

# Crestview Mutual Water Company

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
**Emergency Shareholder Informational Meeting - Mountain Fire**

**November 13, 2024**

# Meeting Info

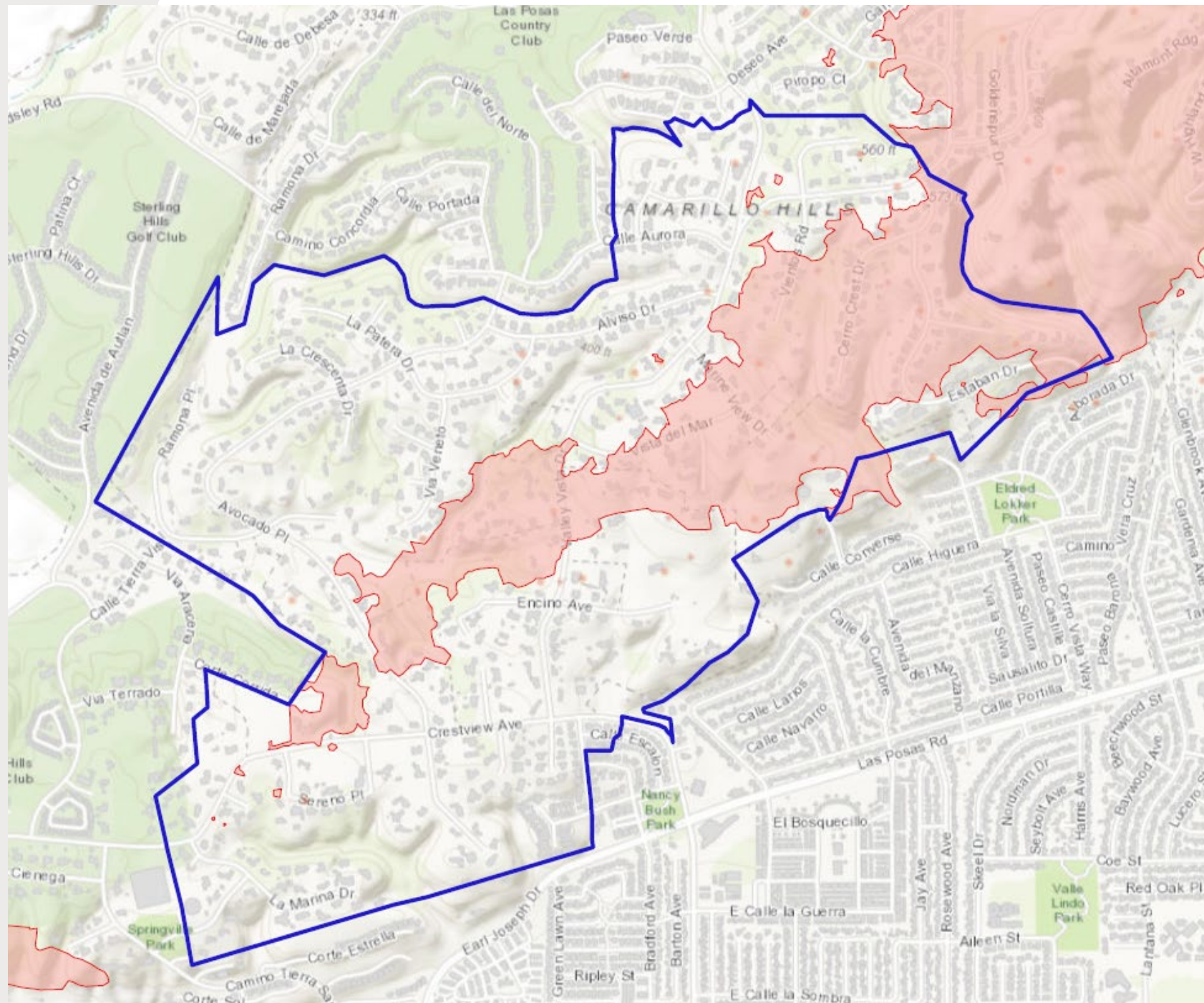
- *This shareholder meeting is being recorded; we'll publish this presentation and our answers to your questions on our website as soon as possible.*
- *We'd like to conclude by 6pm to allow everyone to attend the Camarillo town hall at 6:30.*
- *Further questions and comments are welcome at our next regular board meeting, Tuesday Nov 26th*

## **To ask a question:**

- (1) Click the Q&A icon  located in your Zoom screen. Type and send.
- (2) We're reading your questions as you send them. We'll do our best to answer throughout the meeting. There is also a Q&A session at the end of tonight's meeting.

# The Fire's Impact

- 51 Crestview Mutual shareholders lost their homes
- Unsafe drinking water alerts were issued locally, including for Crestview, due to the possibility of:
  - pipes releasing chemicals during the fire; and
  - backflow contamination from damaged homes.



