact clarification and mixed media gravity filtration using Trident Microfloc modular treatment units, post chlorination, and addition of a corrosion control chemical.

The water supply for the CCWTP is obtained from the Tulloch reservoir which obtains water from the North Fork of the Stanislaus River. The intake to the water treatment plant is fed from Lake Tulloch reservoir. The collection system consists of three pumps submerged in the Tulloch Reservoir, and three booster pumps.

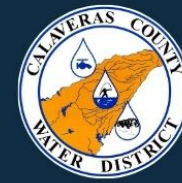
The distribution system consists of five tanks which distribute the treated water throughout the Copperopolis community.

Copper Cove Wastewater Treatment Plant

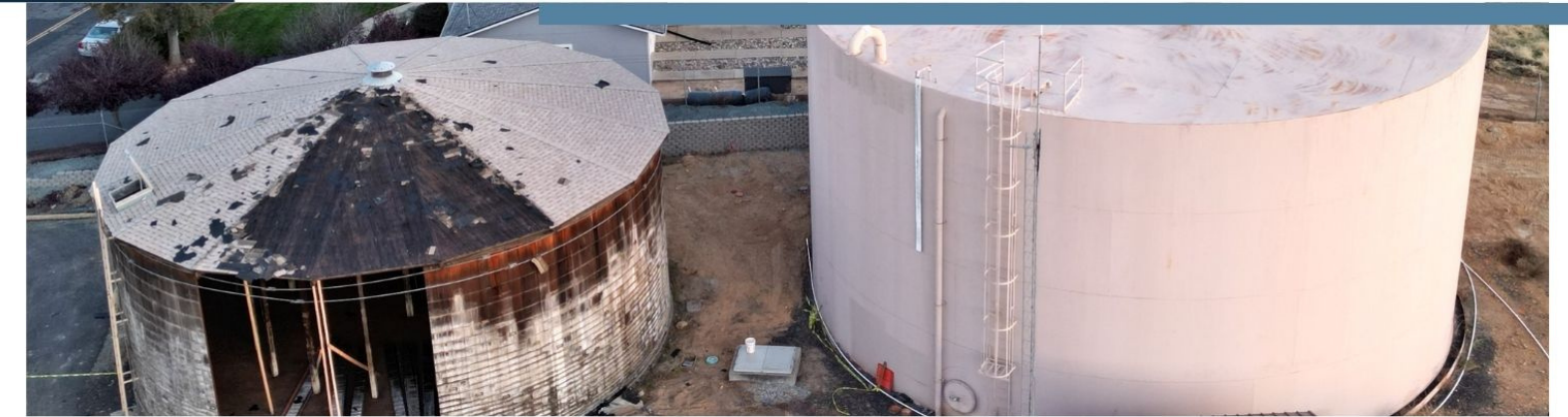
The CCWWTP plant was constructed in 1970's. The wastewater collections system is comprised of 30 plus pump stations. The wastewater system is comprised of a Headworks, where larger items are screened out and are removed and sent to landfill. The CCWWTP is a typical aerated lagoon system, followed by a polishing pond used for settling. The treated secondary water is stored in a large, aerated pond. The stored water is treated and disposed of at the Copper Valley Golf Course utilizing our Title 22 reclaim plant.

Copper Cove Reclaimed Treatment Plant

The CCRCP is a 1 MGD, Title 22, NPDES discharge to a 404 Army Corp Eng. Water of the US and golf course. The treatment consists of filtration followed by UV disinfection meeting Title 22 NPDES discharge limits. We also blend Lake Tulloch Raw water in the Reclaim plant Clearwell for additional water to serve the golf course irrigation.



CIP # 11083C COPPER COVE PHASE 1 AND 2 TANK B & CLEARWELL PROJECT



Construction Updates

The contractor is currently working at multiple sites simultaneously.

The Clearwell is in its mass grading phase for the new tank location.

B tank site crews are working to set formwork for the new tank foundation.

