

Rule No. 14.1**WATER SHORTAGE CONTINGENCY PLAN (continued)**

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A. APPLICABILITY

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1. This schedule applies to all of California Water Service's regulated ratemaking areas in California, as well as Grand Oaks Water.

B. GENERAL INFORMATION

1. All expenses incurred by utility 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 Cal Water in a separate memorandum account, authorized in Resolution W-4976, for disposition as directed or authorized from time to time by the Commission.
2. To the extent that a Stage of Mandatory Water Use Restrictions in Schedule 14.1 has been activated, and a provision in this Rule is inconsistent with the activated Stage in Schedule 14.1, the provisions of Schedule 14.1 apply.

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 passing a minimum of 3 Ccf per person, per month, based upon the U.S. Census calculation of the average number of people in a household in the area.
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-tenth of an inch (0.1").
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.

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(To be inserted by utility)

Issued by

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

Advice Letter No. 2167-A

PAUL G. TOWNSLEY

Date Filed

Decision No. -

NAME

Vice President

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C. DEFINITIONS (Continued)

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.
14. "Potable water" means water supplied by Cal Water 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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Advice Letter No. 2167-A

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D. ENFORCEMENT

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Each Stage of this Rule 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. Subject to the schedule and conditions outlined below, Cal Water is authorized to install a flow-restricting device on the service line of any customer 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 Cal Water 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.

1. FIRST VIOLATION: Cal Water shall provide the customer with a written notice of violation.
2. SECOND VIOLATION: If Cal Water verifies that the customer has used potable water for non-essential, wasteful uses after having been notified of the first violation, Cal Water 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. Cal Water shall not be held liable for any injuries, damages, and/or consequences arising from the installation of a flow restricting device.
3. NOTICES OF VIOLATION:
 - A. 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.
 - B. If Cal Water elects to install a flow-restricting device on a customer's service line, the written notice of violation shall explain that a flow-restricting device has or will be installed on the customer's service line, 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 Cal Water's personnel to be using potable water for non-essential, wasteful uses.
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 of 3 Ccf per person, per month, based upon the U.S. Census calculation of the average number of people in a household in the area.
 - b. The device may only be removed by Cal Water, 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 Cal Water's equipment or facilities and any required service visits.

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D. ENFORCEMENT (Continued)

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d. After the removal of the device, if Cal Water verifies that the customer is using potable water for non-essential, wasteful uses, Cal Water 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, Cal Water verifies that the customer is using potable water for non-essential and, unauthorized wasteful uses, then Cal Water 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.

E. WASTEFUL USES OF WATER

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:

1. Use of potable water through a broken or defective plumbing fixture or irrigation system when Cal Water has notified the customer in writing to repair the broken or defective plumbing fixture or irrigation system, and the customer has failed to effect such repairs within seven (7) business days of receipt of such notice;
2. 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;
3. 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.

F. MANDATORY STAGED RESTRICTIONS OF WATER USE

1. **ADOPTION OF STAGED MANDATORY RESTRICTIONS:** Cal Water may implement the following staged mandatory restrictions of water use, after notifying the Director of the Commission's Division of Water and Audits (DWA), by a Tier 1 advice letter in both hard-copy and emailed formats, of Cal Water's intent to implement a particular stage, if:
 - a. Water supplies are projected to be insufficient to meet normal customer demand by Cal Water; or
 - b. A water supply shortage or threatened shortage exists; or
 - c. Water supplies are curtailed by a wholesale water supplier; or
 - d. Directed to do so under a duly adopted emergency regulation by the Commission or other authorized government agencies.

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WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

2. **PUBLIC NOTICE:** Thirty (30) days prior to implementing a mandatory staged reduction in water use in this Rule, Cal Water shall notify its customer of the requirements of the particular stage implemented by Cal Water by bill insert, direct mailing, email, or bill message directing the customer to additional information on Cal Water's website.
3. **STAGE 1 WATER SHORTAGE:** A Stage 1 Water Shortage occurs when Cal Water, the Commission, a wholesale water supplier, or other authorized government agency determines that measures are needed to reduce water consumption by customers served by public water suppliers. In addition to the prohibitions outlined in **Section E**, the following restrictions may be imposed by Cal Water, 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 landscapes with potable water is limited to no more than **three (3) days** per week, on a schedule established and posted by Cal Water 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, 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 Cal Water with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
 5. Notwithstanding the foregoing restrictions, when a city, county, or other local public agency in one of Cal Water's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate which are different than those adopted by Cal Water, Cal Water may enforce the city, county, or other local public agency's 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 system;

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WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 1 (cont.)]