A big, heartfelt **THANK YOU** to:

- All Ventura County first responders
- Crestview Water staff (Ann, Erick, Lauri, Mac)
- Board members (Alma, Dave, Frank, Laurie, Steven)
- Our many shareholders who helped out and offered their support
- Calleguas Municipal Water District
- City of Camarillo
- CrestviewWatch.org
- Our dedicated Vendors



*Thank You!*

# Some Limited Good News

- **Our water system is operational**
- Division of Drinking Water removed the Unsafe Water Alert Monday, 11-11-24
- Thanks to a tireless staff response, our system delivered water for fire-fighting throughout the emergency
  - Some homeowners metering devices were damaged/destroyed
  - We are evaluating Well #6 power transformer

*Ian Prichard, Deputy GM  
Calleguas Water Co,  
discussing water pressure  
during the Mountain Fire.*



# Timeline Recap

## **Wednesday 11/6**

9:00 am - Edison power goes out

9:00 am - Crestview's emergency generator\* at upper reservoir starts running

9:41am - Fire starts

\* This generator powers a booster pump to ensure service to highest elevations homes

*All times are approximate*

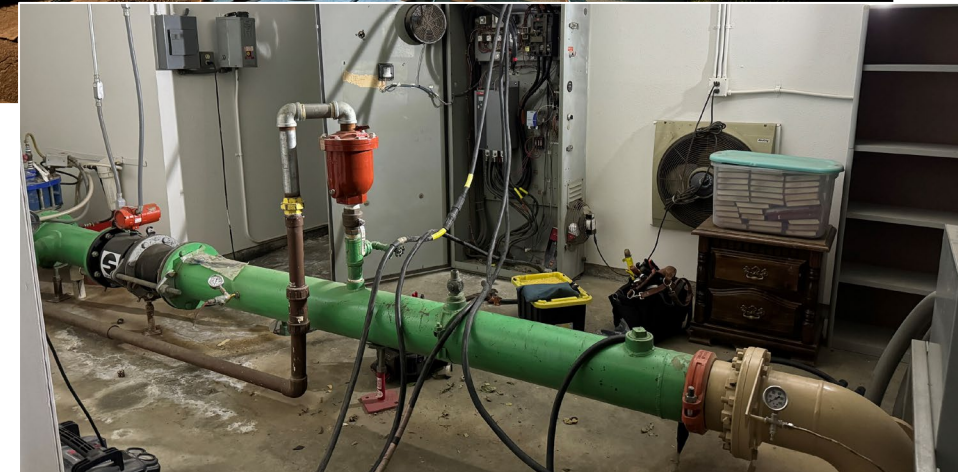
# Timeline Recap (cont'd)

**Wednesday 11/6**

2:00 pm - Crestview initiates procurement of second emergency generator (for Well #4)

11:00 pm - Emergency generator and electricians arrived at Well #4

*All times are approximate*



*Emergency generator being hard-wired into Well 4 Wednesday night.*



# Timeline Recap (cont'd)

## Thursday 11/7

1:00 am - Well #4 pumping resumes and keeps upper reservoir supplied

5:00 am - Field staff onsite fixing water leaks to minimize reservoir losses

12:00 pm - Unsafe Water Alert posted on NextDoor & Crestview website

2:00 pm - Calleguas water is turned on to supply the Crestview system

5:30 pm – We installed a second generator to power our lower reservoir booster pump