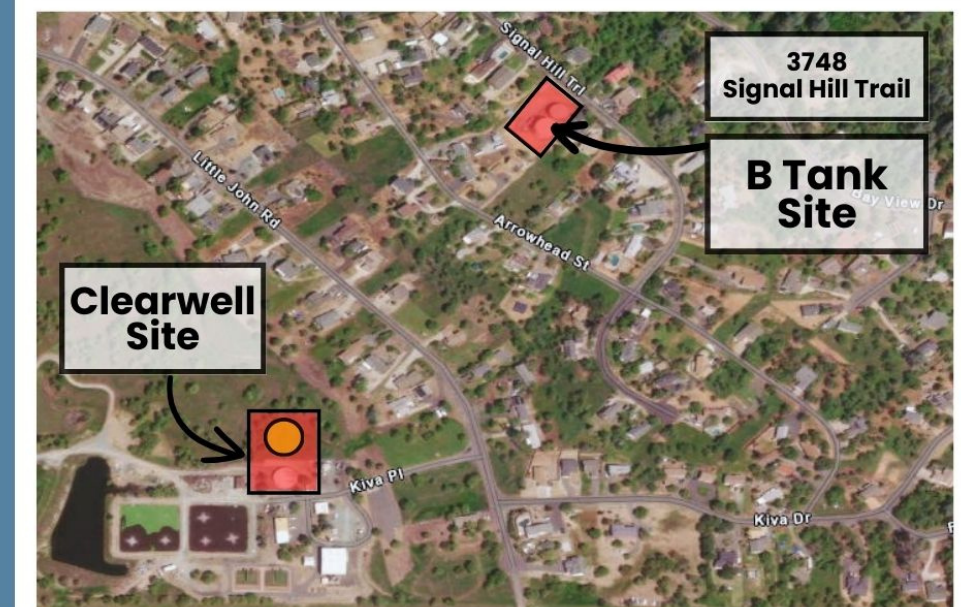
Normal working hours are between 7 am - 5 pm M-F with some occasional night and weekend work.

Work at the sites will be ongoing in various stages of construction for the next 18+ months.

All work is weather-dependent.

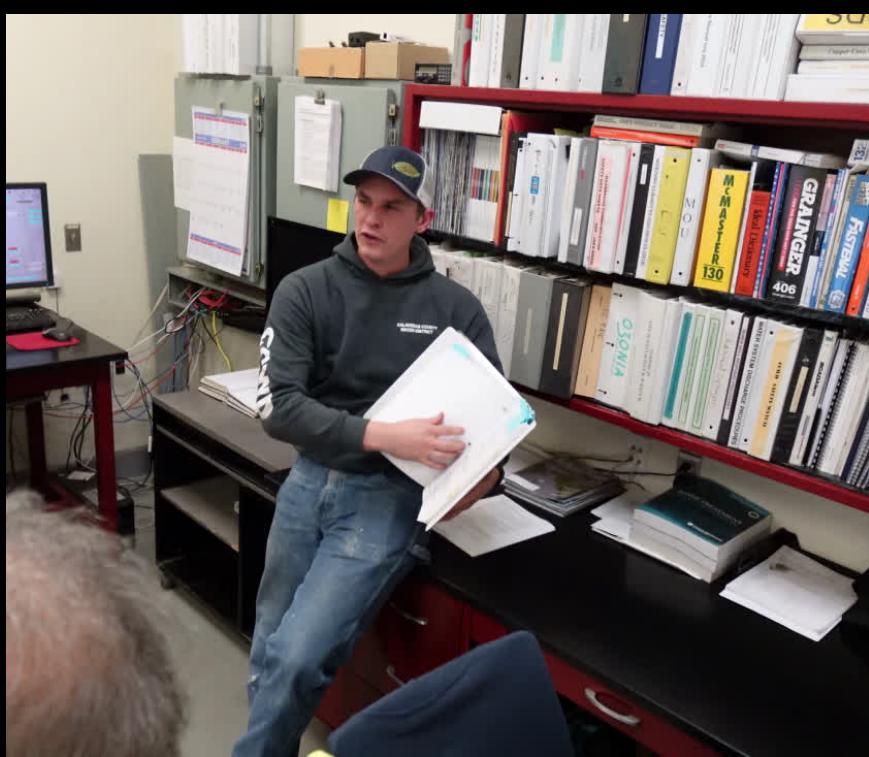
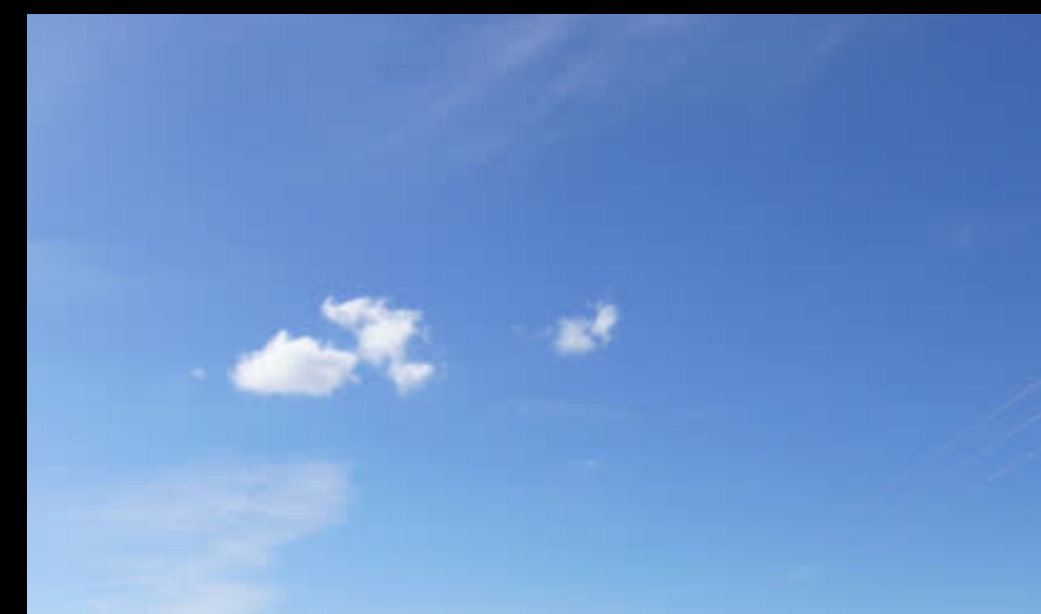
PROJECT SCOPE


