



<b>Policy Number:</b>	<b>6060</b>
<b>Policy Title:</b>	<b>Water Conservation</b>

MANDATORY REQUIREMENTS: STAGES 1 - 5

**WATER CONSERVATION STAGE DECLARATION:**

Upon declaration or amendment by the Board of Directors of a specific Stage in effect, the following mandatory water conservation requirements shall be in effect.

The declaration of short-term stage 4 or stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

**STAGE 1 – NORMAL WATER SUPPLY**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
6. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.

Date Adopted: April 13, 1993; Revision Date: July 09, 2007; April 13, 2015; April 11, 2016; July 11, 2016
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## **STAGE 2 – WATER ALERT**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Irrigating of ornamental landscapes or turf shall be limited to a maximum of **THREE DAYS PER WEEK** based on an **ODD-EVEN** schedule. Customers with street addresses that end with an **ODD** number may irrigate only on **TUESDAYS, THURSDAYS, and SATURDAYS**. Customers with street addresses that end with an **EVEN** number may irrigate only on **WEDNESDAYS, FRIDAYS, and SUNDAYS**. **NO** irrigating is permitted on **MONDAYS**.
5. The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited.
6. Irrigating of ornamental turf on public street medians is prohibited.
7. Leaking customer pipes or faulty sprinklers shall be repaired within five (5) working days or less if warranted by the severity of the problem.
8. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
9. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
10. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
11. Reduce landscape and pasture irrigation by 5 – 10%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
12. Reduce indoor water use by 5 – 10%. Contact your water provider for tips and techniques to reduce indoor water use.
13. Restaurants shall serve water only upon request.
14. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

## **STAGE 3 – WATER WARNING**

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.

2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Irrigating of ornamental landscapes or turf shall be limited to a maximum of THREE DAYS PER WEEK based on an ODD-EVEN schedule. Customers with street addresses that end with an ODD number may irrigate only on TUESDAYS, THURSDAYS, and SATURDAYS. Customers with street addresses that end with an EVEN number may irrigate only on WEDNESDAYS, FRIDAYS, and SUNDAYS. NO irrigating is permitted on MONDAYS.
5. The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited.
6. Irrigating of ornamental turf on public street medians is prohibited.
7. Leaking customer pipes or faulty sprinklers shall be repaired within two (2) working days or less if warranted by the severity of the problem.
8. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
9. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
10. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
11. Reduce landscape and pasture irrigation by 11 – 25%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 75 to 89% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.
12. Reduce indoor water use by 11 – 25%. Contact your water provider for tips and techniques to reduce indoor water use.
13. Restaurants shall serve water only upon request.
14. Users of construction meters and fire hydrant meters will be monitored for efficient water use.

#### **STAGE 4 – WATER CRISIS: SHORT-TERM**

The declaration of Short-Term Stage 4 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.

2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Irrigating of ornamental landscapes or turf shall be limited to a maximum of THREE DAYS PER WEEK based on an ODD-EVEN schedule. Customers with street addresses that end with an ODD number may irrigate only on TUESDAYS, THURSDAYS, and SATURDAYS. Customers with street addresses that end with an EVEN number may irrigate only on WEDNESDAYS, FRIDAYS, and SUNDAYS. NO irrigating is permitted on MONDAYS.
4. The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited.
5. Irrigating of ornamental turf on public street medians is prohibited.
6. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
7. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
8. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
9. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
10. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
11. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
12. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.
13. Restaurants shall serve water only upon request.
14. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
15. Irrigating outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems is prohibited.

#### **STAGE 4 – WATER CRISIS: LONG-TERM**

The declaration of Long-Term Stage 4 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.

2. Water shall be confined to the customer's property and shall not be allowed to run-off to adjoining properties or to the roadside ditch or gutter. Care shall be taken not to water past the point of saturation.
3. Irrigating of ornamental landscapes or turf shall be limited to a maximum of THREE DAYS PER WEEK based on an ODD-EVEN schedule. Customers with street addresses that end with an ODD number may irrigate only on TUESDAYS, THURSDAYS, and SATURDAYS. Customers with street addresses that end with an EVEN number may irrigate only on WEDNESDAYS, FRIDAYS, and SUNDAYS. NO irrigating is permitted on MONDAYS.
4. The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited.
5. Irrigating of ornamental turf on public street medians is prohibited.
6. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
7. Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours or less if warranted by the severity of the problem.
8. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. Pool draining and refilling shall be allowed only for health, maintenance, or structural considerations.
9. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
10. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
11. Reduce landscape and pasture irrigation by 26 – 50%. Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 50 to 74% of the evapotranspiration (ET) rate. Drip irrigation systems are NOT excluded from this requirement.
12. Reduce indoor water use by 26 – 50%. Contact your water provider for tips and techniques to reduce indoor water use.
13. Restaurants shall serve water only upon request.
14. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
15. Irrigating outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems is prohibited.

