

Regulation No. 15 Water Conservation

Adopted: July 19, 2004

Amended: November 17, 2008; March 16, 2009; April 20, 2009;
December 21, 2009; April 19, 2010; December 20, 2010

A. Water Conservation Stage Declaration

Each year, the District Board of Directors shall determine, based on data in the California Department of Water Resource's (DWR) Bulletin #120 and present water conditions, the water stage applicable to the District for the coming year. The declaration shall consist of a "normal water supply" year, or with one of the four (4) stages of varying water conservation measures. The applicable stage determined by the District shall be effective upon adoption by the Board of Directors each year and shall remain in effect until changed by the Board based on updated data from DWR, past water usage within the District, and existing water supply and use conditions.

Regardless of water supply availability or service conditions within the District, the Board of Directors reserves the right to set water conservation goals and modify stage declarations as necessary to align with regional or state water conservation policies, agreements or declarations, or legal requirements. All wasteful practices or unreasonable uses of District water, whether willful or negligent, are always prohibited. The General Manager, following the guidelines set forth in this Regulation and other relevant Board policies, state laws and regulations, shall determine what constitutes a wasteful practice or unreasonable use of water.

In addition to Normal Water Supply Conditions, the following four stages, including their conservation requirements, shall be observed by all water users within the District:

NORMAL WATER SUPPLY

Water supply conditions are adequate to meet the demands of the District's Customers. The goal of this stage is the use of water efficiently in conformance with the water conservation Best Management Practices (BMPs) specified in the District's Urban Water Management Plan. Requirements specified in this stage are applicable to and in force at all times and in all other stages of this regulation. The following requirements shall be in force during Normal Water Supply and in all subsequent stage declarations unless the Board modifies or adds to these restrictions:

1. Water must not be permitted to discharge, flow, or run to waste into any gutter, sanitary sewer, water course, or storm drain, or to any adjacent lot, from any tap, hose, faucet, pipe, sprinkler, or nozzle. In the case of irrigation, "discharge," "flow," or "run to waste" means that the earth intended to be irrigated has been saturated with water to the point that excess water flows over the earth to waste.

In the case of washing, “discharge,” “flow,” or “run to waste” means the water in excess of that which is necessary to wash, wet or clean the dirty or dusty object, such as an automobile or boat, flows to waste.

2. Washing of vehicles is permitted only with the use of a water saver nozzle equipped with automatic shut-off and bucket, provided minimal runoff occurs on sidewalks or street (less than 3 gpm is considered minimal).
3. The use of water for washing down sidewalks, walkways, driveways, parking lots or buildings, except as necessary for health, sanitary, or fire protection purposes, is prohibited except for health, sanitary or fire protection purposes. When used for these exceptions, high-pressure washers shall be used.
4. All water hoses or filling apparatus shall be equipped with a control nozzle capable of completely shutting off the flow of water except when positive pressure to the nozzle is applied.
5. All water fixtures or heating or cooling devices must not be allowed to leak or discharge. All known leaks must be repaired within seven (7) days or less depending on the severity of the leak.
6. The operation of an irrigation system that applies water to an impervious surface (example: concrete or asphalt) or that is in disrepair is prohibited.
7. Irrigation of landscaping during rainfall is prohibited.
8. Backwashing or overfilling, so as to discharge water to waste, swimming pools, decorative basins, or ponds in excess of the frequency reasonably necessary to maintain the clarity or cleanliness of the water is prohibited. Pool draining and refilling, between May 1 and October 1, will be allowed only for health, maintenance, or structural considerations upon submittal of a written report by a health official or pool consultant and approval provided by the District.
9. All pools, spas, decorative or ornamental fountains, ponds and waterways must be equipped with a recirculation pump and must be constructed to be leak-proof.
10. The use of water in new conveyer car washes and new commercial laundry systems that do not use a recirculation system shall be prohibited.