- Demolition of existing Redwood B-Tank and replacement with a new 380,000-gallon welded steel tank.
Construction of new 330,000-gallon clearwell at the Water Treatment Plant.
Rehabilitation of 680,000-gallon welded steel tank at B-Tank site.
Rehabilitation of 330,000-gallon existing clearwell at the Water Treatment Plant.
Associated site piping, both above and below ground, and appurtenances for interconnecting the tanks.
Pavement, site grading, and installation of concrete tank foundations.
Electrical improvements and cathodic protection for tanks.





Beautiful Day & Lots of Information



An aerial photograph of a water treatment facility. In the foreground, a large, light-colored industrial building with a grey roof is visible. To its right, there are several large blue cylindrical storage tanks and various pieces of equipment. In the background, a large rectangular pond with aeration equipment is situated. The facility is surrounded by rolling green hills and a winding road. The text "Recent Outreach" is overlaid in a white rounded rectangle across the center of the image.

Recent Outreach

ATCAA & LIHWAP

Calaveras County Water District
Published by Kelly Gerkenmeyer · 1d ·

Check out this program designed to assist low-income households. Share or spread the word and help support those in need.

LOW INCOME HOME WATER ASSISTANCE PROGRAM (LIHWAP)
For Amador, Calaveras, and Tuolumne County residents

This program provides one-time financial assistance to help Californians struggling to **pay current or overdue residential water or wastewater bills.**

LIHWAP is funded by the federal government and administered by the California Department of Community Services and Development (CSD). CSD works with a network of community-based local service providers to help low-income households pay down their outstanding bills. Applicants must qualify per the 2023 income guidelines.

ATCAA ENERGY INCOME GUIDELINES
Utility Bill Assistance | Well Water Testing | Weatherization

Monthly household income cannot exceed the following amounts:

Persons	Income
1	\$2,882.82
2	\$3,769.82
3	\$4,656.82
4	\$5,543.91
5	\$6,430.91
6	\$7,317.91
7	\$7,484.24

ATCAA
HELPING PEOPLE SINCE 1981

Amador Tuolumne Community Action Agency
1d ·

We can still help Calaveras and Amador residents pay their water bills! 💧

The Low-Income Home Water Assistance Program (LIHWAP) provides one-time financial assistance to help income-qualified Californians struggling to pay current OR overdue water and wastewater bills.

