

Regulation No. 15
Water Conservation
Water Shortage Contingency Plan

Adopted: July 19, 2004

Amended: November 17, 2008; March 16, 2009; April 20, 2009;
December 21, 2009; April 19, 2010; December 20, 2010; May 14, 2015; June 7, 2016; May 15, 2017

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. The declaration shall consist of "normal water supply", or 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 water 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. The water year shall be defined as the period starting October 1 and lasting until September 30 of the following year.

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. The washing of vehicles is permitted only with the use of a water saver hose end nozzle equipped with automatic shut-off and bucket, provided minimal runoff occurs on sidewalks or street;
3. The use of water for washing down sidewalks, walkways, driveways, parking lots, homes or buildings is prohibited except as necessary for health, sanitary, or fire protection purposes. A Customer desiring a variance may submit a written request to the District which will be reviewed by the Water Conservation Supervisor and submitted to the General Manager or his designee for approval or denial;
4. Customers watering food grown for personal consumption are exempt from any watering day restrictions in all Water Conservation Stages;
5. All water hoses or filling apparatus shall be equipped with a control water saver hose end nozzle capable of completely shutting off the flow of water except when positive pressure to the water saver hose end nozzle is applied;
6. 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.
7. The operation of an irrigation system that applies water to an impervious surface (example: concrete or asphalt) or that is in disrepair is prohibited;
8. 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. during the months of May - August is prohibited; & watering from 12:00 noon to 6:00 p.m. during the months of September – April is prohibited;
9. Irrigation of landscaping within 48 hours of measurable rainfall is prohibited. Measurable rainfall shall be defined as any rainfall equal to or greater than 1/8 of an inch;
10. 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;
11. 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;
12. The use of water from a fire hydrant without the expressed written permission from the District is prohibited;
13. The use of water in new conveyer car washes and new commercial laundry systems that do not use a recirculation system shall be prohibited;

14. Customers enrolled in the Large Irrigation Services Customer (LISC) program shall adhere to the LISC Agreement, as signed by both the customer and the District;
15. The serving of water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased is prohibited;
16. The irrigation of any ornamental turf located in a street median is prohibited;
17. The irrigation of landscapes outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development is prohibited;
18. To promote water conservation, operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guestroom using clear and easily understood language;
19. Customers may register their Weather Based Irrigation Controllers (WBIC) with the District for consideration in subsequent Water Conservation Stages. Customers with a registered WBIC shall be exempt from any watering schedule in any subsequent Water Conservation Stage, provided the WBIC is in good repair and set to operate off of its intended weather based operating instructions. Customers with a registered WBIC can allow the controller to operate with 100% of evapotranspiration (ET) settings for the Sacramento area in Normal Water Supply conditions; and,
20. Customers utilizing a drip irrigation system to irrigate their landscape (including subsurface drip irrigation systems for turf/lawn areas) are exempt from any watering day restrictions listed or determined by the Board in all subsequent Water Conservation Stages.

The following are recommended practices for Normal Water Supply conditions:

1. Watering three (3) days or less per week is encouraged;
 - a. Customers whose address ends with an odd number are encouraged to only water on Tuesdays, Thursdays and Saturdays.
 - b. Customers whose address ends with an even number are encouraged to only water on Sundays, Wednesdays and Fridays.
 - c. Watering on Mondays is not recommended.
2. Pool covers for swimming pools and spas are recommended to reduce evaporation;
3. Customers are encouraged to wash only full loads of laundry and dishes; and,
4. District Customers are encouraged to take advantage of the District's conservation programs and rebates.
5. Customers with WBIC are recommended to operate their controller using 80% of ET for the Sacramento region.

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 20% 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 shall continue to be enforced unless modified below.
2. The District will make mandatory and will enforce the following watering schedule:
 - a. Three (3) day per week Odd/Even outdoor watering shall be followed.
 - i. Odd addresses water on Tuesday, Thursday, and Saturday.
 - ii. Even addresses water on Wednesday, Friday, and Sunday.
 - iii. Watering on Monday is prohibited.
3. Customers with registered WBIC shall set their controllers to operate at 80% of ET for the Sacramento Region.
4. Pool draining and refilling will be allowed only for structural maintenance/repair considerations upon submittal of a written report by a health official or pool professional and approved by the Water Conservation Supervisor unless an immediate health or safety condition exists.