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 fixture(s) or irrigation system(s) must be repaired within **five (5) business days** of written notification by Cal Water, unless other arrangements are made with Cal Water.
- c. **Prohibited** Uses of Water: Customers are prohibited from using potable water for the following actions:
 - i. The application of potable water to driveways and sidewalks;
 - ii. The use of potable water in a water feature, except where the water is part of a recirculating system;
 - iii. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall.
- d. Other duly adopted restrictions on the use potable water as prescribed from time to time by the Commission or other authorized government agencies are incorporated herein by reference.
4. **STAGE 2 WATER SHORTAGE:** A Stage 2 Water Shortage occurs when the Stage 1 Water Shortage restrictions are deemed insufficient to achieve identified water use goals established by Cal Water, the Commission, a wholesale water supplier, or other authorized government agency. In addition to the prohibited wasteful water use practices listed in Section D, the following restrictions may be imposed by Cal Water, 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. Differences from or additions to the previous Stage are underlined.
 - 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 Cal Water 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, Tuesdays, and Thursdays.
 2. Customers with odd-numbered addresses may irrigate on Sundays, Wednesdays, and Fridays.

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WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 2 (cont.)]

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 Cal Water with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
5. Notwithstanding the foregoing restrictions, when a city, county, or other public agency in one of Cal Water's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate which are different than those adopted by Cal Water, Cal Water may enforce the city, county, or other local public agency's 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 system;
 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.
- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the customer's plumbing fixture(s) or irrigation system(s) must be repaired within **three (3) business days** of written notification by Cal Water, unless other arrangements are made with Cal Water.
- c. **Prohibited Uses of Water:** Customers are prohibited from using potable water for the following actions:
 - i. The application of potable water to driveways and sidewalks;
 - ii. The use of potable water in a water feature, except where the water is part of a recirculating system;
 - iii. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall;
 - iv. 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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(N)

(To be inserted by utility)

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(N)

WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 2 (cont.)]

- v. Irrigation of ornamental landscape on public street medians;
 - 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 and the Department of Housing and Community Development.
 - 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. Limits on Filling Ornamental Lakes or Ponds: 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 Rule.
 - f. 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.
5. STAGE 3 WATER SHORTAGE: A Stage 3 Water Shortage occurs when the Stage 2 Water Shortage restrictions are deemed insufficient to achieve identified water use goals established by Cal Water, the Commission, a wholesale water supplier, or other authorized government agency. In addition to the prohibited wasteful water use practices listed in Section D, the following restrictions may be imposed by Cal Water, 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. Differences from or additions to the previous Stages are underlined.
- a. Outdoor Irrigation Restrictions
 - 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 Cal Water 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 and Tuesdays (previous Stages allowed Thursdays as well).
 - 2. Customers with odd-numbered addresses may irrigate on Sundays and Wednesdays (previous Stages allowed Fridays as well).
 - 3. Customers without a street address may irrigate on Saturdays and Tuesdays (previous Stages allowed Thursdays as well).

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(N)

WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 3 (cont.)]

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 Cal Water with a plan to achieve water use reductions commensurate with those that would be achieved by complying with foregoing restrictions.
5. Notwithstanding the foregoing restrictions, when a city, county, or other local public agency in one of Cal Water's service areas duly adopts restrictions on the number of days or hours of the day that customers may irrigate which are different than those adopted by Cal Water, Cal Water may enforce the city, county, or other local public agency's 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 system;
 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.
- 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 **two (2) business days** of written notification by Cal Water, unless other arrangements are made with Cal Water.
- c. **Prohibited Uses of Water:** Customers are prohibited from using potable water for the following actions:
 - i. The application of potable water to driveways and sidewalks;
 - ii. The use of potable water in a water feature, except where the water is part of a recirculating system;
 - iii. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall;
 - iv. 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;
 - v. Irrigation of ornamental turf on public street medians;
 - 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 and the Department of Housing and Community Development.
 - vii. Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible);

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WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 3 (cont.)]