To learn more about this program, visit atcaa.org/utility-bill-assistance

If you have questions, you can give us a call at (209) 223-1485! 📞

**CIP # 11083C
COPPER COVE
PHASE 1 AND 2
TANK B & CLEARWELL PROJECT**



Construction Updates
January 11, 2024

The contractor is currently working at multiple sites simultaneously.

Truck traffic will be temporary and last the next 2-3 weeks.

The Clearwell is in its mass grading phase for the new tank location.

B tank site crews are working to set formwork for the new tank foundation.

Concrete placement will begin on 1/12/24 and continue into the following week.

Normal working hours are between 7 am – 5 pm M-F with some occasional night and weekend work.

Work at the sites will be ongoing in various stages of construction for the next 18+ months.

All work is weather-dependent.

PROJECT SCOPE

Demolition of existing Redwood B-Tank and replacement with a new 380,000-gallon welded steel tank.

Construction of new 330,000-gallon clearwell at the Water Treatment Plant.

Rehabilitation of 680,000-gallon welded steel tank at B-Tank site.

Rehabilitation of 330,000-gallon existing clearwell at the Water Treatment Plant.

Associated site piping, both above and below ground, and appurtenances for interconnecting the tanks.

Pavement, site grading, and installation of concrete tank foundations.

Electrical improvements and cathodic protection for tanks.



Copper Cove Construction Update

Fire Hydrant Flushing Jenny Lind & Ebbetts Pass



FIRE HYDRANT FLUSHING & MAINTENANCE

Crews will be performing routine fire hydrant flushing in the Avery area starting today, February 20, 2024.

Past, Current and Future Staff Recognition



THE BOARD OF DIRECTORS OF THE CALAVERAS COUNTY WATER DISTRICT RECOGNIZES CHARLES PALMER.

January 10, 2024

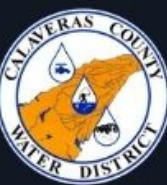


Charles Palmer has faithfully served the ratepayers of the Calaveras County Water District for 20 years.

Charles' devotion to improving the quality of life for Calaveras County residents is represented in projects like Ebbetts Pass Reach 3A, Reach 1, and the West Point Water System Improvements.

Charles was instrumental in securing grant funds for critical District projects including the Ebbetts Pass Redwood Tanks Replacement Project, West Point/Wilseyville Wastewater Treatment Plants Consolidation Project, West Point Clearwell Replacement Project, West Point Distribution System Replacement Project, Vallecito Wastewater Treatment Plant MBR Implementation Project, and Jenny Lind Water Treatment Plant Pre-Treatment Project.

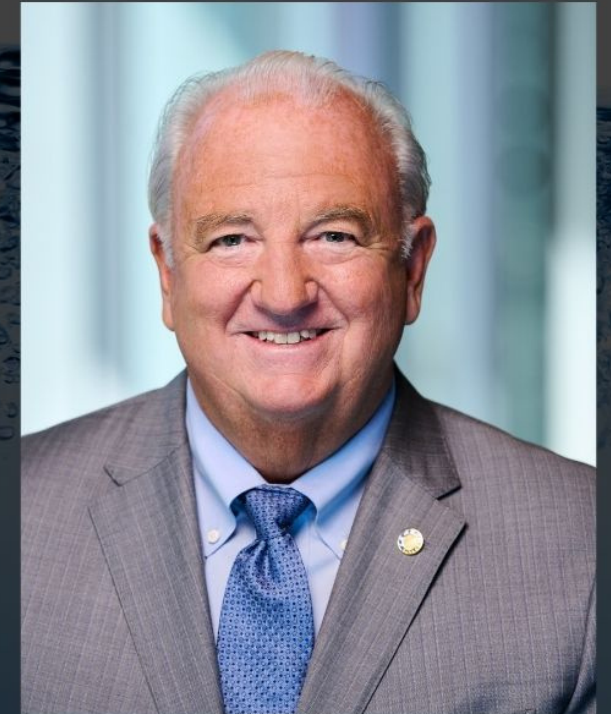
The Board of Directors of the Calaveras County Water District and all coworkers wish Charles all the best in retirement and sincere gratitude for his work and devotion to CCWD and Calaveras County.



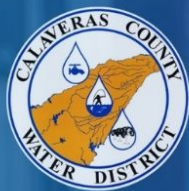
We would like to thank all our customer service representatives for their hard work and dedication.

