

Section 12 - Communication Program

A. Introduction

The intent of this section of the SSMP is to review the communications program used by the City

B. Regulatory Requirement

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.

The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee's sanitary sewer system.

A. City Of Ceres Communication Program

The City's communications and public education/outreach program consists of the following:

- Mailing information regarding the proposed fee to every property owner and hold a hearing at least 45 days after the mailing per Prop 218 requirements.
- Mass mailer for projects affecting a large area. Knock on door for maintenance work. Have used a flyer in the utility bill to alert of upcoming projects.
- Where unscheduled work is needed, the crew chief will knock on the door or leave a card if the door is not answered.
- Providing answers to frequently asked questions on the City's web site including a hot link to a fact sheet on sanitary sewer overflows.
- On the job training where the Municipal Utilities Receptionist has learned a variety of responses to frequently asked questions over the past 6 years
- Informal training for the collection system employees where the employees are taught to send a positive "Call us first" message to the general public.
- Communicating with other departments via phone calls, meetings, email, and by memos.
- Regular communications with wastewater collection system staff including regular weekly meetings, information posted on bulletin boards, and by cell phone. Everyone carries a City cell phone.