

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)

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(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.

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(Continued)

**C. DEFINITIONS (Continued)**

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- 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.

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(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:

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(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.

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(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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(Continued)

**E. STAGE ONE WATER USE RESTRICTIONS**

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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.**

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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.

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

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(Continued)

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

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- 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.

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- 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:

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(Continued)

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

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- 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.

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(Continued)

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

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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.

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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.

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

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(Continued)

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

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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.

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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.

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

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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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(Continued)

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

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- 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. 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;

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**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.

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(To be inserted by utility)

Issued By

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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:

(L)(C)

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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:

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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)**

- 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 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 turf on public street medians with potable water;
  - viii. The use of potable water to fill or 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 (if street sweeping is not feasible);
  - xi. 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.

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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)

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.

(N)

(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.

(T)

H. Car washing is only permitted using a commercial car wash that recirculates water or by high pressure/low volume wash systems.

(N)

(N)

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.

(D)

(L)

**I. STAGE FIVE WATER USE RESTRICTIONS**

(N)

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:

(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)

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)

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