The following are recommended practices for this stage:

1. Water during cooler morning and evening hours to reduce evaporation and avoid peak energy demand times. Outdoor watering from 12:00 noon to 8:00 p.m. is not recommended.
2. Watering three (3) days or less per week is encouraged. Customers whose address ends with an odd number are encouraged to only water on Tuesdays, Thursdays and Saturdays. Customers whose address ends with an even number are

encouraged to only water on Sundays, Wednesdays and Fridays. No watering on Mondays.

3. Pool covers for swimming pools and spas are recommended to reduce evaporation.
4. District Customers are encouraged to take advantage of the District's conservation programs and rebates.

STAGE 1 – WATER ALERT

Water supply conditions may be impeded by lack of available sources including surface water supplies conjunctively used by the District, regional circumstances or statewide climate influences. The goal of this stage is to reduce District-wide consumption of water by up to 10% in order to meet the needs of District Customers, comply with State mandates, cooperate with regional programs and/or comply with County regulations declaring water shortages. The following requirements shall be in force during Stage 1 and all subsequent increases in stage declarations:

1. All requirements of Normal Water Supply Conditions except that the District will make mandatory and will enforce the following:
 - a. No outdoor watering between 12 noon and 8:00 p.m.
 - b. Odd/Even outdoor watering shall be followed.

The following are recommended practices for this stage:

1. All recommendations of Normal Water Supply Conditions.
2. District Customers with “smart” irrigation timers are encouraged to set their controllers to achieve watering efficiency equal to no more than 80% of the evapotranspiration (ET) rate for the Sacramento area.
3. New or expanded landscaping should be limited to drought tolerant trees, shrubs and ground cover. The planting of new turf or grass, whether hydro-seeded or laid, is discouraged.
4. Restaurants are encouraged to not serve water to their customers unless requested.

STAGE 2 – WATER WARNING

Water supply conditions may be impeded by lack of available sources including surface water supplies conjunctively used by the District, regional circumstances or statewide climate influences. The goal of this stage is to reduce District-wide consumption of water by up to 25% in order to meet the needs of District Customers, comply with State mandates, cooperate with regional programs and/or comply with County regulations

declaring water shortages. The following requirements shall be in force during Stage 2 and all subsequent increases in stage declarations:

1. All requirements of the previous stages unless further modified below.
2. Outdoor watering shall be limited to no more than two days per week, as determined by the Board of Directors at the time of a Stage 2 declaration.
3. Restaurants shall not serve water to their customers unless requested.
4. Hydrant permits for construction water will be issued only with the approval of the General Manager. Potable water must not be used for construction site street cleaning or dust control.
5. A County or State health official must verify all health and emergency conditions requiring potable water use for the purpose of any washing of sidewalks, walkways, streets, parking lots, driveways or buildings.
6. New or expanded landscaping shall be limited to drought tolerant trees, shrubs and ground cover. No new turf or grass shall be planted, hydro-seeded or laid without prior approval of the General Manager.

The following are recommended practices for this stage:

1. All recommendations of the previous stages unless modified to requirements.
2. District Customers with “smart” irrigation timers are encouraged to set their controllers to achieve watering efficiency equal to no more than 75% of the evapotranspiration (ET) rate for the Sacramento area.
3. Washing of vehicles and other mobile equipment should be conducted at commercial establishments that use fully recycled water.

STAGE 3 – WATER CRISIS

Water supply conditions are significantly impeded by interruption of available sources, a regional emergency, a county emergency or state mandates. The goal of this stage is to reduce District-wide consumption of water by up to 50% in order to meet the needs of District Customers. A declaration of this stage will be in conformance with the activation of the District’s Emergency Response Plan and/or Water Shortage Contingency Plan. The following requirements shall be in force during Stage 3 and any subsequent increase in stage declaration:

1. All requirements of the previous stages unless further modified below.

2. Outdoor landscape irrigation shall be limited to one day, as determined by the Board of Directors at the time of a Stage 3 declaration.
3. The planting of new or expanded landscaping is prohibited.
4. Except where non-potable water is used, all Large Landscape Irrigation Customers (CII) must cease turf irrigation.

