

# DIVISION OF WATER AND AUDITS

## Advice Letter Cover Sheet

**Utility Name:** Del Oro Water Co. **Date Filed:** 04/26/2022  
**[District Name]:** [ALL Districts]  
**CPUC Utility #:** WTB 61 **Protest Deadline (20<sup>th</sup> Day):** 05/16/2022  
**Advice Letter #:** 532 **Review Deadline (30<sup>th</sup> Day):**  
**Tier:** 2  
**Req. Effective Date:** 04/26/2022

**Authorization for Filing:**  
**Compliance Filing:**

**Description:** Updating DOWC Schedule 14.1 and Rule 14.1

**Utility Contact:** Janice Hanna **Alternate:** Bob Fortino  
**Phone:** (530) 809-3960 **Phone:** (530) 809-3970  
**Email:** [jeh@corporatecenter.us](mailto:jeh@corporatecenter.us) **Email:** [corp.ceo@corporatecenter.us](mailto:corp.ceo@corporatecenter.us)

### DWA USE ONLY

Date

Staff

Comments

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

ACCEPTED

WITHDRAWN

REJECTED

Signature: \_\_\_\_\_

Comments: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_



April 26, 2022

Advice Letter No. 532

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Del Oro Water Company, Inc. (DOWC) on behalf of all of its Districts, hereby transmits for filing the following changes in tariff schedules applicable to its Water Operations and which are attached hereto:

<u>Cal. P.U.C. Sheet No.</u>	<u>Title of Sheet</u>		<u>Canceling Cal.P.U.C. Sheet No.</u>	
Delete	Paradise Pines District Schedule No. 14.1	1754-W	1755-W	1756-W
	Water Shortage Contingency Plan with Staged	1757-W	1758-W	1759-W
	Mandatory Reduction and Drought Surcharges	1760-W	1761-W	1965-W
		1763-W	1764-W	1765-W
		1966-W	1767-W	1768-W
		1769-W	1770-W	
Delete	River Island District Schedule No. 14.1	1053-W	1054-W	1055-W
	Stage Mandatory Water Conservation and	1056-W	1057-W	
	Rationing River Island District			
New	All Districts Schedule No. 14.1			
	Water Shortage Contingency Plan with Staged			
	Mandatory Reductions and Drought Surcharges			
___-W	Rule 14.1	1734-W	1735-W	1736-W
___-W		1737-W	1738-W	1739-W
___-W		1740-W	1741-W	1963-W
___-W		1743-W	1744-W	1964-W
___-W		1746-W	1747-W	1748-W
___-W		1749-W	1750-W	1751-W
___-W				
___-W	Table of Contents	2437-W		
___-W		2430-W		
___-W		2325-W		
___-W		2438-W		



Del Oro Water Company, Inc.

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With this Advice Letter, DOWC requests authorization to update its Schedule 14.1 (Attachment A) and Rule 14.1. (Attachment B)

Governor Gavin Newsom issued drought declarations on April 21, 2021, May 10, 2021, and then again on July 8, 2021, declaring severe drought conditions in 50 counties in the State of California. In his declaration on July 8, 2021, the Governor cited, “climate change is intensifying the impacts of droughts on our communities, environment, and economy, and California is a second consecutive year of dry conditions, resulting in drought in all parts of the State and extreme or exceptional drought in most of the state.

On July 8, 2021, Terence Shia, Water Division Director sent a letter calling on investor owned utilities (IOUs) to implement voluntary water conservation measures to achieve the 15 percent reduction in water use from the 2020 levels.

DOWC followed his request, notifying its customers through a bill insert reminding them of voluntary water conservation measures and encouraging actions to reduce water usage. DOWC has continued to note on its monthly billing statement conservation measures and where to find drought updates on its web site.

DOWC updated its Water Shortage Contingency Plan in conjunction with its Urban Water Management Plan requiring six mandatory conservation stages.

DOWC is therefore requesting to modify its existing Schedule 14.1 and Rule 14.1 in the following ways:

Rule 14.1. The primary change to Rule 14.1 is the removal of the “Mandatory Staged Restriction of Water Use” section. The modified Rule 14.1 now only includes water use restrictions that are in place at all times, which better reflects the intended purpose of a generally applicable tariff “rule.” If additional measures and/or enforcement are needed, Schedule 14.1 will be implemented.

Schedule 14.1. The primary change to Schedule 14.1 is the update from four to six mandatory conservation stages. This renders it consistent with DOWC’s current update to its WSCP. Section 10632(a)(3) of the California Water Code now requires the inclusion of “Six standard water shortages and greater than 50 percent shortage.” This requirement necessitates the movement of restrictions from the previous four-stage system to a six-stage system. In most cases, restrictions either remain in their current stage, or move one stage up or down.

Other changes include: removing introductory language referencing the previous drought (which is no longer relevant); adjusting the minimum flow rate of a flow-restrictor in Section (D)(7) from



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3 Ccf/month to .5 gallons/minute, which better aligns with how flow is measured and with other water suppliers that allow flow-restrictor installation, and modifying the description of “Mandatory Water Budgets,” which begins in Stage 3, to allow DOWC to provide details when implementation is requested so that the most up-to-date information can be incorporated into enforcement of the Schedule.

DOWC is only requesting modifications to its existing Schedule 14.1 and Rule 14.1 at this time and is not requesting activation of a higher mandatory conservation state. There are no public hearings scheduled that relate to the proposals in this Advice Letter.

### **Requested Effective Date**

DOWC is submitting this as a Tier 2 Advice Letter consistent with Finding and Conclusion No. 12 of Resolution W-4976 which states that “Rules providing for modification of an existing Schedule 14.1 should be adopted through a Tier 2 Advice Letter request.” DOWC requests that the proposed tariffs become effective April 26, 2022.

### **Notice**

**Customer Notice:** Individual customer notice of this Advice Letter is not required under General Order 96-B, Water Industry Rule 3.1 (Method of Notice for Advice Letter increasing Rates) because it does not propose a rate increase or trigger any other customer notice requirement.

**Service List:** In accordance with General Order 96-B, General Rules 4.3 and 7.2, and Water Industry Rule 4.1, a copy of this advice letter will be mailed or electronically transmitted on April 26, 2022 to competing and adjacent utilities and other utilities or interested parties having requested such notification.

### **Response or Protest**

Anyone may respond to or protest this advice letter. When submitting a response or protest, please include the utility name and advice letter number in the subject line. A response supports the filing and may contain information that proves useful to the Commission in evaluating the advice letter. A protest objects to the advice letter in whole or in part and must set forth the specific grounds on which it is based. These grounds are:

- (1) The utility did not properly serve or give notice of the advice letter;



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- (2) The relief requested in the advice letter would violate statute or Commission order, or is not authorized by statute or Commission order on which the utility relies;
- (3) The analysis, calculations, or data in the advice letter contain material error or omissions; Del Oro Water Company, Inc.
- (4) The relief requested in the advice letter is pending before the Commission in a formal proceeding; or
- (5) The relief requested in the advice letter requires consideration in a formal hearing, or is otherwise inappropriate for the advice letter process; or
- (6) The relief requested in the advice letter is unjust, unreasonable, or discriminatory (provided such a protest may not be made where it would require re-litigating a prior order of the Commission.)