6:30 pm - System pressure is fully restored



*Second emergency generator being installed at Crestview office booster station*

# Timeline Recap (cont'd)

## Friday 11/8

11:00 am - Unsafe Water Alert Signage posted in the Crestview neighborhood

1:00 pm - Calleguas' staff onsite to help flush system / collect water samples

10:00 pm - System flushing complete

## Saturday 11/9

12:00 pm - Calleguas provides Potable Water Filling Station for Customers

3:00 pm - Edison power is restored

## Sunday 11/10

7:00 am - Water testing first round begins after minimum waiting period

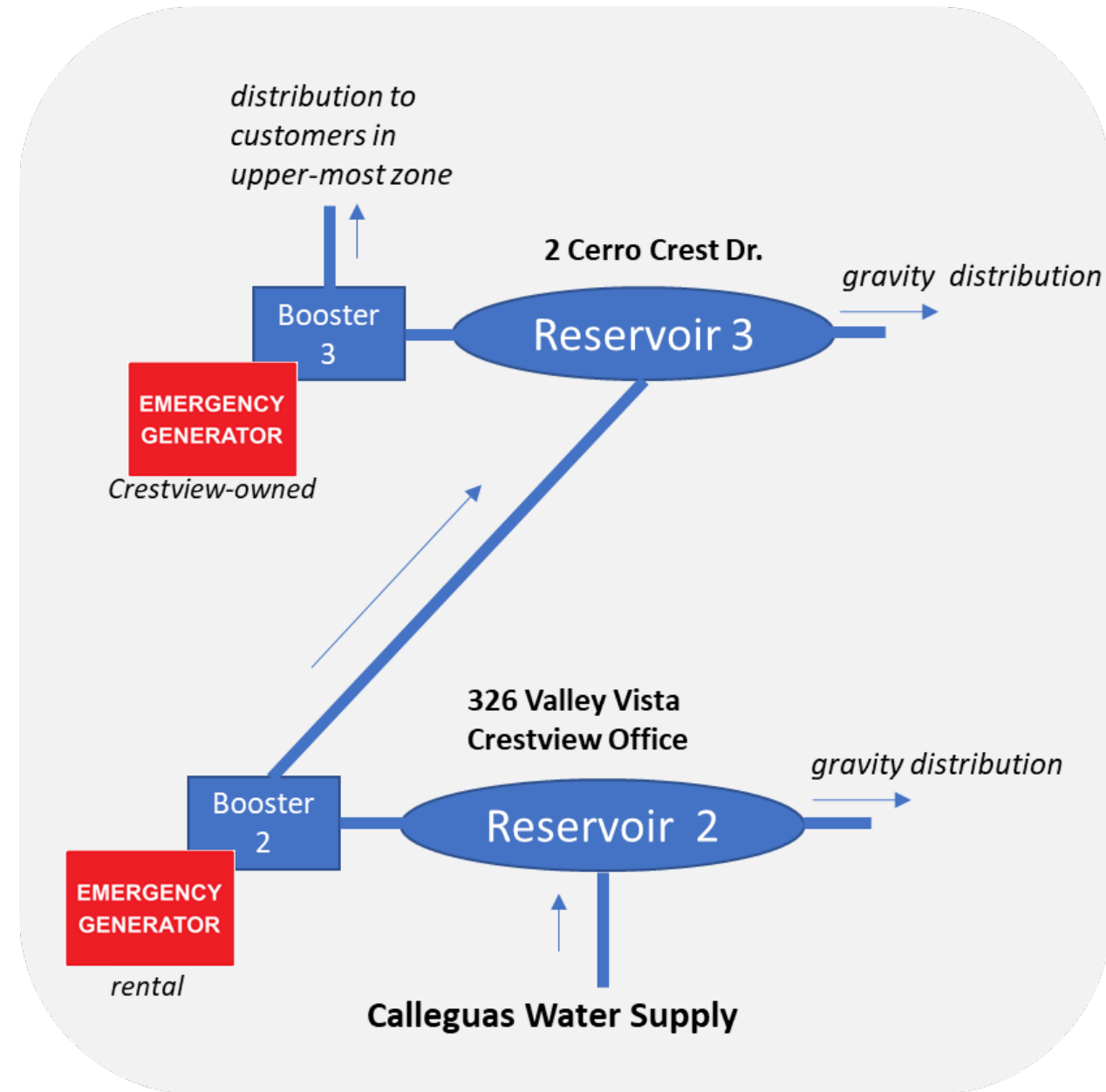


# Current System Status

- Division of Drinking Water lifted Unsafe Water Alert for Crestview on Monday evening (11/11)
- Crestview system pressure is stable
- Crestview is running on 100% Calleguas water due to ongoing Edison power issues and pending evaluation of the Well #6 transformer

# Short-Term Plan

- Stay on **Calleguas water** until we determine Well #6 is safe for restart
- Keep reservoirs at **maximum capacity** in case of a repeat fire event and/or Edison loss of service
- Keep **emergency generator** on standby at lower reservoir booster station for a quick cutover if needed



# Next 30-90 Days

- Determine scope of Crestview and shareholder impacts
- Consider billing adjustments or other relief for impacted Crestview shareholders
- Solicit/update current customer contact information for future emergency alerts
  - **Your information will be kept PRIVATE**
- Implement Crestview-specific emergency alerting system
- Conduct an After-Event Action Review and Plan
  - document the event and our response
  - discuss what did/did not work
  - create an action plan for improvements
- Update our Business Continuity & Incident Response Plans

# Insights Gained

- Outside service alerts to our customers are not always reliable
- Incomplete contact information for some shareholders
- Cell phone coverage, already patchy, worsened during the fire
  - Some customers could not receive texts, calls or emails during the emergency
  - Advocate for improved cellular coverage

# Useful Links

- FEMA.gov or [1-800-621-3362](tel:1-800-621-3362)
- [Disasterassistance.gov](https://www.disasterassistance.gov)
- [Wildfirerecovery.caloes.ca.gov](https://www.wildfirerecovery.caloes.ca.gov)
- [News.caloes.ca.gov/protect-yourself-wildfire-smoke-safety](https://www.news.caloes.ca.gov/protect-yourself-wildfire-smoke-safety)
- [VCEmergency.com](https://www.vcemergency.com)
- Watch Duty (mobile phone app)
- [Crestviewwater.org](https://www.crestviewwater.org) (including guidance for flushing your home's water lines)



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and keep it handy

# Q&A

To ask a question click the Q&A icon  located in your Zoom screen.

Type your question and click 'Send'



# THANK YOU

*If time does not allow all questions to be answered, we will post our responses on our website. You can also email your question to [office@crestviewwater.org](mailto:office@crestviewwater.org) and a staff or board member will respond to you within 48 hours.*