The following are recommended practices for this stage:

1. All recommendations of the previous stages unless modified to requirements.
2. District Customers with “smart” irrigation timers are encouraged to set their controllers to achieve watering efficiency equal to no more than 70% of the evapotranspiration (ET) rate for the Sacramento area.

STAGE 4 – WATER EMERGENCY (Health and Safety Only)

Water supply conditions are significantly impeded by interruption of available sources, a regional emergency, a county emergency or state mandates. The goal of this stage is to reduce District-wide consumption of water by greater than 50% in order to meet the needs of District Customers. A declaration of this stage will be in conformance with the activation of the District’s Emergency Response Plan and/or Water Shortage Contingency Plan. The following requirements shall be in force during Stage 4:

1. All requirements of the previous stages unless further modified below.
2. Any use of water for washing down sidewalks and driveways is prohibited.
3. Use of District water is prohibited for filling pools, ponds or spas.
4. Outdoor landscape irrigation is prohibited.
5. All washing of vehicles and other mobile equipment is prohibited unless conducted at a commercial establishment that uses fully recycled water.
6. All metered services will be subject to additional tiered rates approved by the District Board of Directors.
7. No commitments will be provided for new water service connections until the District has returned, at a minimum, to Stage 3 restrictions. The District reserves the right to limit or refuse new service connections until Stage 2 conditions exist.

Recommended practices identified in previous stages are not applicable in Stage 4.

WATER USE PERMITTED

Water used for the following purposes is considered essential for public health and safety and is therefore permitted during all stage declarations:

- A. Water use for firefighting or routine inspection of fire hydrants or from fire training activities.
- B. Water applied to abate spills of flammable or other hazardous materials, where water is an appropriate abatement methodology.
- C. Water applied to prevent or abate imminent health, safety, or accident hazards when alternate methods are not available.

B. ENFORCEMENT

Enforcement of any violation of the water conservation requirements provided in this Regulation No. 15, as they may be amended from time to time by the District Board of Directors, is provided in this section. Service charges will be assessed for a violation of the District's conservation rules in accordance with the following provisions. A Customer will be notified when violations may result in service charges. The service charges that may be assessed are provided in Section L of Regulation No. 3. In cases of tenant occupancy, landowners retain full responsibility for the use of water by their tenants, including payment of any service charges imposed for violations of this Regulation 15.

Enforcement of the requirements of each water conservation stage will be conducted in a progressive manner and may ultimately lead to termination of service in cases where a violator refuses to discontinue activities constituting water waste. The enforcement steps are as follows:

Warning: Upon observation by authorized District personnel, or demonstrated to the District's satisfaction, of the existence of a violation, the District shall request Customer compliance with this Regulation via a notice delivered in person.

First Violation: Upon observation by authorized District personnel, or demonstrated to the District's satisfaction, of the existence of the next violation after a Warning was issued, the District shall request Customer compliance with this Regulation via a notice delivered in person by District personnel, or by certified mail to the billing address of the Parcel upon which the violation has occurred.

The first violation charged to a Parcel will begin the District's monitoring of that Parcel for water waste. Should there be no additional violations on the Parcel prior to April 1st of the following year, then that Parcel's violation from the previous year will be expunged and the Parcel will be deemed to be free of

violations and the counting of any violations incurred in the new water year will begin on a clean record. The District shall keep on file copies of all violations of the District's water conservation requirements that were incurred in the same water year.

For one time only, and upon request, a Customer may participate in a Water-Wise House Call to remove a first violation from the District's records.

Second Violation: Upon observation by authorized District personnel, or demonstrated to the District's satisfaction, of a second water conservation violation of any kind on the same Parcel, the Customer and Landowner shall be notified of the violation in writing at the established billing address by District personnel or via certified mail. The District will assess a service charge for the violation, which will be added to the Customer's next bill. The second violation service charge will be billed in accordance with Regulation 3, Section L.1.

If a second violation occurs at a Stage 2 or higher water conservation stage in this Regulation, the District shall install a permanent water meter on any existing Service Connection on the Parcel where the violation occurred and/or the District may impose an additional service charge as approved by the District Board of Directors. Metered rate billing will be initiated on the account at the next billing period following the meter installation.