A protest shall provide citations or proofs where available to allow staff to properly consider the protest. A response or protest must be made in writing or by electronic mail and must be received by the Water Division within 20 days of the date this advice letter is filed. The address for mailing or delivering a protest is:

Tariff Unit, Water Division, 3<sup>rd</sup> floor  
California Public Utilities Commission,  
505 Van Ness Avenue, San Francisco, CA 94102  
[water.division@cpuc.ca.gov](mailto:water.division@cpuc.ca.gov)

On the same date the response or protest is submitted to the Water Division, the respondent or protestant shall send a copy by mail (or e-mail) to DOWC at the following address:

DOWC, Director of Community Relations  
Drawer 5172  
Chico, CA 95927  
Fax: (530) 717-2639  
E-Mail: [CommunityRelations@delorowater.com](mailto:CommunityRelations@delorowater.com)

Cities and counties requiring Board of Supervisors or Board of Commissioners approval to protest should inform the Water Division within the 20-day protest period so a late-filed protest can be entertained. The informing document should include an estimate of the date the proposed protest might be voted on. The advice letter process does not provide for any responses, protests or comments, except for the utility's reply, after the 20-day comment period.



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**Replies:** The utility shall reply to each protest and may reply to any response. Each reply must be received by the Water Division within 5 business days after the end of the protest period and shall be served on the same day to the person who filed the protest or response. If you have not received a reply to your protest within 10 business days, contact Del Oro Water Company at (530) 717-2500.

Del Oro Water Company, Inc.

JANICE HANNA

Director Corporate Accounting & Regulatory Affairs

Enclosures

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(D)

\_\_\_\_-W (C) (D)

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(To be issued by utility)

(To be issued by P.U.C.)

Advice Letter No. 532  
Decision No. \_\_\_\_\_

*Janice Hanna*  
*Director, Corporate Accounting & Regulatory Affairs*

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
Resolution No. \_\_\_\_\_

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Schedule No. 14.1 Water Shortage Contingency Plan with  
Staged Mandatory Reductions and Drought Surcharges \_\_\_\_-W (N)

(To be issued by utility)

Issued By

(To be issued by P.U.C.)

Advice Letter No. 532  
Decision No. \_\_\_\_\_

**Janice Hanna**  
**Director, Corporate Accounting & Regulatory Affairs**

Date Filed \_\_\_\_\_  
Effective \_\_\_\_\_  
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(To be issued by utility)

Issued By

(To be issued by P.U.C.)

Advice Letter No. 532  
 Decision No. \_\_\_\_\_

**Janice Hanna**  
**Director, Corporate Accounting & Regulatory Affairs**

Date Filed \_\_\_\_\_  
 Effective \_\_\_\_\_  
 Resolution No. \_\_\_\_\_

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	____-W	(C)
	____-W	(C)
	2432-W	

(To be inserted by utility)

*Issues By*

(To be inserted by P.U.C.)

Advice Letter No. 531

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

**JANICE HANNA**

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

*Director, Corporate Accounting & Regulatory Affairs*

## CERTIFICATE OF SERVICE

I certify that I have by mail this day served a true copy of Advice Letter No. 532 on all interested persons and organizations in these filings or their attorneys as shown on the attached list.

Dated: April 26, 2022 at Chico, California.



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Janice Hanna

## NOTICE

Interested Persons and Organizations should notify the Water Division, Public Utilities Commission, 505 Van Ness Avenue, Room 4002 San Francisco, CA 94102, of any change of address to ensure that they continue to receive documents. You must indicate the Resolution number on the service list on which your name appears.

**Del Oro Water Company**  
**All Districts**  
**Service List for Advice Letter No. 532**

**California Public Utilities Commission**  
Public Advocates Office  
[PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov)

**California Public Utilities Commission**  
Division of Water and Audits  
[water.division@cpuc.ca.gov](mailto:water.division@cpuc.ca.gov)

**County of Butte, Board of Supervisors**  
Attn: Robin Bennett  
747 Elliott Road  
Paradise, CA 95969  
1-530-872-6304  
[dteeter@buttecounty.net](mailto:dteeter@buttecounty.net)

**Buzztail Community Services District**  
Attn: Jim McCrossin, President  
PO Box 7303  
Chico, CA 95927  
[jim@mccrossin.us](mailto:jim@mccrossin.us)  
[bookwormto@aol.com](mailto:bookwormto@aol.com)

**Fresno County Administrator**  
Jean Rousseau  
2281 Tulare, Suite 304  
Fresno, CA 93721  
1-559-600-1710  
[naortiz@co.fresno.ca.us](mailto:naortiz@co.fresno.ca.us)

**Glenn County**  
516 West Sycamore St.  
Willows, CA 95988  
1-530-934-6400  
[gcboard@countyofglenn.net](mailto:gcboard@countyofglenn.net)

**Humboldt County Administrator**  
Loretta A. Nickolaus,  
825 Fifth Street, Room 111  
Eureka, CA 95501-1153  
1-707-445-7266  
[cao@co.humboldt.ca.us](mailto:cao@co.humboldt.ca.us)

**Kern County Administrator**  
Mr. John Nilon  
1115 Truxton Avenue  
Bakersfield, CA 93301  
1-661-868-3198  
[caomailbox@kerncounty.com](mailto:caomailbox@kerncounty.com)

**Larry Lees, Shasta County Administrative Officer**  
1450 Court Street, Ste. 308A  
Redding, CA 96001-1673  
1-530-225-5561  
[lrees@co.shasta.ca.us](mailto:lrees@co.shasta.ca.us)

**Tulare County Administrator**  
Jason Britt  
2800 West Burrel Avenue  
Visalia, CA 93291-4582  
1-559-636-5005  
[jtbritt@co.tulare.ca.us](mailto:jtbritt@co.tulare.ca.us)

**Tuolumne County Offices**  
Mr. Craig Pedro, County Administrator  
2 South Green Street  
Sonora, CA 95370  
1-209-533-5511

**Arbuckle Public Utility District**  
Jim Scheimer, Manager  
P.O. Box 207  
Arbuckle, CA 95912  
530-476-2054  
[apud@frontiernet.net](mailto:apud@frontiernet.net)

**Del Oro Water Company**  
**All Districts**  
**Service List for Advice Letter No. 532**

**Burney Water District**

William Rodriguez  
20222 Hudson Street  
Burney, CA 96013  
1-530-335-3582  
[burneywd@yahoo.com](mailto:burneywd@yahoo.com)

**California Hot Springs Water Service**

P. O. Box 146  
California Hot Springs, CA 93207  
No Email

**Ferndale Enterprise**

PO Box 1066,  
Ferndale, CA 95536  
[editor@ferndaleenterprise.us](mailto:editor@ferndaleenterprise.us)

**Lassen Pines Mutual Water Company**

9367 Mountain Meadow Road  
Shingletown, CA 96088  
530-474-5120  
[lpmw@frontiernet.net](mailto:lpmw@frontiernet.net)

**McFarland Mutual Water Company**

Mr. Rocio Mosqueda  
209 W. Kern Avenue  
McFarland, CA 93250  
1-661-792-3058  
[rmosqueda@mcfarlandcity.org](mailto:rmosqueda@mcfarlandcity.org)

**City of Orland**

815 4<sup>th</sup> Street  
Orland, CA 95963  
(530) 865-1610  
[evonasek@cityoforland.com](mailto:evonasek@cityoforland.com)

**Paradise Irrigation District**

Mr. Tom Lando  
P.O. Box 2409  
Paradise, CA 95967  
1-530-877-4971  
[tlando@paradiseirrigation.com](mailto:tlando@paradiseirrigation.com)