Happy Customer Service Appreciation Day!

January 17, 2024



The Calaveras County Water District is Excited to Welcome a New Water Resources Manager – Mr. John Coleman.



CCWD NEWS

The Calaveras County Water District secures a \$541,720 GRANT through the CalOES Hazard Mitigation Grant Program for the implementation of standby generators.

The Calaveras County Water District (CCWD) is thrilled to announce the successful acquisition of a Hazard Mitigation Plan Grant (HMGP), specifically designated for the implementation of standby generators. This grant represents a significant stride in fortifying our emergency preparedness framework, ensuring uninterrupted water and wastewater services to our community during critical times.



CCWD will install generators at 11 sites throughout the District for key facilities that are currently without emergency standby power. This will mitigate risks associated with multiple natural disasters (including flood, wildfire, wind, atmospheric river storms, and landslides), as well as Public Power Shutoff implementation.

The mountainous topography in which CCWD operates relies heavily on pumping. Standby power is critical for our water and wastewater facilities. We will now be able to operate continuously during emergencies or power disruptions, ensuring uninterrupted access to clean water, and protecting public health and the environment.



CCWD secures funds for Standby Generators

- **\$541,720** in grant funds
- CalOES Hazard Mitigation Grant Program
- Install generators at **11 sites**
- Operate continuously during power disruptions



Summer 2024

**Poker Flat Lift Station
Construction Impacts**

April 22, 2024, crews will begin replacing two of the Lift Stations in the heart of the Poker Flat Subdivision.

Construction Impacts

Copperopolis

July 22 – Oct. 15
Jimmy Way / Bret Harte Dr.

April 22 – July 26
Bret Harte Dr. / Sunrise Rd.



