

# **ROWLAND WATER DISTRICT**



**JUNE 2021**

**FINAL**

## **2020 WATER SHORTAGE CONTINGENCY PLAN**



Northern California • Southern California • Arizona • Colorado • Oregon



# **Rowland Water District**

## **2020 Water Shortage Contingency Plan**



**JUNE 2021**



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## **CHAPTER 8**

### **WATER SHORTAGE CONTINGENCY PLAN**

#### **LAY DESCRIPTION – CHAPTER 8**

#### **WATER SHORTAGE CONTINGENCY PLAN**

Chapter 8 (Water Shortage Contingency Plan) of the District's 2020 Plan discusses and provides the following:

- The District's Water Shortage Contingency Plan is a detailed approach which presents how the District intends to act, or respond, in the case of an actual water shortage contingency.
- Preparation of the District's "Annual Water Supply and Demand Assessment" (or Annual Assessment) is discussed. Commencing July 1, 2022, the District is required to submit the Annual Assessment. The Annual Assessment will include a review of the District's "unconstrained" water demands for the current year and for a potential upcoming single dry year. Unconstrained water demands represent the District's water demands prior to any "response actions" the District may invoke pursuant to the District's Water Shortage Contingency Plan.
- The District will manage water supplies to minimize the adverse impacts of water shortages. The District's plan for water usage during periods of shortage is designed to incorporate six standard water shortage levels corresponding to progressive ranges from up to a 10, 20, 30, 40, and 50 percent shortage, and greater than a 50 percent shortage.
- For each declared water supply shortage level, customers will be required to reduce their consumption by the percentage specified in the corresponding water supply shortage level.



- For each declared water supply shortage level, the District has established response actions to reduce demand on water supplies and to reduce any shortage gaps in water supplies. These demand reduction actions include irrigation and other outdoor use restrictions, rate structure changes, and other water use prohibitions.
- The operational changes the District will consider in addressing water shortages on a short-term basis are discussed and include improved monitoring, analysis, and tracking of customer water usage to enforce demand reduction measures.
- The District's Emergency Response Plan is summarized. The Emergency Response Plan provides the management, procedures, and designated actions the District and its employees will implement during emergency situations (including catastrophic water shortages) resulting from natural disasters, system failures, and other unforeseen circumstances.
- The preparation of the District's seismic risk assessment and mitigation plan is discussed. The locations of earthquake faults in the vicinity of the District's water service area are provided.
- The effectiveness of the shortage response actions for each of the District's standard water shortage levels is presented. The District has been able to provide sufficient water supplies to its customers, including during long-term droughts and years with historically high water demands.
- The communication protocols implemented by the District when it declares any water shortage level are presented.
- The compliance and enforcement procedures associated with District's standard water shortage levels are presented.
- The legal authorities associated with District's standard water shortage levels are presented.
- The financial consequences associated with District's standard water shortage levels are presented.





- The District will evaluate the need for revising the Water Shortage Contingency Plan in order to resolve any water shortage gaps, as necessary. The steps necessary for the District to adopt and amend its Water Shortage Contingency Plan are presented.

The following Water Shortage Contingency Plan includes references to Chapters and Sections from Rowland Water District's 2020 Urban Water Management Plan:

### 8.1 WATER SUPPLY RELIABILITY ANALYSIS

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#### [CWC 10632.](#)

[\(a\)\(1\) The analysis of water supply reliability conducted pursuant to Section 10635.](#)

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The District's sources of supply were discussed in Section 6.2 of the 2020 UWMP and consist of groundwater from Puente, Main, and Central Basins, and treated imported water purchased from Three Valleys. In addition, the District uses recycled water. The Puente, Main, and Central Basins are adjudicated and groundwater supplies are managed. The reliability of the various sources of supply are discussed in Chapter 7 of this UWMP. Based on the adjudication provisions in the Main Basin, the District is able to purchase groundwater (produced by CDWC), provided an applicable assessment is paid to the Main Basin Watermaster to purchase untreated imported water for groundwater replenishment. Imported water supplies (treated) may be impacted in the event MWD implements its WSAP due to a water supply shortage. Section 7.2.3 summarizes the District's projected water demands and supplies over the next 25 years in five-year increments, including during normal years, single dry years, and a five consecutive year drought periods. The tables provided in Section 7.2.3 indicate the District can meet water



demands during normal years, single dry years, and a five consecutive year drought periods over the next 25 years. Consequently, it is anticipated the District will have sufficient water supplies available to meet projected demands.

### 8.2 ANNUAL WATER SUPPLY AND DEMAND ASSESSMENT PROCEDURES

#### CWC 10632.

*(a)(2) The procedures used in conducting an annual water supply and demand assessment that include, at a minimum, both of the following:*

*(A) The written decision-making process that an urban water supplier will use each year to determine its water supply reliability.*

*(B) The key data inputs and assessment methodology used to evaluate the urban water supplier's water supply reliability for the current year and one dry year, including all of the following:*

*(i) Current year unconstrained demand, considering weather, growth, and other influencing factors, such as policies to manage current supplies to meet demand objectives in future years, as applicable.*

*(ii) Current year available supply, considering hydrological and regulatory conditions in the current year and one dry year. The annual supply and demand assessment may consider more than one dry year solely at the discretion of the urban water supplier.*

*(iii) Existing infrastructure capabilities and plausible constraints.*

*(iv) A defined set of locally applicable evaluation criteria that are consistently relied upon for each annual water supply and demand assessment.*

