



**Water Conservation and Supply Shortage Program
Stages 1 & 2
Adopted via Ordinance 374 May 6, 2009**



Frequently Asked Questions

What is the purpose of this program?

Western’s Water Conservation and Supply Shortage Program will help the District address changing water supply conditions and reliably meet customer demands during water shortages caused by droughts, supply reductions and emergency conditions. The Program is designed to:

- Effectively manage water demand through increased efficiency and conservation;
- Assure the maximum beneficial use of District water supplies; and
- Prevent water waste.

The primary objective is to maximize efficient water use within the service area to avoid or minimize the effects of a water supply shortage to the greatest extent possible.

Why is this program needed?

In February 2009, the Governor declared a state of emergency caused by persistent drought conditions. In April, the Metropolitan Water District of Southern California announced a regional water shortage of 10 percent, effective July 1. Western relies upon Metropolitan for the majority of its water supply and is requesting that all customers increase water use efficiency, particularly outdoors.

The Program provides a complete set of “tools” or strategies to ensure water is beneficially used. On July 1, Western’s board will consider adopting Stage 2 - *Minimal Water Shortage*, calling for additional water management actions to reduce overall District water use by up to 10 percent. If adopted, Stage 2 measures will become effective July 1. More information is available online at wmwd.com.

STAGE 1: ♠ NORMAL WATER SUPPLY ♠	
Section 6, Ordinance 374	<p><u>Baseline Efficiency Actions & Reduction Measures</u></p> <ul style="list-style-type: none"> • Landscape watering is prohibited on all days of the week from 8 a.m. to 8 p.m. • Eliminate run-off and over-spray to adjacent properties or streets. • Equip open hoses with automatic, positive shut-off nozzles. • All leaks, improperly adjusted sprinklers or other water conduits/fixtures that require repair shall be corrected within 96-hours of District notification. • No washing down sidewalks, driveways, patios or other paved or hard surface areas. • Make sure automatic irrigation timers are adjusted according to changing weather patterns and landscape requirements. • Construction operations receiving potable water from a construction meter for water trucks shall not use water for any purpose other than those required by regulatory agencies.

STAGE 2: 💧 MINIMAL WATER SHORTAGE 💧 6-10 PERCENT REDUCTION

<p>Section 7, Ordinance 374</p> <p>Goal: Reduce District water use by 6 to 10%</p>	<p>NOTE: All Stage 1 efficiency measures remain in effect throughout Stage 2.</p> <p><u>Additional Efficiency Actions & Reduction Measures</u></p> <ul style="list-style-type: none"> • All leaks, improperly adjusted sprinklers or other water conduits/fixtures that require repair shall be corrected within 72-hours of District notification. • Properties with odd number street addresses, parks, and public right-of-ways can irrigate landscaping <u>only</u> on Saturdays, Mondays and Wednesdays. • Properties with even number street addresses can irrigate landscaping <u>only</u> on Sundays, Tuesdays and Thursdays. • Limit pop-up spray-type sprinklers to a maximum of 15-minutes <u>total</u> run-time on days of irrigation.* • Limit impact, rotor and rotary-nozzle sprinklers to a maximum of 30-minutes <u>total</u> run-time on days of irrigation.* • Irrigation controllers that are certified by the Irrigation Association as Smart Water Application Technology <u>and</u> are registered with Western are exempt from run-time and irrigation day requirements during Stages 2 through 4, but not time of day requirements.
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*Note during Stage 2: 15 and 30 minute run-time totals apply to each irrigation system station, NOT the overall total. Example: If your irrigation system contains 5 stations, each may run up to the applicable time period. Western recommends dividing the total run-time for each station into smaller cycles to reduce water run-off.

What penalties will be assessed for failing to comply with the program?

Penalties vary based on the size of a customer’s water meter, the declared program stage and the number of prior violations within a 12 calendar month period. Monetary penalties are not imposed for a first or second violation within 12 calendar months. The following table outlines penalties for non-compliance.

PENALTIES FOR NON-COMPLIANCE**:			
NOTE: Repeat/subsequent violations are those occurring within 12 calendar months.			
<u>Size of Meter Service</u>	<u>Less than 2-inches</u>	<u>2-inches and larger</u>	
1 st Violation	Written Notice/Door hanger	Written Notice/Door hanger	
2 nd Violation	Written Notice & Program Summary	Written Notice & Program Summary	
3 rd Violation (Stage 1 and 2)	\$100 per day	\$100 per day	
3 rd Violation (Stages 3, 4 & 5)	\$200 per day	\$300 per day	
4 th Violation (Stage 1 and 2)	\$200 per day	\$300 per day	
4 th Violation (Stages 3, 4 & 5)	\$400 per day	\$600 per day	
5 th & Subsequent Violations	Flow restriction & monetary penalty	Flow restriction, termination & monetary penalty	

**Customer appeals and relief from compliance procedures are outlined in Sections 17 and 18 of Ordinance 374. A complete copy of Ordinance 374 can be found online at wmwd.com.

Am I required to reduce my individual water use by 6 to 10 percent?