**Riverside Community Services District**

Nancy Trujillo  
P.O. Box 857  
Ferndale, CA 95536  
1-707-786-9772  
No-email

**Springville Public Utility District (SPUD)**

Attn: Marilyn  
P.O. Box 434  
Springville, CA 93265  
1-559-539-2869  
[Spud@springvillewireless.com](mailto:Spud@springvillewireless.com)

**Strawberry Homeowners Association**

Mr. Dennis Kelley, Webmaster  
1963 Curtner Avenue  
San Jose, CA 95124-1303  
408-626-9153  
[webmaster@strawberrypropertyowners.com](mailto:webmaster@strawberrypropertyowners.com)

**Tuolumne Utilities District**

Mr. Tom Haglund  
18885 Nugget Blvd.  
Sonora, CA 95370  
1-209-532-5536  
[thaglund@tudwater.com](mailto:thaglund@tudwater.com)

**Del Oro Water Company**

Janice Hanna, Director of Corporate Accounting  
[jeh@corporatecenter.us](mailto:jeh@corporatecenter.us)

**Del Oro Water Company, Inc.**

[servicelist@delorowater.com](mailto:servicelist@delorowater.com)

**Attachment A**  
**Del Oro Water Company**  
**Schedule 14.1**

Schedule No. 14.1

**WATER SHORTAGE CONTINGENCY PLAN**  
**WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES**

Del Oro Water Company's (DOWC) supply of water may be interrupted or reduced due to a variety of circumstances; for instance, in response to a drought or other catastrophic event. This Schedule builds upon DOWC's Rule 14.1 and provides it with additional means to achieve necessary reductions in water use. (N)

**A. APPLICABILITY** (L)

1. This schedule applies to all of Del Oro Water Company's regulated ratemaking areas in California.

**B. GENERAL INFORMATION**

1. All expenses incurred by DOWC to implement Rule 14.1, and Schedule 14.1, and requirements of the California State Water Resources Control Board ("Water Board") that have not been considered in a General Rate Case or other proceeding shall be accumulated by DOWC in a separate memorandum account, authorized by the California Public Utilities Commission (CPUC or the Commission), for disposition as directed or authorized from time to time by the Commission.

2. All monies collected by DOWC through waste of water penalties established in this schedule shall be recorded in the appropriate memorandum account and used to offset the expenses described in Section 1 above. (N)

3. All monies collected by DOWC through drought surcharges, as established by the Mandatory Water Budgets found in Schedule 14.1, shall be recorded in the appropriate DOWC Statewide Lost Revenue Recovery Memorandum Account and used to offset under-collected revenues. (N)

4. To the extent that any provision in this Schedule is inconsistent with Rule 14.1, the provisions of this Schedule apply. (T)

**C. DEFINITIONS**

For the purposes of this Schedule, the following terms have the meanings set forth in this section. (These are the same as in Rule 14.1, unless otherwise specified.)

1. "Commercial nursery" means the use of land, buildings or structures for the growing and/or storing of flowers, fruit trees, ornamental trees, vegetable plants, shrubs, trees and similar vegetation for the purpose of transplanting, for use as stock or grafting, and includes the retail sale or wholesale distribution of such items directly from the premises/lot.

2. "Drip irrigation system" means a non-spray, low-pressure, and low volume irrigation system utilizing emission devices with a precipitation or flow rate measured in gallons per hour (GPH), designed to slowly apply small volumes of water at or near the root zone of plants or other landscaping. (L)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

Advice Letter No. 532

**JANICE HANNA**

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

*Director, Corporate Accounting*

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**C. DEFINITIONS (Continued)**

- 3. "Flow rate" means the rate at which water flows through pipes, valves, and emission devices, measured in gallons per minute (GPM), gallons per hour (GPH), inches per hour (IPH), hundred cubic feet (Ccf), or cubic feet per second (CFS).
- 4. "Flow-restricting device" means valves, orifices, or other devices that reduce the flow of potable water through a service line, which are capable of providing the premise with a minimum flow rate of 0.5 gallons per minute.
- 5. "High-efficiency sprinkler systems" means an irrigation system with emission devices, such as sprinkler heads or nozzles, with a precipitation or flow rate no greater than one IPH.
- 6. "Irrigation" means the application of potable water by artificial means to landscape.
- 7. "Irrigation system" means the components of a system meant to apply water to an area for the purpose of irrigation, including, but not limited to, piping, fittings, sprinkler heads or nozzles, drip tubing, valves, and control wiring.
- 8. "Landscape" means all of the outdoor planting areas, turf areas, and water features at a particular location.
- 9. "Measureable rainfall" means any amount of precipitation of more than one-quarter of an inch (0.25").
- 10. "Micro spray irrigation system" means a low-pressure, low-volume irrigation system utilizing emission devices that spray, mist, sprinkle, or drip with a precipitation or flow rate measured in GPH, designed to slowly apply small volumes of water to a specific area.
- 11. "Ornamental landscape" means shrubs, bushes, flowers, ground cover, turf, lawns, and grass planted for the purpose of improving the aesthetic appearance of property, but does not include crops or other agricultural products or special landscape areas.
- 12. "Ornamental turf" means a ground cover surface of grass that can be mowed and is planted for the purpose of improving the aesthetic appearance of the property, but does not include crops or other agricultural products or special landscape areas.
- 13. "Plumbing fixture" means a receptacle or device that is connected to a water supply system, including, but not limited to, pipes, toilets, urinals, showerheads, faucets, washing machines, water heaters, tubs, and dishwashers.

(L)

(C)  
(C)

(C)  
(C)

(N)  
|  
(N)

(L)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

Advice Letter No. 532

**JANICE HANNA**

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

*Director, Corporate Accounting*

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**C. DEFINITIONS (Continued)**

(L)

- 14. "Potable water" means water supplied by DOWC which conforms to the federal and state standards for human consumption.
- 15. "Properly programmed" means a smart irrigation controller that has been programmed according to the manufacturer's instructions and site-specific conditions.
- 16. "Real-time water measurement device" means a device or system that provides regularly updated electronic information regarding the customer's water use.
- 17. "Runoff" means water which is not absorbed by the soil or landscape to which it is applied and flows from the landscape onto other areas.
- 18. "Smart irrigation controller" means an automatic device used to remotely control valves that operate an irrigation system that has been tested by an American National Standards Institute accredited third-party certifying body or laboratory in accordance with the Environmental Protection Agency's WaterSense program (or an analogous successor program), and certified by such body or laboratory as meeting the performance and efficiency requirements of such program, or the more stringent performance and efficiency requirements of another similar program.
- 19. "Special landscape area" means an area of the landscape dedicated solely to edible plants and areas dedicated to active play such as parks, sports fields, golf courses, and where turf provides a playing surface.
- 20. "Turf" means a ground cover surface of grass that can be mowed.
- 21. "Water feature" means a design element where open, artificially supplied water performs an aesthetic or recreation feature, including, but not limited to, ponds, lakes, waterfalls, fountains, and streams.
- 22. "Water use evaluation" means an evaluation of the efficiency of indoor water-using devices, including, but not limited to, measurement of flow rates for all existing showerheads, faucets, and toilets, inspection for leaks, and providing written recommendations to improve the efficiency of the indoor water-using fixtures and devices and/or an evaluation of the performance of an irrigation system, including, but not limited to, inspection for leaks, reporting of overspray or runoff, and providing written recommendations to improve the performance of the irrigation system.