*(v) A description and quantification of each source of water supply.*

#### CWC 10632.1.

*An urban water supplier shall conduct an annual water supply and demand assessment pursuant to subdivision (a) of Section 10632 and, on or before July 1 of each year, submit an annual water shortage assessment report to the department with information for anticipated shortage, triggered shortage response actions, compliance and enforcement actions, and communication actions consistent with the supplier's water shortage contingency plan. An urban water supplier that relies on imported water from the State Water Project or the Bureau of Reclamation shall submit its annual water supply and demand assessment within 14 days of receiving its final allocations, or by July 1 of each year, whichever is later.*



Commencing July 1, 2022, the District is required to submit an “Annual Water Supply and Demand Assessment” (Annual Assessment) in accordance with DWR’s guidance and requirements. The Annual Assessment will include a review of the District’s unconstrained water demands (i.e. water demands prior to any projected response actions the District may trigger under this Water Shortage Contingency Plan) for the current year and the upcoming (potential single dry) year. The District will also include information regarding anticipated shortages, triggered shortage response actions, compliance and enforcement actions, and communication actions consistent with the District’s Water Shortage Contingency Plan.

For each Annual Assessment, the District plans to prepare a preliminary assessment which evaluates the adequacy of its water supplies for the current and upcoming years by April of each year. The preliminary assessment will include a review of water supplies for at least a single dry year.

The components of Annual Assessment consist of the following:

- A written decision-making process
- Key data inputs and assessment methodology

### **8.2.1 DECISION MAKING PROCESS**

The District purchases treated imported water as its primary source of water supply. Consequently, during the third quarter of each fiscal year the District will review its water demands from the first two quarters along with the current groundwater basin conditions and local hydrology. This information will be used to help develop the Annual Assessment. A draft of the Annual Assessment will be circulated internally within the District for peer review and comment. Based on comments received, a redraft will be



prepared and provided to District managers during the Spring of each year. The draft will subsequently be provided to the General Manager for final review. Subsequently, a final draft of the Annual Assessment will be provided to the District's Board of Directors for review and included in the agenda as part of a Board meeting such that it can be approved and any recommended specific shortage response actions may be enacted. The final Annual Assessment will be provided to DWR no later than July 1 of each year.

The Annual Assessments will be instrumental in providing guidance to the District for decisions regarding potential declarations of a water supply shortage and implementation of water reduction stages, instituting mandatory water restrictions, promoting water use efficiency and conservation programs, water rates and drought rate surcharges, and the necessity of pursuing alternative water supplies. This process will help ensure adequate water supplies resources are available to the District.

### 8.2.2 DATA AND METHODOLOGIES

The key data inputs and methodologies which will be evaluated by the District during the preparation of the preliminary assessment will include the following:

- 1) Evaluation Criteria: The locally applicable evaluation criteria used to prepare the Annual Assessment will be identified. The evaluation criteria will include, but is not limited to, an analysis of current local hydrology (including rainfall and groundwater levels), current water demands, a review of water system improvement plans which may impact infrastructure availability, and water quality regulations which may impact groundwater availability.
- 2) Water Supply: A description of each available water supply source will be provided. The descriptions will include a quantification of each available water supply source and will be based on review of current production capacities, historical production,





Urban Water Management Plans, and prior water supply studies (including Water Supply Assessments and/or Master Plans).

- 3) Unconstrained Water Demand: The potential unconstrained water demands during the current year and the upcoming (potential single dry) year, prior to any special shortage response actions, will be reviewed. The review will include factors such as weather, existing and projected land uses and populations, actual customer consumption and water use factors, monthly Urban Water Supplier Monthly Reports, existing water shortage levels (see Section 8.3), and existing water conservation ordinances (see Section 9.2.1).
- 4) Planned Water Use for Current Year Considering Dry Subsequent Year: The water supplies available to meet the demands during the current year and the upcoming (potential single dry) year will be considered and identified by each type of supply. The evaluation will include factors such as estimated water demands, weather, groundwater basin operating safe yields, water quality results, existing available pumping capacities, imported water allocations, contractual obligations, regulatory issues, use of emergency interconnections, and the costs associated with producing each water supply source.
- 5) Infrastructure Considerations: The capabilities of the water distribution system infrastructure to meet the water demands during the current year and the upcoming (potential single dry) year will be considered. Available production capacities (e.g. groundwater well capacities) and distribution system water losses (see Section 4.2.4) will be reviewed. In addition, capital improvement and replacement projects, as well as potential projects which may increase water system and production capacities (see Section 6.2.8), will be considered.
- 6) Other Factors: Additional local considerations, if any, which can affect the availability of water supplies will be described.



### 8.3 SIX STANDARD WATER SHORTAGE LEVELS

#### CWC 10632.

*(a)(3)(A) Six standard water shortage levels corresponding to progressive ranges of up to 10, 20, 30, 40, and 50 percent shortages and greater than 50 percent shortage. Urban water suppliers shall define these shortage levels based on the suppliers' water supply conditions, including percentage reductions in water supply, changes in groundwater levels, changes in surface elevation or level of subsidence, or other changes in hydrological or other local conditions indicative of the water supply available for use. Shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, and other potential emergency events.*

*(B) An urban water supplier with an existing water shortage contingency plan that uses different water shortage levels may comply with the requirement in subparagraph (A) by developing and including a cross-reference relating its existing categories to the six standard water shortage levels.*

The District will manage water supplies prudently to minimize the adverse impacts of water shortages. The District's plan for water usage during periods of shortage is designed to incorporate six standard water shortage levels corresponding to progressive ranges from up to 10, 20, 30, 40, and 50 percent shortages and greater than a 50 percent shortage. Water shortage trigger mechanisms have been established to ensure that this policy is implemented.

For each declared water supply shortage level, customers will be required to reduce their water consumption by the percentage specified in the corresponding water supply shortage level. The required percentage reduction for each customer will be based on water usage during the same billing period in the last calendar year during which there were no declared water shortages.

