

1. "Try First" phone number

Last winter a landslide severed and washed away one of our water mains. Water service was restored quickly, but we had to assume that the main had become contaminated. This meant we were required to contact personally every one of the nearly 200 customers served by the main and provide them with a "boil water" notice and instructions.

Although we have phone numbers for 98% of our customers, we were shocked by how many of the phone numbers on our customer list were no longer in service -- landline numbers especially. **So that we and you are both better prepared for emergencies, we need your help in updating our customer contact information.**

Please use the matrix below to provide us with a "Try First" phone number -- **the one number that is most likely to reach you in the event of an emergency.** It is also helpful to have other secondary numbers as well (work, cell, home, relatives, friends, etc.). However, be advised that when we have to phone many people quickly, we need for each household a single "Try First" number that is our best chance of getting through to you. Probably, we'll not attempt to reach other numbers you've provided until we've dialed the "Try First" number for every affected household, and only then will we try secondary numbers for folks we couldn't reach on our initial call to the "Try First" numbers.

Please fill out your contact information below and return this page to us (by mail to IPUD, P.O. Box 469, Inverness CA 94937; by fax to (415) 669-1010; or by scanning and emailing to billing@invernesspud.org).

"TRY FIRST" NUMBER: _____ Who is at this number? _____

OTHER PHONE CONTACT NUMBERS*

On each line, check all boxes that apply.

Number	Who will we reach at this number?	Land line	Cell	Home	Work	Fax
(____) _____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(____) _____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(____) _____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(____) _____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(____) _____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Best email address(es) for contacting you _____

* All contact information will be treated as confidential and will be used only for Water System business or in event of emergency.

2. Register for emergency notifications at www.alertmarin.org and www.nixle.com

It's essential that every household register with **Alert Marin** and **Nixle** for automated receipt of critical information, warnings, and updates in the event of a disaster or emergency. By going through the setup procedure and creating a password at both websites (www.alertmarin.org and www.nixle.com), you will receive vital emergency information by whichever modes of contact you choose, such as by voice to both landline and cell phones, by text, by email, etc.

3. Proof of residence

During the recent Drake Fire, a number of our residents got stuck in the 2-hour traffic jam that resulted when law enforcement shut down Sir Francis Drake Blvd. You had to be able to prove a local residence address to be permitted to proceed -- but a driver license or other form of ID with just a P.O. box address on it would not be accepted!

Our advice: Carry in your car a reasonably recent utility bill (water, PG&E, Recology) that has your name on it (same name as on your driver license) and your physical address -- street name and number. If you need to get a partner's name onto a utility bill, we're happy to oblige if possible by adding his/her name to your IPUD water bill. Give us a call.

4. Real ID help

Beginning in October 2020, all air travelers in the U.S., whether for international or domestic flights, will be required to show a valid passport or a *Real ID* driver license or identification card. To get a *Real ID* driver license, you must present to the DMV two documents, such as utility bills, that show your name and your physical residence address (not a P.O. box address). As above, call us at 415-669-1414 if we can help by adding a partner's name to your IPUD water bill.