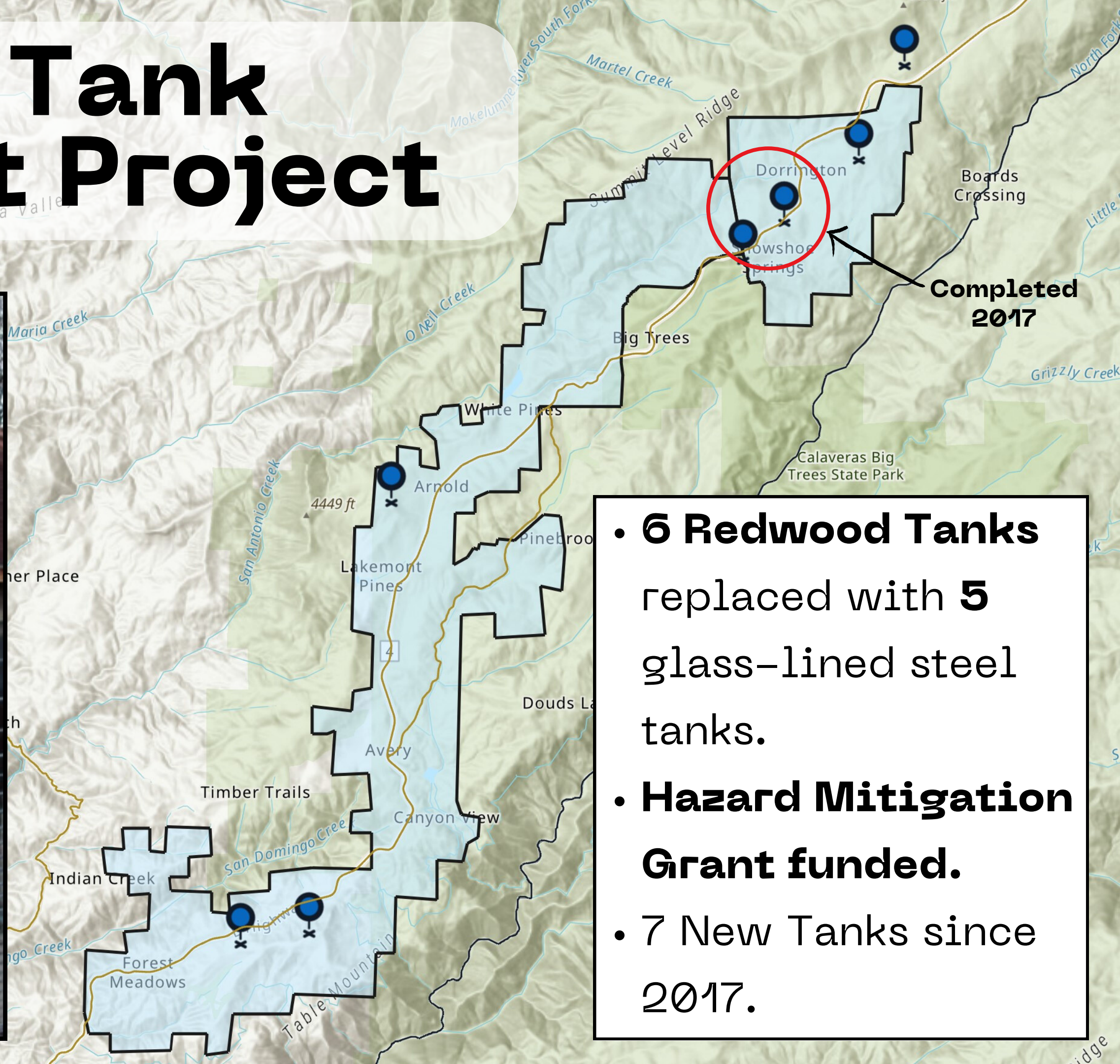
West Point Filter Project

Ribbon Cutting
April

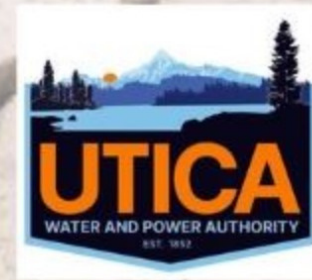
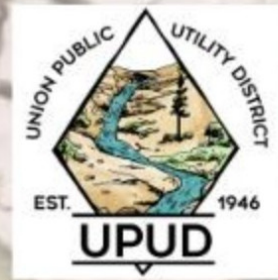
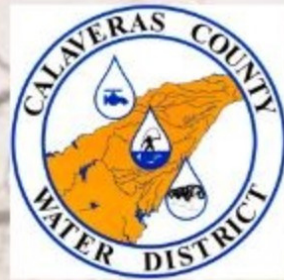


Redwood Tank Replacement Project

Heather Tank Forest Meadows



- **6 Redwood Tanks** replaced with **5** glass-lined steel tanks.
- **Hazard Mitigation Grant funded.**
- **7 New Tanks** since 2017.



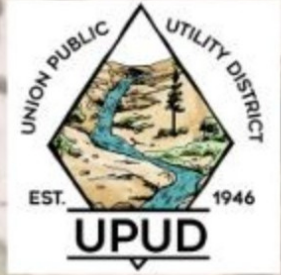
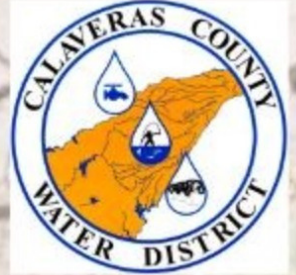
Calaveras Conserves