The District's Ordinance No. 0-7-2018 ("Establishing a Water Conservation and Water Shortage Contingency Plan"), adopted in 2018, previously established four (4) water shortage levels. A copy of Ordinance No. 0-7-2018 is provided in Appendix P. In



accordance with the California Water Code in which urban water suppliers are required to define six standard water shortage level, the District has developed the crosswalk illustrated below that translated the District's previously established shortage levels to the mandated standard shortage levels.

**Corresponding Relationships Between Supplier's 2015 Shortage Levels and the 2020 WSCP Mandated Shortage Levels**

Established Level	Supply Condition/Shortage		2020 Standard Level	Shortage Level
1	Up to 10 %	→	1	<10%
2	Up to 25 %	→	2	10 to 20%
3	In excess of 25 %	→	3	20 to 30%
		→	4	30 to 40 %
		→	5	40 to 50 %
4	To be determined in Special Meetings by Board of Directors	→	6	> 50 %

Table 8-1 provides a description of the six water shortage conditions which may be triggered by a shortage in one or more of the District's water supply sources, depending on the severity of the shortage and its anticipated duration.



Table 8-1 Water Shortage Contingency Planning Levels

Submittal Table 8-1 Water Shortage Contingency Plan Levels		
Shortage Level	Percent Shortage Range	Shortage Response Actions (Narrative description)
1	Up to 10%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a reduction of less than 10 percent in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
2	Up to 20%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 10 to 20 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
3	Up to 30%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 30 to 40 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
4	Up to 40%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 30 to 40 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
5	Up to 50%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 40 to 50 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
6	>50%	In the event that an immediate water supply shortage occurs due to the breakage or failure of a dam, pump, pipeline or conduit causing an immediate emergency, the General Manager shall declare the extent of the water supply shortage emergency and, after allocating and setting aside the amount of water necessary for domestic use, sanitation and fire protection, shall determine and implement the appropriate water supply shortage restrictions.
NOTES:		





## 8.4 SHORTAGE RESPONSE ACTIONS

### CWC 10632.

*(a)(4) Shortage response actions that align with the defined shortage levels and include, at a minimum, all of the following:*

*(A) Locally appropriate supply augmentation actions.*

*(B) Locally appropriate demand reduction actions to adequately respond to shortages.*

*(C) Locally appropriate operational changes.*

*(D) Additional, mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions and appropriate to the local conditions.*

*(E) For each action, an estimate of the extent to which the gap between supplies and demand will be reduced by implementation of the action.*

Shortage response actions are dependent on the severity of a declared shortage level. Response actions implement varying improvements and regulations of system infrastructure and operations, water supply augmentation, demand reduction initiatives and other water use functions to conserve water supplies.

### 8.4.1 DEMAND REDUCTION

Upon adoption of a water supply shortage stage, as described in the restrictions and mandatory water reduction demands will be effective immediately. A full listing of the restrictions/prohibitions associated with each shortage level is provided below.



### Water Conservation Best Management Practices

The District encourages its customers to use water efficiently, even during times of adequate supplies, and the following water conservation practices are recommended at all times.

- a. Limits on Watering Hours: No watering or irrigation of lawn, landscape or other vegetated area with potable water between the hours 8:00 a.m. and 5:00 p.m.
- b. Excessive Water Flow or Runoff: Eliminate watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch.
- c. Washing Down of Hard or Paved Surfaces: Washing down of hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, should only be done when using a bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, a low volume, high-pressure cleaning machine, or a low-volume high-pressure water broom.
- d. Leaks and Breaks: Repair all plumbing and irrigation leaks and/or breaks as soon as reasonably possible.
- e. Serving of Water at Establishments: Eating or drinking establishments, including but not limited to restaurants, hotels, cafes, bars or other public places where food or drinks are sold or served should provide drinking water to patrons only upon request.
- f. Lodging Establishments Linen Service: Hotels, motels and other commercial lodging establishments should offer customers the option of not having towels and linens laundered daily. Commercial lodging establishments should prominently



display notice of this option in each bathroom using clear and easily understood language.

### Water Supply Shortage Level 1

A Level 1 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a 5 to 15 percent reduction in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 1 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District, which shall specify a mandatory conservation level of up to 10 percent. Upon the declaration by the District of a Level 1 Water Supply Shortage condition, the District will implement Mandatory Level 1 conservation measures identified in this section.

In addition to the water conservation practices discussed above, the following water conservation requirement apply during a declared Level 1 Water Supply Shortage;

- a. Limits on Watering Days: Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to three days per week (Monday, Wednesday & Friday). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour, or hand-held bucket or similar container is permitted.
- b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks and malfunctions in the customer's plumbing must be repaired within seventy-two (72) hours of discovery. Failure to repair a leak or break within 72 hours of notification by the District will constitute a violation.



- c. Construction/Temporary Water: Potable water used on a temporary basis for construction and dust control shall be limited to that quantity identified in the plan submitted by the user which describes water use requirements. The plan must be submitted and approved by the District. Upon availability, non-potable recycled water will be made available for these uses.
- d. Fire Hydrant Use: Use of water from fire hydrants shall be limited to fire fighting and related activities, or for activities necessary to maintain the public health, safety and welfare.
- e. Metered Reduction: Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 1 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

### Water Supply Shortage Level 2

A Level 2 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory





restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a 16 to 25 percent reduction in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 2 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District, which shall specify a mandatory conservation level of up to 20 percent. Upon the declaration by the District of a Level 2 Water Supply Shortage condition, the District will implement Mandatory Level 2 conservation measures identified in this section.