(L)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**D. WASTE OF WATER PENALTIES**

Each Stage of this Schedule establishes certain restrictions on the use of potable water. Violating the restrictions set forth in a particular Stage while it is in effect is declared a non-essential, wasteful use of potable water. DOWC is authorized to take the following actions when its personnel verify a customer is using potable water for non-essential, wasteful uses. No person shall have any right or claim in law or in equity, against DOWC because of, or as a result of, any matter or thing done or threatened to be done pursuant to the restrictions on using potable water for non-essential, wasteful uses. When a Stage in this Schedule has been activated, Section D in this Schedule supersedes Section D (Enforcement) in Rule 14.1.

- 1. **FIRST VIOLATION:** DOWC shall provide the customer with a written notice of violation.
- 2. **SECOND VIOLATION:** If DOWC verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, DOWC shall provide the customer with a second written notice of violation. In addition to the actions prescribed under the first violation above, DOWC is authorized to take the following actions:

A. Apply the following waste of water penalties, which are in addition to any other charges authorized by this Schedule or other DOWC tariffs:

- i. If Stage 1 is in effect, \$25 (Stage 1 is detailed below in Section E).
- ii. If Stage 2 is in effect, \$50 (Stage 2 is detailed below in Section F).
- iii. If Stage 3 is in effect, \$100 (Stage 3 is detailed below in Section G).
- iv. If Stage 4 is in effect, \$200 (Stage 4 is detailed below in Section H).
- v. If Stage 5 is in effect, \$400 (Stage 5 is detailed below in Section I).
- vi. If Stage 6 is in effect, \$800 (Stage 6 is detailed below in Section J).

B. At its sole discretion, waive the waste of water penalty if the customer participates in a water use evaluation provided by DOWC and agrees to the recommendations provided.

- 3. **THIRD VIOLATION:** If DOWC verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the second violation, DOWC shall provide the customer with a third written notice of violation. In addition to the actions prescribed under the first and second violations above, DOWC is authorized to take the following actions:

(L)(T)  
(T)  
(T)  
(T)  
(L)(N)  
(N)

(To be inserted by utility)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**D. WASTE OF WATER PENALTIES (Continued)**

A. Apply the following waste of water penalties, which are in addition to any other charges authorized by this Schedule or other DOWC tariffs:

- i. If Stage 1 is in effect, \$50 (Stage 1 is detailed below in Section E).
- ii. If Stage 2 is in effect, \$100 (Stage 2 is detailed below in Section F).
- iii. If Stage 3 is in effect, \$200 (Stage 3 is detailed below in Section G).
- iv. If Stage 4 is in effect, \$400 (Stage 4 is detailed below in Section H).
- v. If Stage 5 is in effect, \$800 (Stage 5 is detailed below in Section I).
- vi. If Stage 6 is in effect, \$1,600 (Stage 6 is detailed below in Section J).

B. At its sole discretion, waive the waste of water penalty if the customer participates in a water use evaluation provided by DOWC and agrees to the recommendations provided.

4. **FOURTH VIOLATION:** If DOWC verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the third violation, DOWC shall provide the customer with a fourth written notice of violation. In addition to actions set forth in previous violations prescribed above, DOWC is authorized to install a flow-restricting device on the customer's service line. DOWC shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow restricting device.

5. **EGREGIOUS VIOLATIONS:** Notwithstanding the foregoing framework for penalties, customers who DOWC has verified are egregiously using potable water for non-essential, wasteful uses are subject to having a flow-restricting device installed on their service line. After providing the customer with one notice of egregious violation, either by direct mail or door hanger, which documents the egregious use of potable water for non-essential, wasteful uses and explains that failure to correct the violation may result in the installation of a flow-restricting device on the customer's service line, DOWC is authorized to install a flow-restricting device on the customer's service line. DOWC shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow restricting device.

(N)

(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**D. WASTE OF WATER PENALTIES (Continued)**

- 6. NOTICES OF VIOLATION: (L)
  - A. Unless otherwise specified, written notices of violation provided to customers pursuant to this Schedule shall document the verified violation and alert the customer to the fact that future violations of the restricted uses of potable water may result in waste of water penalties being applied to the customer's bill, the installation of a flow-restricting device on the customer's service line, or the discontinuation of the customer's service. (T)  
(C)
  - B. If DOWC elects to install a flow-restricting device on a customer's service line, the written notice shall document the steps the customer must take in order for the flow-restricting device to be removed, and shall explain that after the flow-restricting device is removed, it may be reinstalled, without further notice, if the customer is again verified by DOWC to be using potable water for non-essential, wasteful uses. (T)
- 7. FLOW RESTRICTING DEVICE CONDITIONS: The installation of a flow-restricting device on a customer's service line is subject to the following conditions:
  - A. The device shall be capable of providing the premise with a minimum flow rate of 0.5 gallons per minute. (C)  
(C)
  - B. The device may only be removed by DOWC, and only after a minimum three-day period has elapsed.
  - C. Any tampering with the device may result in the discontinuation of the customer's water service and the customer being charged for any damage to DOWC's equipment or facilities and any required service visits.
  - D. After the removal of the device, if DOWC verifies that the customer is using potable water for non-essential, wasteful uses, DOWC may install another flow-restricting device without prior notice. This device shall remain in place until water supply conditions warrant its removal. If, despite the installation of the device, DOWC verifies that the customer is using potable water for non-essential and, unauthorized wasteful uses, then DOWC may discontinue the customer's water service, as provided in its Rule No. 11. (T)
- 8. FLOW-RESTRICTING DEVICE REMOVAL CHARGES: The charge to customers for removal of a flow-restricting device installed pursuant to this Schedule is \$100 during normal business hours, and \$150 for the device to be removed outside of normal business hours. (C)  
(L)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**E. STAGE ONE WATER USE RESTRICTIONS**

(L)

1. WASTEFUL USES OF WATER (STAGE 1)

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need, or to comply with a term or condition in a permit issued by a state or federal agency:

A. Outdoor Irrigation Restrictions (Stage 1)

i. Irrigating ornamental landscape with potable water is prohibited during the hours between **8:00 a.m. and 6:00 p.m.**

(D)

ii. The foregoing restriction does **not** apply to:

- 1. Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;
- 2. Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, with a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use or monitored, or for the express purpose of adjusting or repairing an irrigation system.

B. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within **five (5) business days** of written notification by DOWC, unless other arrangements are made with DOWC.

C. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

- i. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;
- ii. The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
- iii. The application of potable water to driveways and sidewalks;

(N)

(N)

(L)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**E. STAGE ONE WATER USE RESTRICTIONS (Continued)**

(L)

- iv. The use of potable water in a water feature, except where the water is part of a recirculating system;
- v. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);
- vi. Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency;
- vii. The serving of drinking 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.

