

Communication Plan

ONE YEAR PLAN | CITY OF FOLEY

Drinking water communications done in a typical year by the City of Foley, a small community public water system.

Communication Tool	Possible Uses	Frequency	Example(s)
<p>Facebook posts</p>	<p>Notice of flushing; Unusual events; construction projects; Engagement with community; Rate and late fee increases; Consumer Confidence Report</p>	<p>Water/sewer billing reminders go out quarterly – one month before bills are due and then again a week before bills are due Promo of direct pay – usually the month prior to bills being due so they can sign up in time for next billing cycle A FB post is also done when the next round of bills go into the mail Posts ongoing to keep the public informed</p>	<p>Tired of trying to remember to pay your water/sewer bill? Now you can pay directly from a checking or savings account through automatic withdrawal. To set up the direct payment option, please print out the form below and mail to City Hall along with a voided check/deposit slip. Direct Payment Application Form:: https://ci.foley.mn.us/.../.../03/Direct-Payment-Application.pdf For more information: https://ci.foley.mn.us/utilities/waterwastewater/ --- Just a friendly reminder that the current quarterly water bill is due the end of this month! To avoid a \$25 late charge, be sure to pay your water bill in full no later than Saturday, March 31. For questions about your bill, please call Foley City Hall at 320- 968-7260.</p>

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County newspaper	Publish Consumer Confidence Report; Rate increases; Notice of flushing	Maintenance flushing 2x per year; consumer confidence report yearly; rate increases yearly	<p>Seasonal Water System Maintenance May Cause Temporary Water Discoloration</p> <p>Foley Public Works will be flushing the city water system this fall/spring as part of routine maintenance of the water system. If you encounter discolored water during this period, you can run the cold, unsoftened tap for a few minutes to clear it up. The discoloration is not harmful to humans or animals. The color change is due to water sitting in the larger mains and the iron settles out. The sediment sits on the bottom of the main until the water flow is increased. The flushing process stirs up the sedimentation in the pipe and the water turns black or brown. This process also cleans out the stagnated water in the mains that have little water usage.</p> <p>If you have any questions, please call Foley Public Works at 320-968-4082.</p>
In-person notifications by city staff or volunteers (e.g. Boy Scouts)	Notice of flushing or unusual events; Shutoff notices	As needed	Water service to this building will be discontinued or shut off on [DATE] because the landlord has failed to pay for the service....

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Printed notifications	<p>Home owners who are delinquent receive shutoff notification</p> <p>Landlords with renters who are delinquent and are in danger of shutoff receive a letter of impending shutoff</p>	As needed	<p>Delinquency letter - A review of your water/sewer utility records show that your account is past due. As of [DATE], the total amount due for water and sewer services is as follows...</p>
After-action Evaluations	Evaluate activities	As needed	<p>After any event, gather staff and other key stakeholders to discuss what went well, what did not go well, and ways to improve if the event happens again.</p>
City website	<p>Provide information on wellhead protection and rates and billing;</p> <p>Publish Consumer Confidence Report;</p> <p>Provide contact information for city staff</p>	<p>Ongoing;</p> <p>Updated once every few months</p>	<p>https://ci.foley.mn.us/utilities/waterwastewater/</p> <p>https://ci.foley.mn.us/departments/public-works/wellhead-protection-plan/</p>
Informational pamphlets at key places in community	Provide wellhead protection information	Ongoing	<p>Provided at the city hall and local library</p>

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Local business expo	Provide utility information	Yearly	
Billing postcards	Billing	Bills are mailed quarterly	
City council meetings	Utility staff share project updates	Meetings are 1 st Tuesday of month and 3 rd Tuesday as needed	
Central Minnesota Water Educational Alliance	Share resources; collaborate on developing messages		
Public notice	Notify the public of Safe Drinking Water Act violations	As needed	

5/30/2018