In addition to the prohibited uses of potable water identified in the Water Conservation Best Management Practices and Water Supply Shortage Level 1, the following water conservation requirements apply during a declared Level 2 Water Supply Shortage:

- a. Limits on Watering Days: Watering or irrigation of lawn, landscape or other vegetated area with potable water by use of a sprinkler or soaker hose is limited to two days per week (Monday & Friday). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour or hand-held bucket or similar container is permitted at other times.
- b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks and malfunctions in the customer's plumbing must be repaired within Forty-eight (48) hours of discovery. Failure to repair a leak or break within 48 hours of notification by the District will constitute a violation.
- c. Limits on Filling Ornamental Lakes or Ponds: Filling or re-filling of ornamental lakes or ponds is prohibited, except to the extent needed to sustain existing aquatic life.
- d. Limits on Washing of Vehicles: Using water to wash motor vehicles, trailers, boats and other types of mobile equipment is prohibited except by use with a bucket or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device.



- e. Limits on Filling Residential Swimming Pools & Spas: Emptying or refilling swimming pools, spas and ponds for cleaning purposes is prohibited. Water levels may be maintained.
- f. Metered Reduction: Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 2 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

### Water Supply Shortage Level 3

A Level 3 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a reduction of greater than twenty-five (25) percent in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 3 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District after a



public hearing, and shall specify a mandatory conservation level of up to 30 percent. A Level 3 Water Supply Shortage condition is also referred to as a "Water Shortage Emergency" condition. Upon the declaration by the District of a Level 3 Water Supply Shortage condition, the District will implement Mandatory Level 3 conservation measures identified in this section.

In addition to the prohibited uses of potable water identified in the Water Conservation Best Management Practices, Water Supply Shortage Level 1, and Water Supply Shortage Level 2, the following water conservation requirements apply during a declared Level 3 Water Shortage Emergency:

- a. Limits on Watering Days: Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to one day per week (Wednesday). Irrigation by handheld hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour or bucket or similar container is permitted at other times. The restriction does not apply to the following categories.
  - i. Minimum water necessary for maintenance of existing landscape necessary for fire protection and for properties adjacent to wildlands provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in the Water Conservation Best Management Practices (a);
  - ii. Minimum water necessary for maintenance of existing landscape for soil erosion control on slopes provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in the Water Conservation Best Management Practices (a);
  - iii. Maintenance of landscape within active public parks and playing fields, day care centers, golf course tee boxes and greens, and school grounds, provided that such irrigation does not exceed two (2) days per week



according to the Water Supply Shortage Level 2 (a) and time restrictions in Water Conservation Best Management Practices (a);

- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer's plumbing must be repaired within Twenty-Four (24) hours of discovery. Failure to repair a leak or break within 24 hours after notification by the District will constitute a violation.
- c. **No New Potable Water Service:** Upon declaration of a Level 3 Water Supply Shortage Emergency condition, no new potable water services will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
  - i. A valid unexpired building permit has been issued for the project; or
  - ii. The project is necessary to protect the public health, safety, and welfare; or
  - iii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of District.
- d. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 3 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess





use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

### Water Supply Shortage Level 4

A Level 4 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a reduction of greater than twenty-five (25) percent in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 4 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District after a public hearing, and shall specify a mandatory conservation level of up to 40 percent. Upon the declaration by the District of a Level 4 Water Supply Shortage condition, the District will implement Mandatory Level 4 conservation measures.

In addition to the prohibited uses of potable water identified in the Water Conservation Best Management Practices and Water Supply Shortage Level 1 through 3 the following water conservation requirements apply during a declared Level 4 Water Shortage Emergency:

- a. Limits on Watering Days: Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to one day per week (Wednesday). Irrigation by handheld hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour or bucket or similar container is permitted at other times. The restriction does not apply to the following categories.



- i. Minimum water necessary for maintenance of existing landscape necessary for fire protection and for properties adjacent to wildlands provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in the Water Conservation Best Management Practices (a);
- ii. Minimum water necessary for maintenance of existing landscape for soil erosion control on slopes provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2(a) and time restrictions in the Water Conservation Best Management Practices (a);
- iii. Maintenance of landscape within active public parks and playing fields, day care centers, golf course tee boxes and greens, and school grounds, provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in Water Conservation Best Management Practices (a);
- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer's plumbing must be repaired within Twenty-Four (24) hours of discovery. Failure to repair a leak or break within 24 hours after notification by the District will constitute a violation.
- c. **No New Potable Water Service:** Upon declaration of a Level 4 Water Supply Shortage Emergency condition, no new potable water services will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
  - i. A valid unexpired building permit has been issued for the project; or
  - ii. The project is necessary to protect the public health, safety, and welfare; or
  - iii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of District.



- d. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 4 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

### Water Supply Shortage Level 5

A Level 5 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a reduction of greater than twenty-five (25) percent in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 5 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District after a public hearing, and shall specify a mandatory conservation level of up to 50 percent. Upon the declaration by the District of a Level 5 Water Supply Shortage condition, the District will implement Mandatory Level 5 conservation measures.



In addition to the prohibited uses of potable water identified in the Water Conservation Best Management Practices and Water Supply Shortage Level 1 through 4 the following water conservation requirements apply during a declared Level 5 Water Shortage Emergency:

- a. Limits on Watering Days: Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to one day per week (Wednesday). Irrigation by handheld hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour or bucket or similar container is permitted at other times. The restriction does not apply to the following categories.
  - i. Minimum water necessary for maintenance of existing landscape necessary for fire protection and for properties adjacent to wildlands provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in the Water Conservation Best Management Practices (a);
  - ii. Minimum water necessary for maintenance of existing landscape for soil erosion control on slopes provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in the Water Conservation Best Management Practices (a);
  - iii. Maintenance of landscape within active public parks and playing fields, day care centers, golf course tee boxes and greens, and school grounds, provided that such irrigation does not exceed two (2) days per week according to the Water Supply Shortage Level 2 (a) and time restrictions in Water Conservation Best Management Practices (a);
- b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks and malfunctions in the customer's plumbing must be repaired within Twenty-Four (24) hours of discovery. Failure to repair a leak or break within 24 hours after notification by the District will constitute a violation.