(T)

(N)

(N)

- D. 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 guest room using clear and easily understood language.
- E. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

(N)

(N)

**F. STAGE TWO WATER USE RESTRICTIONS**

**1. WASTEFUL USES OF WATER (STAGE 2)**

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need, or to comply with a term or condition in a permit issued by a state or federal agency:

**A. Outdoor Irrigation Restrictions (Stage 2)**

- i. Irrigating ornamental landscapes with potable water is limited to no more than **three (3) days per week**, on a schedule established and posted by DOWC on its website or otherwise provided to customers by bill message, bill insert, direct mail, or email, or as follows:

(L)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**F. STAGE TWO WATER USE RESTRICTIONS (Continued)**

(L)

- 1. Customers with even-numbered addresses may irrigate on Saturdays, Tuesdays, and Thursdays.
  - 2. Customers with odd-numbered addresses may irrigate on Sundays, Wednesdays, and Fridays.
  - 3. Customers without a street address may irrigate on Saturdays, Tuesdays, and Thursdays.
  - 4. Notwithstanding the foregoing restrictions, irrigation of special landscape areas or commercial nurseries may occur as needed, provided that the customer who wishes to irrigate a special landscape area or commercial nursery presents DOWC with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
- ii. Irrigating ornamental landscape with potable water is prohibited during the hours between **8:00 a.m. and 6:00 p.m.**
  - iii. The foregoing irrigation restrictions do not apply to:
    - 1. Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;
    - 2. Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, with a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not it use or monitored, or for the express purpose of adjusting or repairing an irrigation system.
  - iv. Notwithstanding the foregoing restrictions, when a city, county, or other public agency in one of DOWC's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate that are different than those adopted by DOWC, DOWC may enforce the city, county, or other public agency's restrictions.
- B. **Obligation to Fix Leaks, Breaks, or Malfunctions:** All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within five (5) business days of written notification by DOWC, unless other arrangements are made with DOWC.

(L)

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WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**F. STAGE TWO WATER USE RESTRICTIONS (Continued)**

(L)

C. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

- i. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;
- ii. The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use;
- iii. The application of potable water to driveways and sidewalks;
- iv. The use of potable water in a water feature, except where the water is part of a recirculating system;
- v. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);
- vi. The serving of drinking water other than upon request in eating and 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;
- vii. Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency.

(N)

(N)

(T)

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(C)

D. 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 guest room using clear and easily understood language.

E. New connections may not install single-pass cooling systems for air conditioning or other cooling system applications unless required for health or safety reasons.

(N)

F. New connections may not install non-recirculating systems for conveyer car wash applications.

(L)(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**F. STAGE TWO WATER USE RESTRICTIONS (Continued)**

(L)

G. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

(D)

**G. STAGE THREE WATER USE RESTRICTIONS**

1. MANDATORY WATER BUDGETS (STAGE 3)

Water budgets may be imposed by DOWC which may include provisions such as minimum water budgets to protect the health and safety of customers, and an appeals process.

(C)

In addition to the normal rate paid for the unit of water, a drought surcharge will be charged to a customer for each unit of water used over the established water budget for the billing period.

(C)

Details regarding the implementation of "Mandatory Water Budgets" will be submitted as part of any request to activate Stage 3 of this Schedule.

(N)

(N)

2. WASTEFUL USES OF WATER (STAGE 3)

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency.

A. Outdoor Irrigation Restrictions (Stage 3)

i. Irrigating ornamental landscapes with potable water is limited to no more than **three (3) days per week**, on a schedule established and posted by DOWC on its website or otherwise provided to customers by bill message, bill insert, direct mail, or email, or as follows:

(C)

1. Customers with even-numbered addresses may irrigate on Saturdays, Tuesdays, and Thursdays.
2. Customers with odd-numbered addresses may irrigate on Sundays, Wednesdays, and Fridays.
3. Customers without a street address may irrigate on Saturdays, Tuesdays, and Thursdays.

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WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**G. STAGE THREE WATER USE RESTRICTIONS (Continued)**

(L)

- 4. Notwithstanding the foregoing restrictions, irrigation of special landscape areas or commercial nurseries may occur as needed, provided that the customer who wishes to irrigate a special landscape area or commercial nursery presents DOWC with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
- ii. Irrigating ornamental landscape with potable water is prohibited during the hours between **8:00 a.m. and 6:00 p.m.**
- iii. The foregoing restrictions do **not** apply to:
  - 1. Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;
  - 2. Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use or monitored, or for the express purpose of adjusting or repairing an irrigation system.
- iv. Notwithstanding the foregoing restrictions, when a city, county, or other public agency in one of DOWC's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate that are different than those adopted by DOWC, DOWC may enforce the city, county, or other public agency's restrictions.

B. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within **three (3) business days** of written notification by DOWC, unless other arrangements are made with DOWC.

(C)

C. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

- i. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;

(N)  
(L)(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**G. STAGE THREE WATER USE RESTRICTIONS (Continued)**

- ii. The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use;
  - iii. The application of potable water to driveways and sidewalks;
  - iv. The use of potable water in a water feature, except where the water is part of a recirculating system;
  - v. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);
  - vi. The serving of drinking 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;
  - vii. Irrigation of ornamental landscape on public street medians with potable water;
  - viii. Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency;
  - ix. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible);
  - x. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or method can be used.
- D. 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 guest room using clear and easily understood language.

(L)  
 (N)  
 (N)  
 (T)  
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 (T)  
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 (C)  
 (L)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**G. STAGE THREE WATER USE RESTRICTIONS (Continued)**

(L)

E. New connections may not install single-pass cooling systems for air conditioning or other cooling system applications unless required for health or safety reasons.

F. New connections may not install non-recirculating systems for conveyer car wash applications.

(D)

G. Filling or re-filling ornamental lakes or ponds with potable water is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to the implementation of any staged mandatory restrictions of water use as described in this Schedule.

H. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

(D)

**H. STAGE FOUR WATER USE RESTRICTIONS**

1. MANDATORY WATER BUDGETS (STAGE 4)

Water budgets may be imposed by DOWC which may include provisions such as minimum water budgets to protect the health and safety of customers, and an appeals process.

(C)

In addition to the normal rate paid for the unit of water, a drought surcharge will be charged to a customer for each unit of water used over the established water budget for the billing period.

(C)

Details regarding the implementation of "Mandatory Water Budgets" will be submitted as part of any request to activate Stage 4 of this Schedule.

(N)

(N)

2. WASTEFUL USES OF WATER (STAGE 4)

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency.

A. Outdoor Irrigation Restrictions (Stage 4)

(C)

- i. Irrigating ornamental landscapes with potable water is limited to no more than **two (2) days per week**, on a schedule established and posted by DOWC on its website or otherwise provided to customers by bill message, bill insert, direct mail, or email, or as follows:

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**H. STAGE FOUR WATER USE RESTRICTIONS (Continued)**

(L)

- 1. Customers with even-numbered addresses may irrigate on Saturdays and Tuesdays.
  - 2. Customers with odd-numbered addresses may irrigate on Sundays and Wednesdays.
  - 3. Customers without a street address may irrigate on Saturdays and Tuesdays.
  - 4. Notwithstanding the foregoing restrictions, irrigation of special landscape areas or commercial nurseries may occur as needed, provided that the customer who wishes to irrigate a special landscape area or commercial nursery presents DOWC with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
- ii. Irrigating ornamental landscape with potable water is prohibited during the hours between **8:00 a.m. and 6:00 p.m.**
  - iii. The foregoing restrictions do **not** apply to:
    - 1. Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;
    - 2. Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use or monitored, or for the express purpose of adjusting or repairing an irrigation system.
  - iv. Notwithstanding the foregoing restrictions, when a city, county, or other public agency in one of DOWC's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate that are different than those adopted by DOWC, DOWC may enforce the city, county, or other public agency's restrictions.

