

## WATER SHORTAGE CONTINGENCY PLAN

This Water Shortage Contingency Plan (WSCP) complies with California Water Code (CWC) Section 10632, which requires that every urban water supplier shall prepare and adopt a WSCP as part of its Urban Water Management Plan (UWMP).

The provisions of the WSCP shall take effect upon a declaration of a water shortage made by a resolution of the Big Lagoon Community Services District Board of Directors (the Board). Recommendation for the implementation of the WSCP shall be brought to the Board of Directors whenever the Water Operator, upon engineering analysis of District water supplies or due to regulatory requirements, notices, or orders, finds and determines that a water shortage emergency exists or is imminent within the Big Lagoon Community Services district. The WSCP shall remain in effect for the duration of the water shortage set forth in the resolution, or until rescinded by the Board.

The Board shall communicate with the public, and local, regional, and state government agencies during each water shortage stage to communicate the demand reduction actions required. For each water shortage stage, the Board will implement water conservation measures. In the earliest stages, measures will be voluntary. But as the stages progress, the measures will become mandatory.

Early conservation measures will focus on types and times of use. This means required reductions in, or prohibitions on, certain uses of water. This would include things like filling hot tubs, outdoor washing (cars, boats, driveways, etc.) watering during certain times of the day, etc. As water shortage stages become more severe, water rationing may be required.

### **Water Shortage / Drought Stages**

Stage 1 (10% Reduction) – Temporary disruption in water delivery due to required maintenance of district infrastructure.

**VOLUNTARY:** BLCSD will notify customers through mail stuffers, email, social media posts, and via the District website. Water conservation is **requested** of all customers.

- Use of water-efficient indoor devices.
- Promptly repair all leaks in plumbing fixtures, water lines, and sprinkler systems.
- Installation of low-flow shower heads, low-flush toilets, and faucet aerators.
- Reduction in outdoor irrigation of ornamental landscapes by 20% of typical residential use (as determined by resident).
- Hose-end shutoff nozzles on all garden and utility hoses.

Stage 2 (20% Reduction) – Temporary disruption in water delivery due to a leak in a pipe maintained by the district. Repair may be time consuming; up to 12 hours.

**VOLUNTARY:** BLCSD will notify customers through mail stuffers, email, social media posts, and via the District website. Water uses indicated below are nonessential and are **requested** to be implemented:

- In addition to the previously listed requests, refrain from washing decks, homes, sheds, cars, boats, trailers, or other vehicles until the water shortage has been declared over.
- Reduction in outdoor irrigation of ornamental landscapes by 50% of typical residential use (as determined by resident).

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Stage 3 (30% Reduction) – Significant disruption in water delivery that is expected to last up to 24 hours. This could include issues with the water pump, pipe breakage, etc.

**MANDATORY:** BLCSD will notify customers, and local and state agencies through phone calls, email, mail stuffers, social media posts, and via the District website. In addition to the restricted water uses in earlier stages, water uses indicated below are nonessential and are **prohibited**:

- Outdoor irrigation of ornamental landscapes, gardens or turf with potable water.
- Use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculation system.
- The use of a hose that dispenses potable water to wash a motor vehicle or for any other purpose such as washing driveways, parking areas, etc.

Stage 4 (40% Reduction) – Significant disruption in water delivery that is expected to last at least 24 hours and up to 48 hours.

**MANDATORY:** BLCSD will notify customers, and local and state agencies through phone calls, email, mail stuffers, social media posts, and via the District website. In addition to the restricted water uses in earlier stages, water uses indicated below are nonessential and are **prohibited**:

- Use Of fire hydrant water unless authorized by the District, except by fire protection agencies for fire suppression purposes, or for other authorized uses.
- Require the repair of leaks in plumbing fixtures, water lines, and sprinkler systems. Excessive leaks that are not repaired may result in water service being discontinued.

Stage 5 (50% Reduction) – Significant disruption in water delivery that is expected to last more than 48 hours, but less than 72 hours.

**Emergency Mandatory Rationing:** BLCSD will notify customers, and local and state agencies through phone calls, email, mail stuffers, social media posts, and via the District website. All water restrictions listed in earlier stages are in effect and **prohibited**.

- The Board may call an emergency meeting and, in consultation with the Water Operator, limit the hours when water is available to residents.

Stage 6 (>50% Reduction) – Significant disruption in water delivery that is expected to last more than 72 hours.

**Emergency Mandatory Rationing:** BLCSD will notify customers, and local and state agencies through phone calls, email, mail stuffers, social media posts, and via the District website. All water restrictions listed in earlier stages are in effect and **prohibited**.

- The Board may call an emergency meeting and, in consultation with the Water Operator, limit the hours when water is available to residents.

The California Water Code contains two provisions for California water supplies related to water shortage contingency planning. California Water Code Section 350-359 provides the authority for a governing body to declare water shortage emergencies. Upon the declaration of a water shortage emergency, the local agency is provided with broad powers to implement and enforce regulations and restrictions for managing water shortage conditions.

### **Monitoring, Enforcement and Penalties**

In addition to determining how water use will need to be reduced, the Board will also need to monitor compliance, create enforcement mechanisms and set penalties for noncompliance. Enforcement may be carried out in a number of ways during a water shortage. If the Board receives a report of water waste, the first step is to communicate with the customer by telephone, letter, door tag, or by making personal contact in the field to educate them about regulations. This contact may be all that is required to get the problem resolved. If not, enforcement progresses to a written notice of violation. Additionally, the Water Meter Reader may be asked to increase the frequency of meter readings in order to determine water usage so that education, monitoring and enforcement may occur. Enforcement methods are described below.

#### **Penalty fees**

This method would apply in situations involving violation of water restrictions. If, after two warnings had been given, a violation continued to occur at an account, the fee would be added to a customer's utility bill along with a written notice sent to the customer in advance. The penalty fee shall be set by Resolution of the Big Lagoon Community Services Board of Directors and would increase with subsequent violations, as in the following example:

- 1st Violation \$100
- 2nd Violation \$250
- 3rd Violation \$500
- 4th Violation \$1,000