

Regulation No. 15
Water Conservation

Adopted: July 19, 2004
Amended: November 21, 2022

A. Water Supply and Demand Assessment

Each year, the District’s Board of Directors (Board), in accordance with the California Water Code, shall prepare an annual water supply and demand assessment (Annual Assessment) to determine the adequacy of the District’s water supply to provide 100% of water demands. The steps for the Annual Assessment shall be maintained in the Urban Water Management Plan’s (UWMP) Water Shortage Contingency Plan (WSCP) (UWMP 2020 Update, Appendix E). The Board shall declare a water conservation stage based on the results of the Annual Assessment.

B. Water Conservation Stage Declaration

Each year, the District Board of Directors shall declare the water stage applicable to the District. The declaration shall consist of “adequate water supply”, or one of the four (4) stages of varying mandated water conservation measures. The applicable stage determined by the District shall be effective upon adoption by the Board each water year and shall remain in effect until changed by the Board.

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 or unreasonable uses of District water, whether willful or negligent, are prohibited. The General Manager, following the guidelines set forth in this Regulation and other relevant Board policies, state laws, and local regulations, shall determine what constitutes a wasteful or unreasonable use of water.

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:

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

ADEQUATE WATER SUPPLY

Water supply conditions are considered “adequate” when there are adequate supplies of water to meet 100% of water demand. The goal of this stage is the use of water efficiently in conformance with the water conservation Demand Management Measures (DMM) specified in the District’s UWMP. Requirements specified in this stage are applicable to and in force at all times and in all other stages of this regulation and the WSCP. The following water use prohibitions shall be in force during Adequate Water Supply and in all subsequent stage declarations unless otherwise modified by the Board:

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 6:00 p.m. 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 Adequate 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 Adequate 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;
 4. District Customers are encouraged to take advantage of the District's conservation programs and rebates; and,
 5. Customers with WBIC are recommended to operate their controller using 80% of ET for the Sacramento region.

When water supply conditions are not adequate to meet 100% of water demands, one of the following four (4) stages, including their water use prohibitions and water conservation requirements as listed in the WSCP, shall be declared by the Board and observed by all water users within the District.

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 requirements for Stage 1 can be found in the WSCP table 4.

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 requirements for Stage 2 can be found in the WSCP table 4.

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 requirements for Stage 3 can be found in the WSCP table 4.

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 requirements for Stage 4 can be found in the WSCP table 4.

C. ENFORCEMENT

Enforcement of any violation of the water conservation requirements outlined in this Regulation No. 15 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 by a Notice of Violation delivered by mail or a door hanger.

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 either by mail or a door hanger.

1st 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 1st Violation Notice delivered by mail or a door hanger by District personnel and/or by certified mail to the billing address of the Premises upon which the 1st Violation has occurred.

The 1st Violation charged to a Premises will begin the District's monitoring of that Premises for water waste. Should there be no additional violations on the Premises prior to the conclusion of the calendar year, then that Premises' violation from the previous year will be expunged and the Premises will be deemed to be free of violations and the counting of any violations incurred in the new calendar 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 calendar year.

For one time only upon Customer request, a Customer may participate in a Water-Wise House Call to remove a 1st violation from the Customer's record for the current calendar year.

2nd 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 shall be notified of the 2nd Violation in writing at the established billing address. The District will assess a service charge for the 2nd Violation, which will be added to the Customer's next bill. The 2nd Violation service charge will be billed in accordance with Regulation No. 3, Section L.1.

If a 2nd 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 Premises 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 2nd 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 1st Violation.

3rd 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 Premises, the Customer 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 a 3rd Violation also will state that a subsequent violation (4th 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 Premises, the Customer 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 charge for the 4th Violation as follows:

Flat Rate Services: Upon the 4th Violation of a non-metered account, the District may discontinue or reduce the water supply to the Premises where the violation occurred. The District shall, in its sole discretion, decide whether to discontinue or reduce service based on all of the facts and circumstances of the 4th Violation and the Customer's past water use history. The Customer shall be notified in writing by District personnel of the 4th Violation and that a water meter shall be installed on that Premises. The Customer 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 a meter shall cause the billing for the Premises 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 a 4th Violation on an existing metered service, the District will notify the Customer of the 4th Violation in writing at the established billing address by District personnel. The Customer 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:

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

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 Premises where the 4th Violation occurred. The District shall, in its sole discretion, decide whether to discontinue or reduce service based on all of the facts and circumstances of the 4th 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 4th 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 shall 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 and written justification and supporting evidence has been provided by the Customer and verified by a District representative, the General Manager may excuse a violation. Approval of such a variance by the General Manager shall be conditioned on the Customer's cooperation with the District in resolving the violation.

Where a water conservation violation occurs on a Premises 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 Premises to the extent that the violation seriously affects the District's general service capability, the District may temporarily discontinue service to the Premises. Water service shall be restored when the water waste conditions causing the general service disruption are corrected. Notice by door hanger 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 Premises and it is verified that the leak is occurring from the Customer's side of the Point of Responsibility, the District shall require the following:

1. The District will provide written notification via mail and/or notice left at the Premises 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 Leak Investigation to help find the leak on the Premises. The Premises' water use will be surveyed and evaluated.
 - 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 Premises.
 - 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 Premises.
 - a. The Customer can extend the 24-hour period by providing a written verification that the leak has been scheduled to be repaired within that period.
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 Premises until all necessary repairs to repair the leak have been demonstrated as complete or scheduled to be completed.

Each year on January 1st, all District Customers shall have their water use violation records expunged. Each Customer will start anew on January 1st, with zero water waste violations.

D. Water Use Efficiency and Conservation Program

In accordance with the Urban Water Management Planning Act, the District shall maintain, at a minimum, a Water Use Efficiency and Conservation Program consisting of Demand Management Measures (DMM) as defined in the Urban Water Management Plan. The DMMs shall include, but will not be limited to, the following:

1. Water Loss Management;
2. Community Outreach;
3. Public Education;

4. Residential;
5. Commercial, Industrial, Institutional; and,
6. Dedicated Irrigation

The District shall provide all of the materials necessary to implement and maintain the DMMs. DMM implementation shall be tracked in accordance with the Urban Water Management Planning Act.

E. Water Shortage Contingency Plan

In accordance with the Urban Water Management Planning Act, the District shall prepare and maintain a WSCP. The Plan shall consist of the following sections: Water Supply Reliability Analysis, Water Use Permitted, Water Shortage Stages, Emergency Response Plan, Seismic Risk Assessment and Mitigation Plan, Communication Protocols, Compliance and Enforcement, Legal Authorities, Financial Consequences, Monitoring and Reporting, and the procedures for refinement, adoption, submittal and availability. The WSCP shall outline the water conservation stages and actions to ensure water is used in a beneficial fashion and, when necessary, reduce water use in response to a water shortage. The WSCP shall be included in the District's UWMP and be made available on the District website and for public review at the District's administration office.