(C)

- B. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the customer's plumbing fixtures or irrigation system must be repaired within **two (2) business days** of written notification by DOWC, unless other arrangements are made with DOWC.
- C. **Prohibited Uses of Water:** Customers are prohibited from using potable water for the following actions:

(C)

(C)

(L)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

Advice Letter No. 532

**JANICE HANNA**

Date Filed \_\_\_\_\_

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Resolution No. \_\_\_\_\_



Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**H. STAGE FOUR WATER USE RESTRICTIONS (Continued)**

- E. New connections may not install single-pass cooling systems for air conditioning or other cooling system applications unless required for health or safety reasons.
- F. New connections may not install non-recirculating systems for conveyer car wash applications.
- G. Filling or re-filling ornamental lakes or ponds with potable water is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to the implementation of any staged mandatory restrictions of water use as described in this Schedule.
- H. Car washing is only permitted using a commercial car wash that recirculates water or by high pressure/low volume wash systems.
- I. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

(L)  
(N)  
(N)  
(D)  
(T)  
(N)  
(N)  
(D)

**I. STAGE FIVE WATER USE RESTRICTIONS**

1. MANDATORY WATER USE BUDGETS (STAGE 5)

Water budgets may be imposed by DOWC which may include provisions such as minimum water budgets to protect the health and safety of customers, an appeals process, and water banking allowing customer additional flexibility with regard to their required reductions.

In addition to the normal rate paid for the unit of water, a drought surcharge will be charged to a customer for each unit of water used over the established water budget for the billing period.

Details regarding the implementation of "Mandatory Water Budgets" will be submitted as part of any request to activate Stage 5 of this Schedule.

2. WASTEFUL USES OF WATER (STAGE 5)

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need, or to comply with a term or condition in a permit issued by a state or federal agency:

(L)  
(N)  
(N)

(To be inserted by utility)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**I. STAGE FIVE WATER USE RESTRICTIONS (Continued)**

(N)

A. Outdoor Irrigation Restrictions (Stage 5)

- i. Irrigating ornamental landscapes with potable water is limited to no more than **one (1) day per week**, on a schedule established and posted by DOWC on its website or otherwise provided to customers by bill message, bill insert, direct mail, or email, or as follows:
  - 1. Customers with even-numbered addresses may irrigate on Saturdays.
  - 2. Customers with odd-numbered addresses may irrigate on Sundays.
  - 3. Customers without a street address may irrigate on Saturdays.
  - 4. Notwithstanding the foregoing irrigation restriction, irrigation of special landscape areas or commercial nurseries may occur as needed, provided that the customer who wishes to irrigate a special landscape area or commercial nursery presents DOWC with a plan to achieve water use reductions commensurate with those that would be achieved by complying with the foregoing restrictions.
- ii. Irrigating ornamental landscape with potable water is prohibited during the hours between 8:00 a.m. and 6:00 p.m.
- iii. The foregoing irrigation restrictions do not apply to:
  - 1. Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;
  - 2. Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, with a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not it use or monitored, or for the express purpose of adjusting or repairing an irrigation system.
- iv. Notwithstanding the foregoing restrictions, when a city, county, or other public agency in one of DOWC's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate that are different than those adopted by DOWC, DOWC may enforce the city, county, or other public agency's restrictions.

(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**I. STAGE FIVE WATER USE RESTRICTIONS (Continued)** (N)

- B. Obligation to Fix Leaks, Breaks, or Malfunctions: All leaks, breaks, or other malfunctions in the customer’s plumbing fixtures and/or irrigation system must be repaired within **one (1) business day** of written notification by DOWC, unless other arrangements are made with DOWC.
- C. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:
  - i. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;
  - ii. The application of potable water to driveways and sidewalks;
  - iii. The use of potable water in a water feature, except where the water is part of a recirculating system;
  - iv. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);
  - v. Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency.
  - vi. The serving of drinking water other than upon request in eating and 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;
  - vii. Irrigation of ornamental turf on public street medians with potable water;
  - viii. The use of potable water to fill refill decorative fountains or pools;
  - ix. The use of potable water for recreational facilities such as water parks;
  - x. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes;
  - xi. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses.

(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES  
(Continued)

**I. STAGE FIVE WATER USE RESTRICTIONS (Continued)**

(N)

- D. 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 guest room using clear and easily understood language.
- E. New and existing connections may not install or utilize single-pass cooling systems for air conditioning or other cooling system applications unless required for health or safety reasons.
- F. New connections may not install non-recirculating systems for conveyer car wash applications.
- G. Filling or re-filling ornamental lakes or ponds with potable water is prohibited.
- H. Car washing is only permitted using a commercial car wash that recirculates water or by high pressure/low volume wash systems.
- I. Pool covers are required for all pools and spas.
- J. New service connections must result in a net zero demand increase.
- K. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

**J. STAGE SIX WATER USE RESTRICTIONS**

1. MANDATORY WATER BUDGETS (STAGE 6)

Water budgets may be imposed by DOWC which may include provisions such as minimum water budgets to protect the health and safety of customers and an appeals process.

In addition to the normal rate paid for the unit of water, a drought surcharge will be charged to a customer for each unit of water used over the established water budget for the billing period.

Details regarding the implementation of "Mandatory Water Budgets" will be submitted as part of any request to activate Stage 6 of this Schedule.

(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**J. STAGE SIX WATER USE RESTRICTIONS (Continued)**

(N)

2. WASTEFUL USES OF WATER (STAGE 6)

The following restrictions may be imposed by DOWC, except where necessary to address an immediate health or safety need, or to comply with a term or condition in a permit issued by a state or federal agency:

A. Outdoor Irrigation Restrictions (Stage 6)

- i. Irrigating ornamental landscapes with potable water is prohibited.
- ii. Notwithstanding the foregoing irrigation restriction, when a city, county, or other public agency in one of DOWC's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate that are different than those adopted by DOWC, DOWC may enforce the city, county, or other public agency's restrictions.

B. Obligation to Fix Leaks, Breaks, or Malfunctions: All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within **one (1) business day** of written notification by DOWC, unless other arrangements are made with DOWC.

C. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

- i. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;
- ii. The application of potable water to driveways and sidewalks;
- iii. The use of potable water in a water feature, except where the water is part of a recirculating system;
- iv. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);
- v. The serving of drinking water other than upon request in eating and 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;
- vi. The use of potable water to fill or refill decorative fountains or pools;

(N)

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Schedule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN  
WITH STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES

(Continued)

**J. STAGE SIX WATER USE RESTRICTIONS (Continued)**

(N)

- vii. The use of potable water for recreational facilities such as water parks;
- viii. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes;
- ix. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses.
  
- D. 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 guest room using clear and easily understood language.
- E. New connections may not install single-pass cooling systems for air conditioning or other cooling system applications unless required for health or safety reasons.
- F. New connections may not install non-recirculating systems for conveyer car wash applications.
- G. Filling or re-filling ornamental lakes or ponds with potable water is prohibited.
- H. Car washing is only permitted using a commercial car wash that recirculates water or by high pressure/low volume wash systems;
- I. Pool covers are required for all pools and spas.
- J. New service connections shall not be allowed.
- K. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.

(N)

(To be inserted by utility)

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**Attachment B**  
**Del Oro Water Company**  
**Rule 14.1**

Rule No. 14.1

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER (C)

**A. APPLICABILITY**

- 1. This rule applies to all of Del Oro Water Company’s (DOWC) regulated ratemaking areas in California. (C)

**B. GENERAL INFORMATION**

- 1. All expenses incurred by DOWC to implement Rule 14.1, and Schedule 14.1, and requirements of the California State Water Resources Control Board (“Water Board”) that have not been considered in a General Rate Case or other proceeding shall be accumulated by DOWC in a separate memorandum account, authorized in Resolution W-4976, for disposition as directed or authorized from time to time by the Commission. (D)

**C. DEFINITIONS**

For the purposes of this Rule, the following terms have the meanings set forth in this section.