- c. **No New Potable Water Service:** Upon declaration of a Level 5 Water Supply Shortage Emergency condition, no new potable water services will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
- i. A valid unexpired building permit has been issued for the project; or
  - ii. The project is necessary to protect the public health, safety, and welfare; or
  - iii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of District.
- d. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 5 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.



### Water Shortage Level 6

In the event that an immediate water supply shortage occurs due to the breakage or failure of a dam, pump, pipeline or conduit causing an immediate emergency, the General Manager shall declare the extent of the water supply shortage emergency and, after allocating and setting aside the amount of water necessary for domestic use, sanitation and fire protection, shall determine and implement the appropriate water supply shortage restrictions, as defined herein. The General Manager will call a special meeting of the Board of Directors as soon as practical for the purpose of reviewing and ratifying the action of the General Manager in declaring the Water Shortage Emergency.





**Table 8-2 Demand Reduction Actions**

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? <i>For Retail Suppliers Only</i> <i>Drop Down List</i>
Add additional rows as needed				
1	Landscape - Limit landscape irrigation to specific times	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other - Prohibit use of potable water for construction and dust control	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other	Collective reduction from all Shortage Level 1 actions is up to 797 AF	Water from fire hydrants will be limited to fire fighting and related activities, or for activities necessary to maintain the public health, safety, and welfare.	Yes
2	Other	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF	All actions under Shortage Level 1	Yes
2	Water Features - Restrict water use for decorative water features, such as fountains	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF	Prohibit filling or refilling ornamental lakes or ponds	Yes
2	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF		Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	All actions under Shortage Level 2	Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	No new potable water service	Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	Any customer who willfully or repeatedly violates any provision is subject to termination of water service.	Yes
4	Other	Collective reduction from all Shortage Level 4 actions is up to 3,190 AF	All actions under Shortage Level 3	Yes
5	Other	Collective reduction from all Shortage Level 5 actions is up to 3,987 AF	All actions under Shortage Level 4	Yes
6	Other	Collective reduction from all Shortage Level 6 actions is greater than 3,987 AF	All actions under Shortage Level 5	Yes
6	Other	Collective reduction from all Shortage Level 6 actions is greater than 3,987 AF	Appropriate restrictions will be determined and implemented in the event of an immediate water supply shortage.	Yes
NOTES:				



Table 8-3 Supply Augmentation and Other Actions

Submittal Table 8-3: Supply Augmentation and Other Actions			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>
Add additional rows as needed			
1	Transfers	Not applicable (see Notes)	
2	Transfers	Not applicable (see Notes)	
3	Transfers	Not applicable (see Notes)	
4	Transfers	Not applicable (see Notes)	
5	Transfers	Not applicable (see Notes)	
6	Transfers	Not applicable (see Notes)	

NOTES: The District will consider increased production from the Main Basin, Central Basin, and Puente Basin using existing facilities to address increased demands. As noted on Table 8-2, the District plans to implement demand reduction measures in the event water supplies from existing sources are not sufficient to meet anticipated demands.

## 8.4.2 SUPPLY AUGMENTATION

As discussed in Chapter 6, the District's sources of water supply include groundwater produced from the Main Basin, Puente Basin, and Central Basin, imported surface water purchased from MWD through Three Valleys, recycled water supplies provided by LACSD. As noted in Section 8.2, beginning July 1, 2022, the District will prepare and submit an Annual Assessment which will include a review of water supplies available to meet water demands for the current and upcoming years. As noted in Table 8-3, the District will focus on demand reduction measures in the event existing sources of supply are not sufficient to meet customer demands. However, if the District is currently in, or considers entering into, one of the standard water shortage levels identified in Section 8.3, the District will consider the water supply (augmentation) actions described below.

For each water shortage level discussed in Section 8.3, the District will consider supplementing its existing treated imported water supplies through increased production



of groundwater supplies, to the extent possible. Due to previous critically dry conditions, MWD developed the “Water Supply Allocation Plan” whereby available supplies are equitably allocated to its member agencies, including Three Valleys. The WSAP establishes ten different shortage levels and a corresponding drought allocation to each member agency. Based on the shortage level established by MWD, the WSAP provides a reduced drought allocation to a member agency for its M&I retail demand. The ratio of MWD water supply drought allocation to local water supply will change based on the WSAP stage. The MWD drought allocation can be used to make Full Service water deliveries at the Tier 1 rate up to a Tier 1 allocation. Any Full Service water delivered in excess of a drought allocation is subject to a penalty rate in addition to the normal rate paid for the water.

MWD’s primary first response to any gap between core supplies (from the State Water Project and Colorado River) and demand is to make optimal use of its supply augmentation options, consisting of drawing from flexible supply programs and storage reserves. MWD has developed and actively manages a portfolio of water supply programs including water transfer, storage, and exchange agreements. MWD pursues voluntary water transfer and exchange programs to help mitigate supply/demand imbalances and provide additional dry-year supply sources. In addition, MWD has developed significant storage capacity in reservoirs, conjunctive use, and other groundwater storage programs totaling approximately 6.0 million AF. Pursuant to MWD’s “Emergency Storage Objective”, updated in 2019, approximately 750,000 AF of total stored water is emergency storage reserved by MWD for use in the event of supply interruptions. Based on MWD’s historical and on-going water supply and storage programs and management practices, the District can potentially continue relying on purchased imported water supplies from MWD through Three Valleys for supply augmentation in response to each of the standard water shortage levels identified in Section 8.3.