The following are recommended practices for Stage 1 – Water Alert:

1. All recommendations of Normal Water Supply Conditions unless modified to mandatory requirements listed above; and,
2. 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.

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 30% 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. Hydrant permits for construction water will be issued only with the approval of the General Manager. A construction water use plan must be submitted to the District for review that addresses how impacts to existing water users will be mitigated (such as dust control);
4. Customers with a registered WBIC shall set their controller to operate at 70% of the ET rate for the Sacramento region; and,
5. 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 via written request.

The following are recommended practices for Stage 2 – Water Warning:

1. All recommendations of the previous stages unless modified to requirements.
2. Washing of vehicles and other mobile equipment are recommended to be conducted at commercial establishments that use 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 40% 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 per week, as determined by the Board of Directors at the time of a Stage 3 declaration;
3. Customer with a registered WBIC shall set their controller to operate at 60% of the ET rate for the Sacramento region;
4. Watering day variances for the planting of new or expanded landscaping shall be considered if the project can demonstrate that the new or expanded landscaping will result in a decrease in water use. Variance requests are subject to the approval of the General Manager via written request; and,
5. Except where non-potable water is used, all Large Landscape Irrigation Customers (Commercial Industrial, and Institutional) must cease all ornamental turf irrigation. Non-ornamental turf areas, such as the active playing surfaces of sports fields or outdoor classrooms may be irrigated and maintained to a level that will ensure the safety of those using it, provided the overall system water use is reduced by 40%. Customers irrigating

non-ornamental turf areas for the purposes outlined above shall be exempt from the watering day schedule unless a 40% reduction in overall water use is not achieved.

The following are recommended practices for Stage 3 – Water Crisis:

1. All recommendations of the previous stages unless modified to requirements.
2. Washing of vehicles and other mobile equipment is recommended to be conducted at commercial establishments that use recycled water.

STAGE 4 – WATER EMERGENCY (Public 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. The following requirements shall be in force during Stage 4:

1. All requirements of the previous stages unless further modified below;
2. Use of District water for filling pools, ponds, or spas is prohibited;
3. Outdoor landscape irrigation is prohibited;
4. All washing of vehicles and other mobile equipment is prohibited unless conducted at a commercial establishment that utilizes recycled water;
5. All metered services will be subject to additional tiered rates approved by the District Board of Directors; and,
6. 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; and,
- 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 No. 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:

Notice of Violation: 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 of violation delivered in person.

Warning Notice of Violation: 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 Warning Notice of Violation 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, and/or by certified mail to the billing address of the Parcel upon which the 1st 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 the conclusion of the current water 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 customer request, a customer may participate in a Water-Wise House Call to remove a First Violation from the customer's record for the current water year.

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 2nd violation in writing at the established billing address by District personnel and/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 No. 3, Section L.1.

If a second violation occurs at a Stage 2 or higher Water Conservation Stage in this Regulation on any non-metered service, 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 and/or via certified mail. The District will assess a service charge for 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 and/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 and/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 No. 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.

When a leak is discovered on a customer's property and it is verified that the leak is occurring from the customer's side of the Point of Connection, the District shall require the following:

1. The District will provide written notification via mail and/or notice left at the location that the customer has 7 days to make the repairs necessary to abate the leak in question.
 - a. The District will offer the customer a Water-Wise House Call to evaluate the water use at the location. The location's water use will be surveyed and evaluated; however, the District will not perform any kind in-depth water leak detection services.
 - b. The customer can extend the 7 day period by providing a written verification that the leak has been scheduled to be repaired.
2. If the leak in question is not repaired at the end of the 7 day period, the District shall issue the customer a 48 hour (business hours) notice to repair by either mail and/or notice left at the location.
 - a. The customer can extend the 48 hour period by providing a written verification that the leak has been scheduled to be repaired within the 48-hour extension.
3. If the leak in question had not been repaired at the end of the 48 hour period, the District shall issue a 24 hour (business hours) to repair by either mail or notice left at the location.
 - a. The customer can extend the 24 hour period by providing a written verification that the leak has been scheduled to be repaired.
4. If the leak in question has not been repaired at the end of the 24 hour period, and the customer has not provided the District with a written verification that the leak is scheduled for immediate repair, the District may discontinue service to the location until all necessary repairs to abate the leak have been demonstrated as complete or scheduled to be completed.