New Spicer Reservoir 2021



New Spicer Reservoir 2023

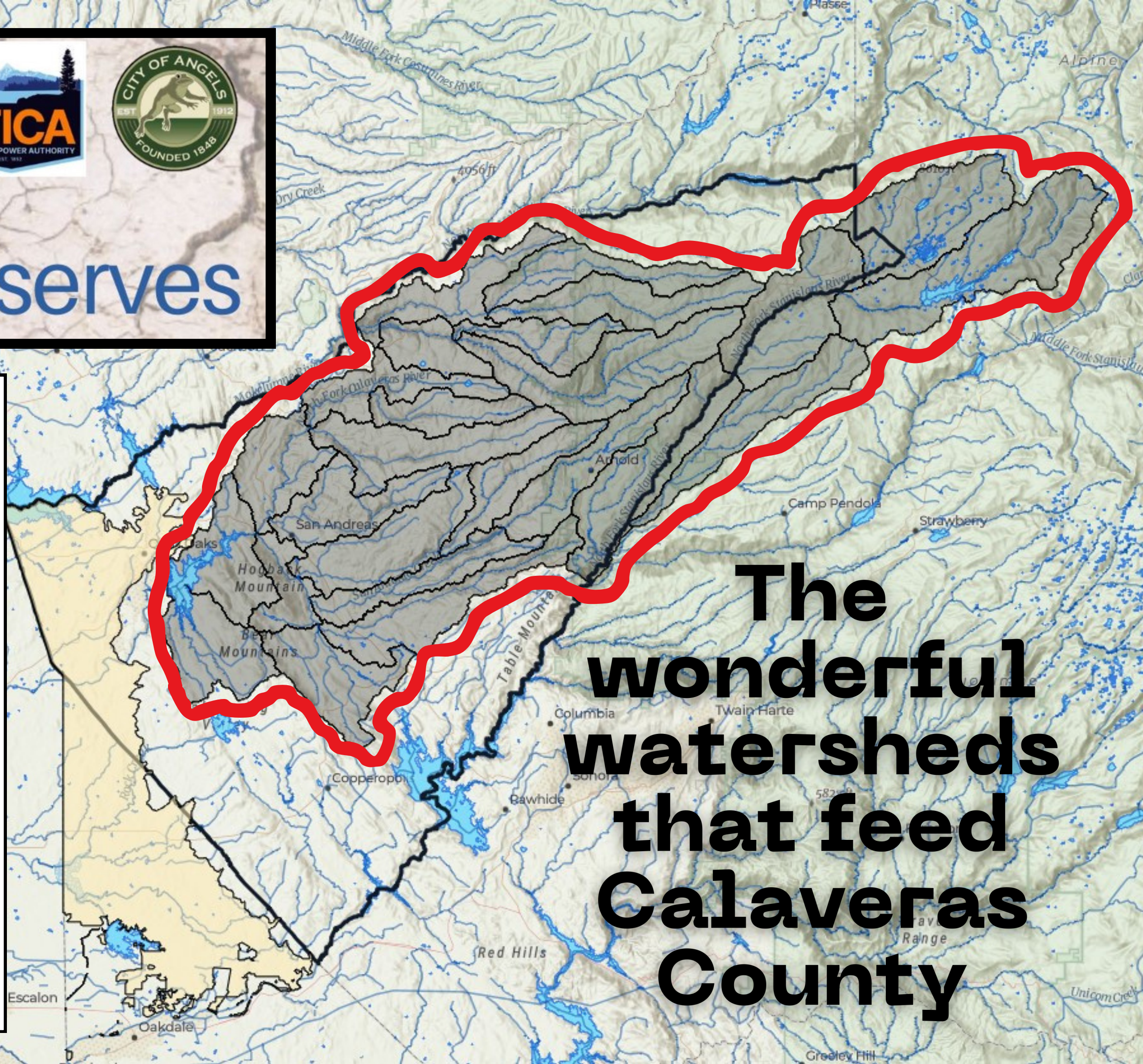


Calaveras  Conserves

New Goals

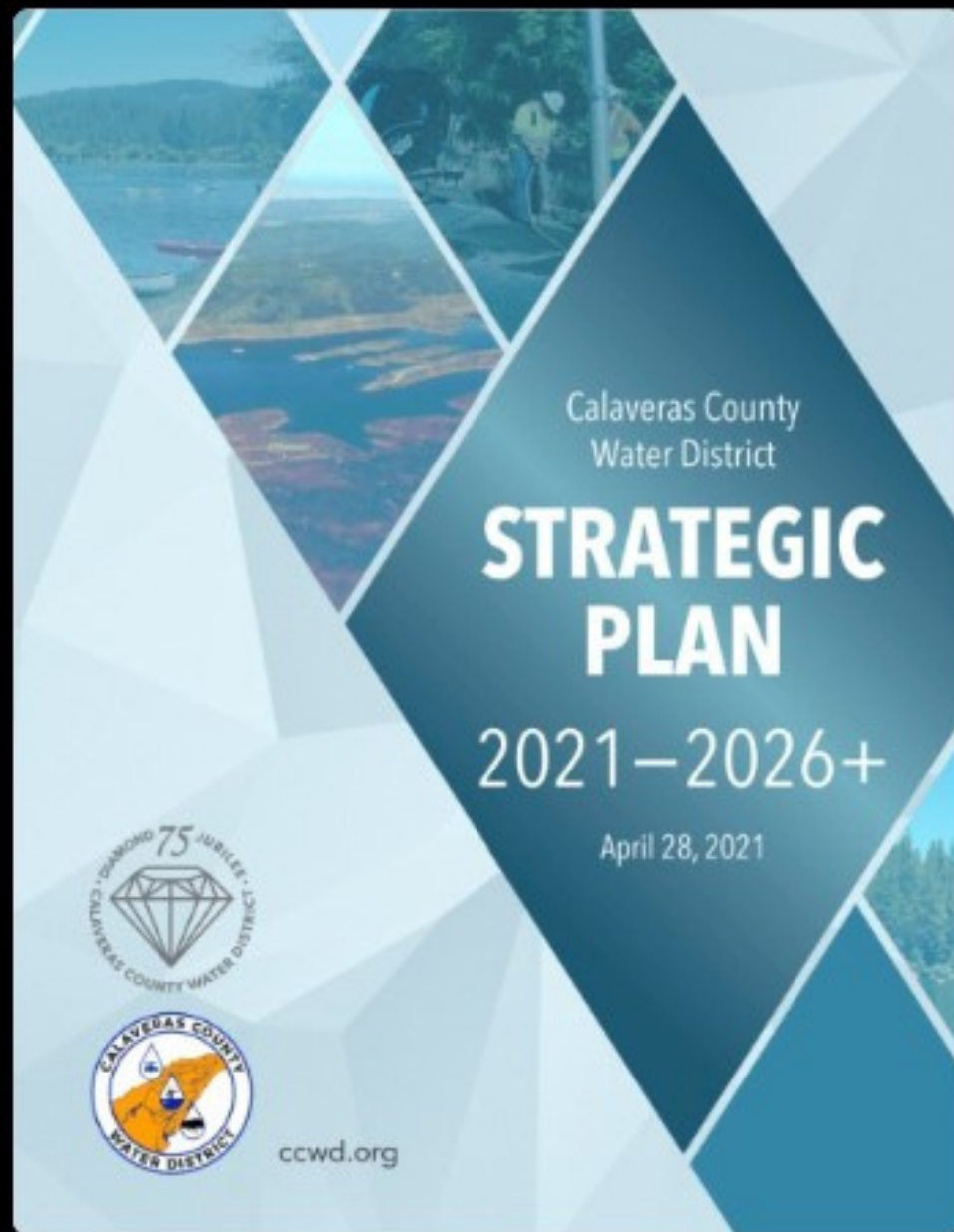
- Create a mission and vision statement
- Outreach **beyond drought** messaging
- Roll out a new webpage
- **Calaveras specific** Water Resources education
- Highlight **water infrastructure**

The wonderful watersheds that feed Calaveras County



Recent Outreach & Communication | Strategic Plan Goals and Objectives

Every action we take every day is a step along the path of our strategic plan, shaping the future we envision with purpose and intention.



The Strategic Plan goals and objectives are at the forefront of our **DAILY OUTREACH & COMMUNICATION** strategies. The following quantifies our efforts specific to outreach & communication since approximately October 2023.



Progress

Specific Outreach & Communication activities that align with our goals.

36 Customer Experience	21 Fiscal Responsibility
26 Operational Integrity	23 Program, Projects, and Initiatives
26 People & Partnerships	34 Enduring Organization



Today's Meeting | Goals & Objectives

Customer Experience

Build trust and demonstrate value to customers with responsive service and positive experiences.

CE-01
CE-02
CE-03
CE-04
CE-05

Operational Integrity

Ensure District operations deliver efficient and reliable water and wastewater services.

OI-07

Programs, Projects, and Initiatives

Implement programs, projects, and initiatives to ensure water reliability for the prosperity and wellbeing of our residents, businesses, and watershed.

PI-09
PI-11
PI-12

People & Partnerships

Engage our stakeholders and partners to best protect our water resources and infrastructure and further our shared interests.

PP-03
PP-04
PP-06
PP-07

Enduring Organization

Ensure reliable and consistent services through building an evolving organization that reflects the District's values.

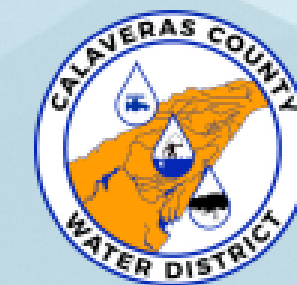
EO-01
EO-10
EO-11
EO-12

Calaveras County
Water District

STRATEGIC PLAN

2021–2026+

April 28, 2021



ccwd.org



Thank You!