The District will consider supplementing its existing water supplies through purchase of additional groundwater from the Main Basin. As noted in Section 6.2.2, the Main Basin is



managed by the Main Basin Watermaster. During the period of management under the Main Basin Judgment, significant drought events have occurred. In each drought cycle the Main Basin has been managed to maintain water levels. Parties to the Main Basin Judgment, including CDWC (from whom the District purchases water), are authorized to produce groundwater in excess of their rights and pay assessments for such production to the Main Basin Watermaster. The assessments are used to purchase untreated imported water to replenish the Main Basin. The Main Basin Watermaster purchases untreated imported water to replenish the Main Basin from MWD through Three Valleys Municipal Water District. An additional potential source of replenishment water is recycled water. Groundwater quality is carefully monitored and managed by the Main Basin Watermaster. Treatment facilities and/or blend plans have been developed by water agencies to meet potable water standards and to prevent the spread of any groundwater contamination. Groundwater quality in the Main Basin is not expected to impact potable supplies or constrain supply reliability. Based on historical and on-going management practices, the District will be able to rely on the Main Basin for supplies in response to each of the standard water shortage levels identified in Section 8.3.

### **8.4.3 OPERATIONAL CHANGES**

During a water supply shortage situation, the District will manage its water supply resources to provide sufficient water supplies capable of meeting the demands of its customers. Section 8.4.1 describes the District's standard water shortage levels and associated demand reduction measures. Section 8.4.2 describes the District's water supply sources and water supply augmentation actions available. The supply augmentation actions and demand reduction measures, when implemented, may potentially result in short-term operational changes which are necessary to allow the District to utilize all available water supply sources in response to water shortage situations.



As noted in Section 8.2, beginning July 1, 2022, the District will prepare and submit an Annual Assessment which will include a review of the water supplies available to meet water demands for the current and upcoming years. Preparation of the Annual Assessment will assist the District in determining any potential operational changes. In addition, the District's standard water shortage levels and the associated demand reduction measures, in conjunction with the District's existing Demand Management Measures (discussed in Chapter 9), will be essential to the District in reducing water demands during any water shortage period. The operational changes the District will consider in addressing non-catastrophic water shortages on a short-term basis include the following:

- Improved monitoring, analysis, and tracking of customer water usage to enforce demand reduction measures
- Optimized production from existing available water supply sources
- Potential use of emergency supply sources, including emergency interconnections
- Potential blending of water supply resources
- Improved monitoring, maintenance, and repairs to reduce water distribution system losses

### **8.4.4 ADDITIONAL MANDATORY RESTRICTIONS**

The mandatory restrictions which are implemented by the District to reduce customer demands are discussed in Section 8.4.1. There are no additional mandatory restrictions planned at this time.

### **8.4.5 EMERGENCY RESPONSE PLAN**

Catastrophic water shortages are incorporated in the District's standard water shortage levels (identified in Section 8.3) and the associated demand reduction measures (described in Section 8.4.1). In addition to the water supply augmentation actions



(Section 8.4.2) and potential operational changes (Section 8.4.3) which the District may consider in order to continue providing sufficient water supplies, the District will review and implement any necessary steps included in its “Emergency Response Plan”.

As part of the “America’s Water Infrastructure Act of 2018”, community water systems serving a population greater than 3,300 people, including the District, are required to review and update their “Risk and Resilience Assessment” (RRA) and the associated “Emergency Response Plan” (ERP) every five (5) years. However, due to security concerns regarding the submitting of these reports, water systems are required to submit certifications to the USEPA, from March 31, 2020 and December 30, 2021, confirming the current RRA and ERP have been reviewed and updated.

The District’s RRA, prepared in 2020, evaluates the vulnerabilities, threats, and consequences from potential hazards to the District’s water system. The District prepared its RRA (which is incorporated by reference) by evaluating the following items:

- Natural hazards and malevolent acts (i.e., all hazards);
- Resilience of water facility infrastructure (including pipes, physical barriers, water sources and collection, treatment, storage and distribution facilities, and electronic, computer and other automated systems);
- Monitoring practices;
- Financial systems (e.g., billing systems);
- Chemical storage and handling; and
- Operation and maintenance.

The District’s RRA evaluated a series of potential malevolent acts, natural hazards, and other threats in order to estimate the potential “monetized risks” (i.e. associated economic consequences to both the water system and surrounding region, and the likelihood of



occurrence) associated with the District's water facility assets. The cost-effectiveness of implementing potential countermeasures to reduce risks was also reviewed.

The District's ERP, prepared in 2021, provides the management, procedures, and designated actions the District and its employees will implement during emergency situations (including catastrophic water shortages) resulting from natural disasters, system failures and other unforeseen circumstances. The District's ERP (which is incorporated by reference) provides the guidelines for evaluating an emergency situation, procedures for activating an emergency response, and details of the different response phases in order to ensure that customers receive a reliable and adequate supply of potable water. The scope of the ERP includes emergencies that directly affect the water system and the ability to maintain safe operations (such as a chlorine release, and earthquake or a threat of contamination). The ERP also incorporates the results of District's RRA and includes the following:

- Strategies and resources to improve resilience, including physical and cybersecurity
- Plans and procedures for responding to a natural hazard or malevolent act
- Actions and equipment to lessen the impact of a natural hazard or malevolent act
- Strategies to detect natural hazards or malevolent act

The District will review the ERP for procedures regarding the utilization of alternative water supply sources in response to water supply shortages, including during the standard water shortage levels. The District will also review applicable procedures described in the ERP regarding any necessary temporary shutdown of water supply facilities, including appropriate regulatory and public notifications.