#### **STAGE 5 – WATER EMERGENCY: SHORT-TERM**

The declaration of Short-Term Stage 5 water conservation requirements may be declared by the agency's General Manager or his/her designee and subject to ratification by the agency's Board of Directors in a regular or special session. A short-term declaration is for water shortage conditions expected for a duration of 45 days or less.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.
4. Leaking customer pipes or faulty sprinklers shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%. Contact your water provider for tips and techniques to reduce indoor water use.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

#### **STAGE 5 – WATER EMERGENCY: LONG-TERM**

The declaration of Long-Term Stage 5 water conservation requirements will be declared by the agency's Board of Directors in a regular or special session. A Long-term declaration is for water shortage conditions expected for a duration of more than 45 days.

1. Water shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
2. Landscape and pasture irrigation is prohibited.
3. Free-flowing hoses for all uses are prohibited. Automatic shut-off devices shall be attached on any hose or filling apparatus in use.

4. Leaking customer pipes shall be repaired immediately. Water service will be suspended until repairs are made.
5. All pools, spas, and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leak-proof. No potable water from the District's system shall be used to fill or refill swimming pools, artificial lakes, ponds or streams. Water use for commercial and multi-family residential ornamental ponds and fountains is prohibited.
6. Washing streets, parking lots, driveways, sidewalks, or buildings (except as necessary for safety purposes) is prohibited.
7. Customers are encouraged to take advantage of the water agency's conservation programs and rebates.
8. Reduce indoor water use by more than 50%.
9. Restaurants shall serve water only upon request.
10. Water flow for testing and construction purposes from water agency fire hydrants and blow-offs is prohibited. No potable water from the District's system shall be used for construction purposes including but not limited to dust control, compaction, or trench jetting. Use of reclaimed water for construction purposes is encouraged.
11. Flushing of sewers or fire hydrants is prohibited except in case of emergency and for essential operations.
12. Installation of new turf or landscaping is prohibited.
13. Automobiles or equipment shall be washed only at commercial establishments that use recycled or reclaimed water.
14. New connections to the District water distribution system will not be allowed.
15. Water Crisis/Emergency tiered pricing will be implemented.
16. No commitments will be made to provide service for new water service connections.

## **ENFORCEMENT**

The District shall terminate water service to the property of a customer who receives two violations for noncompliance with conditions set forth herein. ***In addition, as a condition of water service, the District shall require the installation of a water meter, and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries, as measured by a water meter.***

1. Upon observation by authorized District personnel of a water waste condition, the District shall issue a warning with the first two observations by personal service or by notice left on premises requesting compliance with the District's conservation rules.
2. Upon observation by authorized District personnel of a third water waste condition at the same property address, the customer shall be issued a violation by personal service or by notice left on premise and a copy mailed to customer at the premises. The customer shall be notified, in writing, that if an additional observation of water waste is documented, the District shall issue a 2<sup>nd</sup> violation notice, ***require the installation of a water meter***, and begin

termination actions of water service to the subject address. In lieu of service termination, the District may opt to impose a penalty charge for water waste. The District shall indicate in writing said penalty charge, if applicable, **and shall include the approved metered service and commodity rates** in the violation notice. If the customer is not the property owner, a copy of the writing shall be mailed to the owner of record.

3. Upon observation by authorized District personnel of a fourth, or subsequent water waste condition at the same property address, the customer shall be issued a violation notice by personal service or by notice left on premises and a copy mailed to the customer at the premises. The owner/customer shall then be notified, in writing by certified mail, that the water service to the subject address shall be terminated in fifteen (15) days. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charge equal to the District's actual incurred costs to date, including penalty fees, or to a minimum charge as follows, whichever is greater:

1st reconnect charge \$100.00 per service connection  
2nd reconnect charge \$200.00 per service connection  
3rd reconnect charge \$300.00 per service connection  
4th reconnect charge \$400.00 per service connection

***In addition, as a condition of water service, the District shall install a water meter and shall charge the approved metered service and commodity rate for water based on the actual volume of deliveries to the premises.***

4. Subsequent violations shall be treated in the same manner as a 4<sup>th</sup> water waste or 2<sup>nd</sup> violation (subsequent reconnect charges applied).
5. Prior to the scheduled termination, the customer may choose to pay the District's costs associated with the subject action, and any penalty costs in lieu of terminating service. The customer may, in writing, request a meeting with the District's General Manager to discuss the proposed termination of service. Payment of the penalty charge and fees shall avoid said termination and shall be considered a "waiver of appeal".
6. If the customer requests a meeting with the General Manager, and said meeting does not resolve the proposed termination of service to the customer's satisfaction, the customer may request a hearing before the Board of Directors. Such request shall be made in writing and delivered to the District office within five (5) days from the date of the meeting between the customer and the District's General Manager.
7. If such request is made for a hearing before the Board, the matter shall be scheduled at the earliest possible date. A written notice of such hearing shall be mailed to customer at the premises at least ten (10) days prior to the date of such hearing.
8. Reconnection to the District's system after said termination procedure shall be subject to a reconnect charges equal to the District's actual incurred costs to date, including penalty fees, and other related charges. The District must receive payment for said charges before the water service is restored.
9. The State Water Resources Control Board shall be notified upon termination and reinstatement of service.

If the customer is not issued a warning or violation for a period of one year from the date of the last observed conservation rules violation, enforcement actions shall revert to paragraph (1) of this section
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