

ELEMENT 11: COMMUNICATION PROGRAM

This Section describes the BCPUD's Communication Program and fulfills the SWRCB Element 11 SSMP requirements.

SWRCB REQUIREMENTS FOR THE COMMUNICATION PROGRAM ELEMENT

The Enrollee shall communicate on a regular basis with the public on the development, implementation and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

BCPUD's COMMUNICATION PROGRAM

The BCPUD regularly communicates with the public on a wide-range of district matters and did so during the development of its SSMP. BCPUD has and will continue to publicly communicate its efforts to maintain and improve the sewer system because effective communication promotes cooperation and support from our customers. The BCPUD's goal is to communicate with enough frequency and with enough pertinent information so that the SSMP is fully supported by our customers and the public is aware of the district's efforts to reduce and eliminate SSOs. The success of our SSMP is vital to the protection of public health, the environment and the water quality of the region. In addition, it is critical that our customers understand that wastewater collection system improvements will be needed from time to time to ensure the operational efficacy of our system and maintain the historically low rate of SSOs that is characteristic of the BCPUD's sewer system.

The BCPUD's General Manager shall be responsible for ensuring that the district communicates with the public on a regular basis about its sewer system and its SSMP. This communication will take place via the regular monthly meetings of the Board of Directors and presentations during the Manager's Report, where the Board and public are extensively updated on operational issues concerning the sewer system and other major developments. The meetings are duly noticed public meetings and typically attended by a cross section of the district's customers. Minutes of the meetings, once approved by the Board, are publicly available on the district's website, in the local newspaper and at the district offices. The district also communicates with its customers via a quarterly customer newsletter and via the district's website. Issues of unusual significance and/or particular interest concerning the district's sewer system are communicated to customers directly via personal letters, e-mails and/or phone calls. Members of the public are encouraged at all times to provide input to the district concerning the sewer system and the SSMP.