- 1. “Commercial nursery” means the use of land, buildings or structures for the growing and/or storing of flowers, fruit trees, ornamental trees, vegetable plants, shrubs, trees and similar vegetation for the purpose of transplanting, for use as stock or grafting, and includes the retail sale or wholesale distribution of such items directly from the premises/lot.
- 2. “Drip irrigation system” means a non-spray, low-pressure, and low volume irrigation system utilizing emission devices with a precipitation or flow rate measured in gallons per hour (GPH), designed to slowly apply small volumes of water at or near the root zone of plants or other landscaping.
- 3. “Flow rate” means the rate at which water flows through pipes, valves, and emission devices, measured in gallons per minute (GPM), gallons per hour (GPH), inches per hour (IPH), hundred cubic feet (Ccf), or cubic feet per second (CFS).
- 4. “Flow-restricting device” means valves, orifices, or other devices that reduce the flow of potable water through a service line, which are capable of providing the premise with a minimum flow rate of 0.5 gallons per minute. (C)
- 5. “High-efficiency sprinkler systems” means an irrigation system with emission devices, such as sprinkler heads or nozzles, with a precipitation or flow rate no greater than one IPH. (L)
- 6. “Irrigation” means the application of potable water by artificial means to landscape.
- 7. “Irrigation system” means the components of a system meant to apply water to an area for the purpose of irrigation, including, but not limited to, piping, fittings, sprinkler heads or nozzles, drip tubing, valves, and control wiring. (L)

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Rule No. 14.1  
(Continued)

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER

(C)

**C. DEFINITIONS (Continued)**

- 8. "Landscape" means all of the outdoor planting areas, turf areas, and water features at a particular location.
- 9. "Measureable rainfall" means any amount of precipitation of more than one-quarter of an inch (0.25").
- 10. "Micro spray irrigation system" means a low-pressure, low-volume irrigation system utilizing emission devices that spray, mist, sprinkle, or drip with a precipitation or flow rate measured in GPH, designed to slowly apply small volumes of water to a specific area.
- 11. "Ornamental landscape" means shrubs, bushes, flowers, ground cover, turf, lawns, and grass planted for the purpose of improving the aesthetic appearance of property, but does not include crops or other agricultural products or special landscape areas.
- 12. "Ornamental turf" means a ground cover surface of grass that can be mowed and is planted for the purpose of improving the aesthetic appearance of property, but does not include crops or other agricultural products or special landscape areas.
- 13. "Plumbing fixture" means a receptacle or device that is connected to a water supply system, including, but not limited to, pipes, toilets, urinals, showerheads, faucets, washing machines, water heaters, tubs, and dishwashers.
- 14. "Potable water" means water supplied by DOWC which conforms to the federal and state standards for human consumption.
- 15. "Properly programmed" means a smart irrigation controller that has been programmed according to the manufacturer's instructions and site-specific conditions.
- 16. "Real-time water measurement device" means a device or system that provides regularly updated electronic information regarding the customer's water use.
- 17. "Runoff" means water which is not absorbed by the soil or landscape to which it is applied and flows from the landscape onto other areas.
- 18. "Smart irrigation controller" means an automatic device used to remotely control valves that operate an irrigation that has been tested by an American National Standards Institute accredited third-party certifying body or laboratory in accordance with the Environmental Protection Agency's Water Sense program (or an analogous successor program), and certified by such body or laboratory as meeting the performance and efficiency requirements of such program, or the more stringent performance and efficiency requirements of another similar program.

(L)

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(C)

(N)  
|  
(N)

(L)

(To be inserted by utility)

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Rule No. 14.1

(Continued)

**NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER**

(C)

**C. DEFINITIONS (Continued)**

- 19. "Special landscape area" means an area of the landscape dedicated solely to edible plants and areas dedicated to active play such as parks, sports fields, golf courses, and where turf provides a playing surface.
- 20. "Turf" means a ground cover surface of grass that can be mowed.
- 21. "Water feature" means a design element where open, artificially supplied water performs an aesthetic or recreation feature, including, but not limited to, ponds, lakes, waterfalls, fountains, and streams.
- 22. "Water use evaluation" means an evaluation of the efficiency of indoor water-using devices, including, but not limited to, measurement of flow rates for all existing showerheads, faucets, and toilets, inspection for leaks, and providing written recommendations to improve the efficiency of the indoor water-using fixtures and devices and/or an evaluation of the performance of an irrigation system, including, but not limited to, inspection for leaks, reporting of overspray or runoff, and providing written recommendations to improve the performance of the irrigation system.

(L)

**D. ENFORCEMENT**

This Rule establishes certain restrictions on the use of potable water. Violating the restrictions set forth is declared a non-essential, wasteful use of potable water. DOWC is authorized to take the following actions when its personnel verify a customer is using potable water for non-essential, wasteful uses. No person shall have any right or claim in law or in equity, against DOWC because of, or as a result of, any matter or thing done or threatened to be done pursuant to the restrictions on using potable water for non-essential, wasteful uses.

(T)  
(T)  
(C)

- 1. **FIRST VIOLATION:** DOWC shall provide the customer with a written notice of violation.
- 2. **SECOND VIOLATION:** If DOWC verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, DOWC shall provide the customer with a second written notice of violation and is authorized to install a flow-restricting device on the customer's service line. DOWC shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow restricting device.

(L)

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Rule No. 14.1

(Continued)

**NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER**

(C)

**D. ENFORCEMENT (Continued)**

(L)

3. NOTICES OF VIOLATION:

A. Unless otherwise specified, written notices of violation provided to customers pursuant to this Rule shall document the verified violation and alert the customer to the fact that future violations of the restricted uses of potable water may result in the installation of a flow-restricting device on the customer's service line or the discontinuation of the customer's service.

(T)

B. If DOWC elects to install a flow-restricting device on a customer's service line, the written notice of violation shall document the steps the customer must take in order for the flow-restricting device to be removed, and explain that after the flow-restricting device is removed, it may be reinstalled, without further notice, if the customer is again verified by DOWC's personnel to be using potable water for non-essential, wasteful uses.

(T)

4. FLOW RESTRICTING DEVICE CONDITIONS: The installation of a flow-restricting device on a customer's service line is subject to the following conditions:

A. The device shall be capable of providing the premise with a minimum flow rate of 0.5 gallons per minute.

(C)

B. The device may only be removed by DOWC, and only after a minimum three-day period has elapsed.

C. Any tampering with the device may result in the discontinuation of the customer's water service and the customer being charged for any damage to DOWC's equipment or facilities and any required service visits.

D. After the removal of the device, if DOWC verifies that the customer is using potable water for non-essential, wasteful uses, DOWC may install another flow-restricting device without prior notice. This device may remain in place until water supply conditions warrant its removal. If, despite the installation of the device, DOWC verifies that the customer is using potable water for non-essential, wasteful uses, then DOWC may discontinue the customer's water service, as provided in its Rule No. 11.

5. FLOW-RESTRICTING DEVICE REMOVAL CHARGES: The charge to customers for removal of a flow-restricting device installed pursuant to this Rule is \$100 during normal business hours, and \$150 for the device to be removed outside of normal business hours.