No. Western is requesting that all customers decrease water use, particularly outdoors, in order to help achieve an *overall* District water savings of 6 to 10 percent. Individual customer accounts will not be monitored to achieve specific water savings percentages during Stage 2.

When can I irrigate my landscape under Stage 2?

Landscape watering is **prohibited** on all days of the week from 8 a.m. to 8 p.m. Properties ending with an **odd** number street address, parks and public right-of-ways can irrigate landscaping only on Saturdays, Mondays and Wednesdays. Properties ending with an **even** number street address can irrigate landscaping only on Sundays, Tuesdays and Thursdays.

How do I register my irrigation system with Western?

Irrigation controllers certified by the Irrigation Association as Smart Water Application Technology (SWAT) and registered with Western are exempt from run-time and irrigation day requirements during Stages 2 through 4, but not time of day requirements because of their proven overall water saving results. Registration forms can be requested by calling the Water Use Efficiency Hotline at 951.789.5086 or going online at wmwd.com. A complete list of SWAT certified irrigation controllers is available online at irrigation.org. Click on "SWAT controller reports" for the list.

What if I have drip irrigation...is that affected?

The intent of the days-of-the-week landscape watering restrictions imposed in Water Conservation Stage 2 is to target methods of irrigation that are inefficient – sprinklers that are more susceptible to overspray and run-off. If you have irrigation systems that deliver low volumes of water directly to the plant materials through individual drip emitters (not micro or mini sprinklers), then you have a lower likelihood of excessive irrigation and waste. These stations would not be held to the days of the week watering restrictions because of their efficient nature. Your lawn watering valves, however, would be required to observe the days of the week watering restrictions.

Are swimming pools affected?

No. Swimming pools are not affected during Stage 2.

Are nonpotable water customers affected?

Yes, nonpotable water customers must comply with Stage guidelines.

Are businesses that use water for their daily operations affected?

No. The use of water in businesses where use is necessary to complete manufacturing or other normal operations (such as nurseries) are not affected. However, water use for non-vital functions, such as watering of outdoor landscaping at the business site, fall under Stage 2 landscape irrigating rules above.

Are IAWP (Interruptible Agriculture Water Program) customers affected?

No. Customers on this program are on a separate discount rate structure with a water budget that has already been reduced by 30 percent. As an agricultural customer, we assume appropriate measures are already being taken to maximize water efficiency.

What are some other ways to save water?

- Install water-wise devices and choose climate appropriate plants for your landscape.
- Check for available rebates on items from "smart" controllers to high efficiency clothes washers.
- Fix leaks and make sure appliances are full before you hit the start button.

- Take shorter showers and turn off the faucet while brushing teeth or shaving.

The District is actively working with member agencies to implement the Water Use Efficiency Master Plan with specific, targeted water-saving programs. Conservation tools are available to customers free of charge, including the *Water Wise Gardening for the Inland Empire* CD. You can also visit Western's one-acre water conservation garden, *Landscapes Southern California Style*sm.

For more information about the Program, customer rebates or how to be more water efficient, call the Water Use Efficiency Hotline at 951.789.5086 or go online at wmwd.com.

What is Western doing to make our region more water independent?

Western has several projects in the works that will diversify our local water supply. A cooperative water wheeling agreement recently signed by Western and the city of Riverside will provide up to 6,000 acre-feet of groundwater per year. The Riverside-Corona Feeder is Western's hallmark regional water supply project that will provide up to 40,000 acre-feet of water stored in underground basins during wet years for use in dry years. Federal legislation authorizing \$26 million for this project was signed by President Obama in March.

The planned Arlington Desalter expansion will increase treatment capacity to produce up to 7,500 acre-feet of drinking water per year (AF/Y). A partnership with the city of Ontario and Jurupa Community Services District to expand the Chino II Desalter will increase regional drinking water supply by 10,600 AF/Y. The Western Water Recycling Facility will increase recycled water treatment capacity to 3 million gallons per day by summer 2010. Further, Western is pursuing water rights initiatives to secure additional future water supply from regional sources as part of the Seven Oaks Dam project to provide backup water supply by capturing storm water.

What are the long-term District priorities?

Restoring water reliability from the Bay-Delta by supporting the construction of a peripheral canal is Western's long-term legislative priority. This action will result in the greatest amount of water being delivered to the greatest number of people, farms and industries. We continue working with legislators to convey the importance of protecting your property taxes from state budget impacts. Contact your legislators and demand that property taxes you already pay remain local. This revenue helps build projects that are critical to solving our water shortage crisis, providing jobs to local construction and supply companies. At Western, our goal is to maximize efficient water use now - to minimize the effects of a water supply shortage to the greatest degree possible.

Is the District considering a new water rate structure for the future?

Yes. Western, guided by its Board of Directors, is considering the implementation of Water Budget rates in spring 2010. This type of rate structure has been adopted by water agencies throughout the Inland Empire. It involves creating a water budget tailored to meet the needs of each customer household, based on their water needs. The factors considered for each water budget include the number of persons living in a household and the size of each home's outdoor landscape. More information will be mailed to each customer in the next few months.