A Customer may avoid paying a service charge for a second violation by attending a water conservation awareness workshop, at the customer's expense, and participating in a Water-Wise House Call if not completed following the first violation.

Third Violation: Upon observation by authorized District personnel, or demonstrated to the District's satisfaction, of a third water conservation violation of any kind on the same Parcel, the Customer and Landowner shall be notified of the violation in writing at the established billing address by District personnel or via certified mail. The District will assess a service charge for servicing the violation, which will be added to Customer's next bill in accordance to Regulation 3, Section L.2. The notice of violation also will state that a subsequent violation may result in disconnection or reduction of service.

Fourth Violation: Upon observation by authorized District personnel, or demonstrated to the District's satisfaction, of a fourth water conservation violation of any kind on the same Parcel, the Customer and Landowner shall be notified of the violation in writing at the established billing address by District personnel or via certified mail. The District will assess a charge for the fourth violation as follows:

Flat Rate Services: Upon the fourth water conservation violation of a non-metered account, the District may discontinue or reduce the water supply to the Parcel

where the violation occurred. The District shall, in its sole discretion, decide whether to terminate or reduce service based on all of the facts and circumstances of the violation and the Customer's past water use history. The Landowner shall be notified in writing by District personnel or via certified mail of the violation that a water meter shall be installed on that Parcel. The Landowner shall bear the cost of installing the meter, which shall be based on the cost of the District's time and materials. The installation of this meter shall cause the billing for the Parcel to be changed from a flat rate to a metered rate. The monthly charge for a metered service will be computed on the current metered rate as more specifically set forth in the District's Regulation No. 3 and any additional tiered water conservation rates adopted by the Board. The installation of this Meter shall be deemed permanent.

Metered Services: Upon the fourth water conservation violation on an existing metered service, the District will notify the Landowner of the violation in writing at the established billing address by District personnel or via certified mail. The Landowner will be informed that an additional charge for servicing the violation will be included in his/her next billing. The amount of the charge is as follows:

(i) 1-inch or smaller service: 25% of the amount of the water bill for the month in which the violation occurs.

(ii) 1½ inch or larger service: 50% of the amount of the water bill for the month in which the violation occurs.

In addition, the District may discontinue or reduce the water supply to the Parcel where the violation occurred. The District shall, in its sole discretion, decide whether to terminate or reduce service based on all of the facts and circumstances of the violation and the Customer's past water use history. To restore service or full flow capabilities, the affected Customer will be required to request a hearing of the District Board of Directors, where the Customer may present evidence to the Board concerning the violation and request the restoration of water service. At its next regular meeting after the hearing, the District Board shall enter into the record its findings and decision concerning the service restoration request and each issue there under. The Board's decision will be final. The Secretary of the Board will mail the Board's written findings and decision to the Customer within thirty days (30) after the date that the Board renders its decision.

Where compliance with the requirements of this Regulation 15 are beyond the control of the Customer or Landowner and written justification and supporting evidence has been provided by the Customer or Landowner and verified by a District representative, the General Manager may excuse the violation. Approval of such a variance by the General Manager shall be conditioned on the Customer's or Landowner's cooperation with the District in resolving the violation.

Where a water conservation violation occurs on a Parcel improved with multiple family units, and it is not practical to determine which unit is responsible for the violation, the District will assess the service charge described above for existing metered rates.

Where water is wastefully or negligently used on a water user's premises to the extent that the violation seriously affects the District's general service capability, the District may discontinue service to the premises if the water waste conditions causing the general service disruption are not corrected within twenty-four (24) hours after the District provides the water user with the violation notice. A door hanger (notice) shall be deemed sufficient written notice for this purpose.

When encountered in the course of routine daily activity, District personnel have the responsibility and authority to control leaks on any Premises at the point of connection or at the valve controlling the Customer's System. When water is shut off for control of a leak, the District will provide the Customer with notice of the condition.