(L)

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Rule No. 14.1

(Continued)

**NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER**

(C)

**E. WASTEFUL USES OF WATER**

(L)

Except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency, customers are prohibited, at all times, from using potable water for the following actions, as each is declared a non-essential, wasteful use of water:

(L)

1. Outdoor Irrigation Restrictions

(C)

a. Irrigating ornamental landscape with potable water is prohibited during the hours between 8:00 a.m. and 6:00 p.m.

b. The foregoing irrigation restriction does not apply to:

(i) Landscape irrigation zones that exclusively use drip irrigation systems and/or micro spray irrigation systems;

(ii) Irrigating ornamental landscapes with the use of a hand-held bucket or similar container, with a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not it use or monitored, or for the express purpose of adjusting or repairing an irrigation system.

2. Obligation to Fix Leaks, Breaks, or Malfunctions: All leaks, breaks, or other malfunctions in the customer’s plumbing fixtures and/or irrigation system must be repaired within five (5) business days of written notification by DOWC, unless other arrangements are made with DOWC.

3. Prohibited Uses of Water: Customers are prohibited from using potable water for the following actions:

a. The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures;

b. The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use;

c. The application of potable water to driveways and sidewalks;

d. The use of potable water in a water feature, except where the water is part of a recirculating system;

e. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall (see Definitions);

f. Irrigation outside of newly constructed homes and buildings with potable water in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission, the Department of Housing and Community Development, or other state agency.

g. The serving or drinking water other than upon request in eating and 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;

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Rule No. 14.1

(Continued)

**NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER**

(C)

**E. WASTEFUL USES OF WATER (Continued)**

- 4. 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 guest room using clear and easily understood language. (C)
- 5. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference. (C)

(C)

(D)

**F. ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES**

(L)

- 1. ADDITION OF SCHEDULE NO. 14.1: If, in the opinion of DOWC, more stringent water conservation measures are required due to supply conditions or government directive, DOWC may request the addition of a Schedule No. 14.1 – Staged Mandatory Reductions and Drought Surcharges, via a Tier 2 advice letter. (T)

(T)

- A. DOWC may not activate Schedule No. 14.1 until it has been authorized to do so by the California Public Utilities Commission, as delegated to its Division of Water and Audits.
- B. A Schedule No. 14.1 that has been authorized by the California Public Utilities Commission shall remain dormant until triggered by specific conditions detailed in the Schedule No. 14.1 tariff and DOWC has requested and received authorization for activating a stage by the California Public Utilities Commission. (T)

(T)

C. Notice of the Tier 2 advice letter and associated public participation hearing, if required, shall be provided to customers through a bill insert or a direct mailing, as set forth in Subsection 5 (Public Notice) below.

D. DOWC shall comply with all requirements of Sections 350-358 of the California Water Code.

E. The Tier 2 advice letter requesting the addition of a Schedule No. 14.1 shall include, but not be limited to:

i. A proposed Schedule No. 14.1 tariff, which shall include but not be limited to:

1. Applicability,

2. Territory applicable to,

(L)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

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Rule No. 14.1  
(Continued)

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER (C)

**F. ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (Continued)** (L)

- 3. A detailed description of each stage of water budgets (the number of stages requested for a ratemaking area may vary depending on the specifics of the water shortage event),
- 4. A detailed description of the trigger(s) that activates each stage of water budgets,
- 5. A detailed description of each water use restriction for each stage of water budgets,
- 6. Water use violation levels, written warning levels, associated fines, if applicable, and exception procedures,
- 7. Conditions for installation of a flow-restricting device, (T)
- 8. Charges for the removal of a flow-restricting device, and (T)
- 9. Special conditions

ii. Justification for, and documentation and calculations in support of the water budgets.

2. Conditions for Activating Schedule No. 14.1: DOWC may file a Tier 1 advice letter to request activation of a particular stage of its Schedule No. 14.1 tariff if: (C)

- A. DOWC, the California Public Utilities Commission, wholesale water supplier, or other government agency declares an emergency requiring mandatory water budgets, mandatory water rationing, or mandatory water allocations; or
- B. A government agency declares a state of emergency in response to severe drought conditions, earthquake or other catastrophic event that severely reduces DOWC's water supply; or
- C. Water supplies are projected to be insufficient to meet normal customer demand by DOWC; or
- D. A water supply shortage or threatened shortage exists; or
- E. DOWC is unable to achieve water conservation targets set by itself or a governing agency; or
- F. Water conservation targets set by itself or a governing agency are insufficient; or (L)

(To be inserted by utility)

Issued By

(To be inserted by P.U.C.)

Advice Letter No. 532

**JANICE HANNA**

Date Filed \_\_\_\_\_

Decision No. \_\_\_\_\_

*Director, Corporate Accounting*

Effective \_\_\_\_\_

Resolution No. \_\_\_\_\_

Rule No. 14.1  
(Continued)

**NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER**

**F. ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (Continued)**

(L)

G. DOWC chooses to subsequently activate a different stage of its Schedule No. 14.1 tariff.

3. Activating Schedule No. 14.1: The Tier 1 advice letter requesting activation of a stage of the Schedule 14.1 tariff shall:

(C)

A. Include, but not be limited to, a justification for activating the particular stage of Staged Mandatory Reductions and Drought Surcharges, as well as the period during which the particular stage will be in effect.

B. Be accompanied by the customer notification measures detailed in sub-section 5 (Public Notice) below.

4. De-Activating Schedule No. 14.1: When Schedule No. 14.1 is activated and DOWC determines that water supplies are again sufficient to meet normal demands, and mandatory water use reductions are no longer necessary, DOWC shall seek the approval of the California Public Utilities Commission, via a Tier 1 advice letter, to de-activate the particular stage of mandatory water use reductions that had been authorized.

5. Public Notice

A. When DOWC requests the addition of a Schedule No. 14.1 via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public hearing to customers through bill inserts or direct mailing, and it shall comply with all requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following:

(T)  
(T)  
(T)

i. In order to be in compliance with both the General Order 96-B and CWC, notice shall be provided via both newspaper and bill insert or direct mailing.

(T)

ii. One notice shall be provided for each advice letter filed, that includes both notice of the filing of the Tier 2 advice letter as well as the details of the public hearing (date, time, place, etc.).

iii. The public meeting shall be held after the Tier 2 advice letter is filed, and before the Commission authorizes the addition of Schedule 14.1 to the tariff except in cases of emergency water shortages approved by the Commission.

(C)

iv. DOWC shall consult with Division of Water and Audits staff prior to filing advice letter, in order to determine details of the public meeting.

(L)(T)

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Rule No. 14.1  
(Continued)

NON-ESSENTIAL, WASTEFUL USES OF POTABLE WATER

**F. ADOPTION OF SCHEDULE NO. 14.1 - STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES (Continued)**

(L)

B. In the event that Schedule No. 14.1 is triggered, and DOWC requests activation through the filing of a Tier 1 advice letter, DOWC shall notify its customers and provide each customer with a summary of Schedule No. 14.1 by means of bill insert or direct mailing. Notification shall take place prior to imposing any penalties associated with this plan. If activation of Schedule No. 14.1 occurs one year or more since the public hearing associated with adding Schedule 14.1 to its tariffs, then DOWC shall conduct a public hearing pursuant to California Water Code Section 351 prior to activating a stage of the tariff.

(T)

(T)

(T)

C. During the period that a stage of Schedule No. 14.1 is activated, DOWC shall provide customers with updates in at least every other bill, regarding its water supply status and the results of customers' conservation efforts.

(L)

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