- viii. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other 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.
- e. Limits on Filling Ornamental Lakes or Ponds: 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 Rule.
- f. 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.
6. STAGE 4 WATER SHORTAGE: A Stage 4 Water Shortage occurs when the Stage 3 Water Shortage restrictions are deemed insufficient to achieve identified water use goals established by Cal Water, the Commission, a wholesale water supplier, or other authorized government agency. In addition to the prohibited wasteful water use practices listed in Section D, the following restrictions may be imposed by Cal Water, 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. Differences from or additions to the previous Stage are underlined.
- a. Irrigating ornamental landscape with potable water is prohibited, except when a hand-held bucket or a similar container, or 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 is used to maintain vegetation, including trees and shrubs.
- 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 **one (1) business day** of written notification by Cal Water, unless other arrangements are made with Cal Water.

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

- i. The application of potable water to driveways and sidewalks;
- ii. The use of potable water in a water feature, except where the water is part of a recirculating system;
- iii. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall;

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(N)

WATER SHORTAGE CONTINGENCY PLAN (continued)

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F. MANDATORY STAGED RESTRICTIONS OF WATER USE (Continued)

[Stage 4 (cont.)]

- iv. 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;

[Note that items previously identified as (v) and (vi) in Stage 3 have been eliminated.]

- v. Use of potable water for street cleaning with trucks (the previous Stage allowed certain exceptions);

- vi. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses (the previous Stage allowed certain exceptions).

- c. 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.

- d. Limits on Filling Ornamental Lakes or Ponds: 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 Rule.

- f. Other duly adopted restrictions on the use of utility-supplied potable water as prescribed from time to time by the Commission or other authorized government agencies, commissions, or officials are incorporated herein by reference.

G. ADOPTION OF STAGED MANDATORY WATER USE REDUCTIONS (for Schedule 14.1)

1. ADDITION OF SCHEDULE 14.1: If, in the opinion of Cal Water, more stringent water conservation measures are required due to supply conditions or government directive, Cal Water may request the addition of a Schedule No. 14.1 – Staged Mandatory Water Use Reductions, via a Tier 2 advice letter.

- A. Cal Water 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 14.1 tariff and Cal Water has requested and received authorization for activating a stage by the California Public Utilities Commission.

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(N)

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G. ADOPTION OF STAGED MANDATORY WATER USE REDUCTIONS (for Schedule 14.1) (continued)

- 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. Cal Water 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,
 - 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 restrictor,
 - 8. Charges for removal of flow restrictors, and
 - 9. Special conditions
 - ii. Justification for, and documentation and calculations in support of the water budgets.
2. Conditions for Activating Schedule No. 14.1: Cal Water may file a Tier 1 advice letter to request activation of a particular stage of its Schedule No. 14.1 tariff if:
- a. Cal Water, 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 Cal Water's water supply; or
 - c. Cal Water is unable to achieve water conservation targets set by itself; or
 - d. Water conservation targets set by itself or a governing agency are insufficient; or
 - e. Cal Water chooses to subsequently activate a different stage of its Schedule No. 14.1 tariff.

(continued)

(To be inserted by utility)

Advice Letter No. 2167-A

Decision No. -

Issued by

PAUL G. TOWNSLEY

NAME

Vice President

TITLE

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

Date Filed _____

Effective _____

Resolution No. _____

Rule No. 14.1

WATER SHORTAGE CONTINGENCY PLAN (continued)

(Page 13)

(N)

G. ADOPTION OF STAGED MANDATORY WATER USE REDUCTIONS (for Schedule 14.1) (continued)

- a. Include, but not be limited to, a justification for activating the particular stage of mandatory water use reductions, 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 Cal Water determines that water supplies are again sufficient to meet normal demands, and mandatory water use reductions are no longer necessary, Cal Water shall seek the approval of the California Public Utilities Commission, via a Tier 1 advice letter, to deactivate the particular stage of mandatory water use reductions that had been authorized.
5. Public Notice
- a. When Cal Water requests the addition of a Schedule 14.1 – Staged Mandatory Water Use Reductions Tariff, via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public hearing provided 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:
 - 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/direct mailing.
 - 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 DWA.
 - iv. Cal Water shall consult with Division of Water and Audits staff prior to filing advice letter, in order to determine details of public meeting.
 - b. In the event that Schedule No. 14.1- Staged Mandatory Water Use Reductions Tariff is triggered, and Cal Water requests activation through the filing of a Tier 1 advice letter, Cal Water 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 Cal Water shall conduct a public hearing pursuant to California Water Code Section 351 prior to activating a stage of its Mandatory Water Use Reduction Tariff.
 - c. During the period that a stage of Schedule No. 14.1 is activated, Cal Water shall provide customers with updates in at least every other bill, regarding its water supply status and the results of customers' conservation efforts.

(N)

[end]

(To be inserted by utility)

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