#### 8.4.6 SEISMIC RISK ASSESSMENT AND MITIGATION PLAN

##### CWC 10632.5.

*(a) In addition to the requirements of paragraph (3) of subdivision (a) of Section 10632, beginning January 1, 2020, the plan shall include a seismic risk assessment and mitigation plan to assess the vulnerability of each of the various facilities of a water system and mitigate those vulnerabilities.*

*(b) An urban water supplier shall update the seismic risk assessment and mitigation plan when updating its urban water management plan as required by Section 10621.*

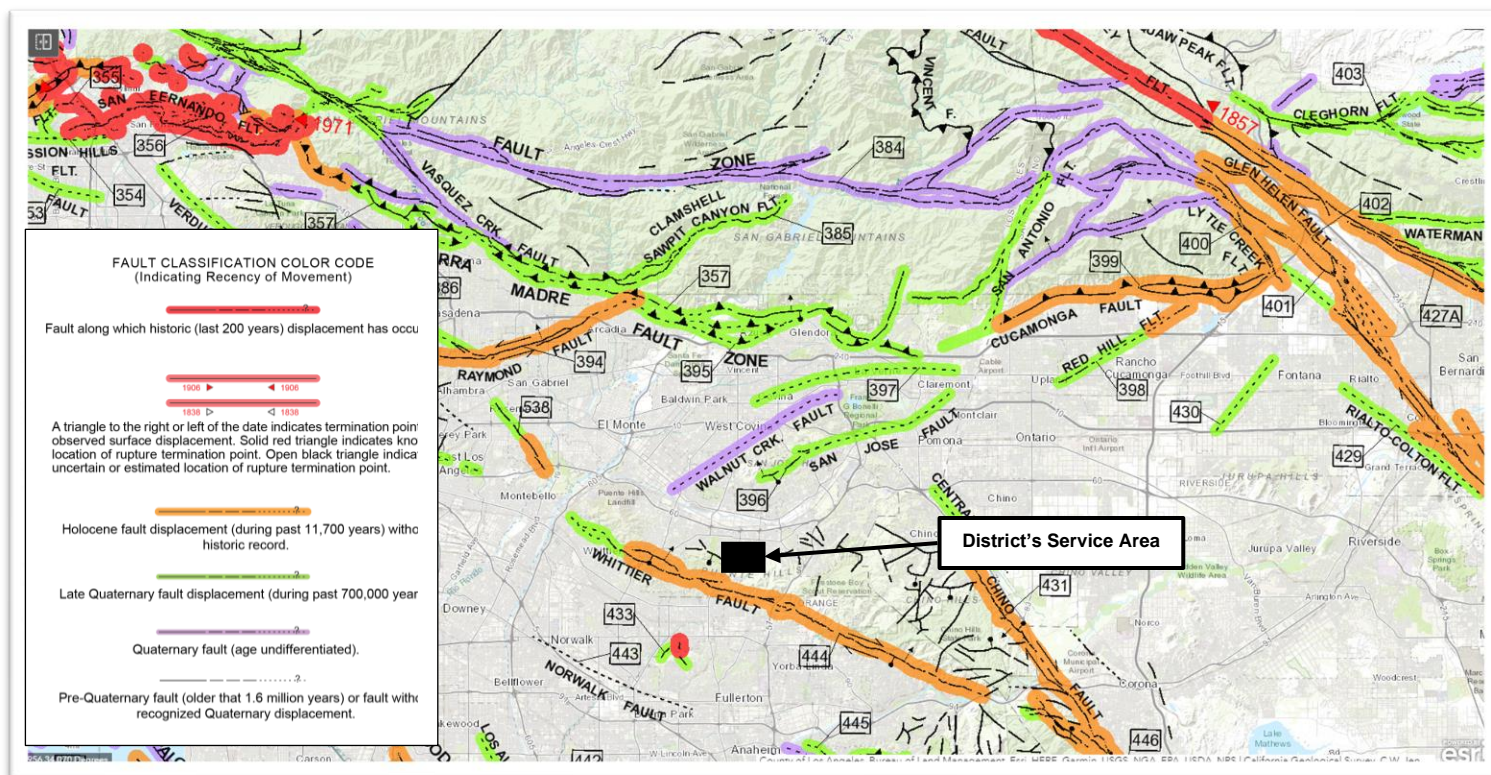
*(c) An urban water supplier may comply with this section by submitting, pursuant to Section 10644, a copy of the most recent adopted local hazard mitigation plan or multihazard mitigation plan under the federal Disaster Mitigation Act of 2000 (Public Law 106-390) if the local hazard mitigation plan or multihazard mitigation plan addresses seismic risk.*

The County of Los Angeles prepared a “All-Hazards Mitigation Plan” in 2019 which identified methods to assess significant natural hazards (including earthquakes) affecting areas throughout Los Angeles County, and the mitigation strategies necessary to reduce risks, including seismic risk. The County’s All-Hazards Mitigation Plan is provided in Appendix Q.

The California Geological Survey has published the locations of numerous faults which have been mapped in the Southern California region. Although the San Andreas fault is the most recognized and is capable of producing an earthquake with a magnitude greater than 8 on the Richter scale, some of the lesser-known faults have the potential to cause significant damage. The locations of these earthquake faults in the vicinity of the District’s water service area are provided in the figure below. The faults that are located in close proximity to and could potentially cause significant shaking in the District’s water service area include the San Andreas fault, the Walnut Creek fault, the Whittier fault, the San Jose fault, the Cucamonga fault, the Chino fault, the Central Avenue fault, and the Sierra Madre fault.



### Location of Earthquake Faults



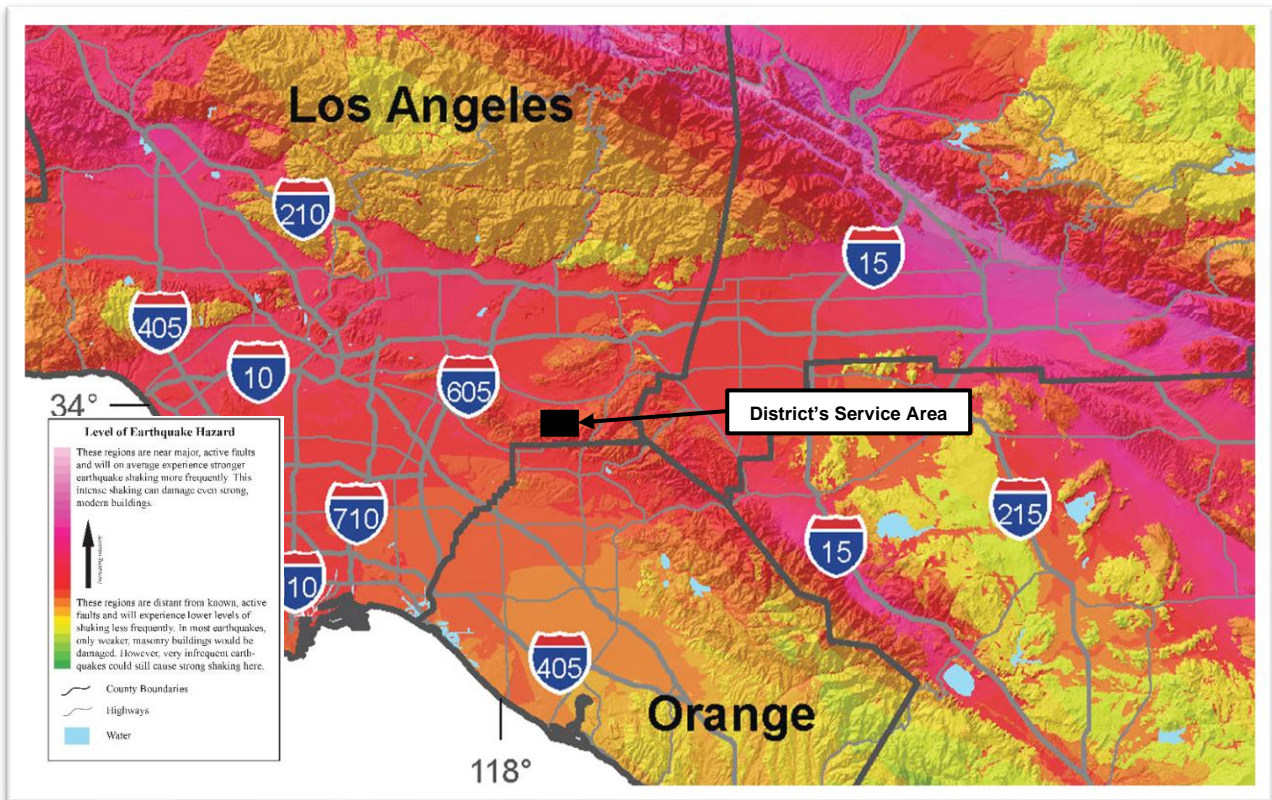
Source: <https://maps.conservation.ca.gov/cgs/fam/App/>

The following figure provides the relative intensity of ground shaking in the vicinity of the District's service area from anticipated future earthquakes. The locations of relatively long-period (1.0 second) earthquake shaking, including the District's service area, are provided. Long-period shaking affects tall, relatively flexible buildings, but also correlates with earthquake damage. The shaking potential is calculated based on the level of ground motion that has a 2 percent chance of being exceeded in 50 years (or the level of ground-shaking with an approximate 2,500-year average repeat time). As discussed in Section 8.4.5, the District has prepared an Emergency Response Plan which provides the management, procedures, and designated actions the District and its employees will implement during emergency situations resulting from natural disasters, including during earthquakes, to ensure that customers receive a reliable and adequate supply of potable water. The District's ERP is incorporated by reference.





## Earthquake Shaking Potential



Source: "Earthquake Shaking Potential for California", 2016, California Geological Survey and United States Geological Survey

### 8.4.7 SHORTAGE RESPONSE ACTION EFFECTIVENESS

The effectiveness of the shortage response actions for each of the standard water shortage levels identified in Section 8.3 is evident in the District's historical ability to meet its customer's water demands in response to a water supply shortage. In addition, the District imposes water consumption regulations and restrictions, and supports local agencies in efforts to enforce regulations and prohibitions on water use. The effectiveness of each of the District's shortage response actions, in order to reduce any potential gaps between supply and demand, has been quantified in the expected demand reduction provided in Table 8-2 and Table 8-3.



Section 6.1 provides a tabulation of the District's historical annual water demands for each water supply source. During the past 10 years, the District experienced a five-year consecutive drought within its service area from FY 2011-12 to FY 2015-16. Throughout this extended dry year period, the District's annual water production ranged from 11,017 AF to 12,741 AF, with an average of approximately 11,973 AF. In addition, historical records indicate the District previously produced a maximum of up to 12,741 AF during FY 2013-14. The District has been able to provide sufficient water supplies to its customers, including during long-term droughts and years with historically high water demands. In addition, the District has been able to provide water service to meet maximum day water demands for these years, including during the summer months.

The District's water demands during the most recent five years (from FY 2015-16 to FY 2019-20) averaged approximately 11,073 AFY. Due to conservation efforts and demand management measures (discussed in Chapter 9), the District's recent water demands have been less than its historical water demands, including during long-term droughts. The District's projected water demands (during normal, single dry, and multiple dry years) are provided in Section 7.2.3 and are anticipated to incorporate similar reductions in water use rates as a result of the shortage response actions, ongoing conservation efforts, and demand management measures. Because the District's projected water demands are similar to its historical water demands, it is anticipated the District will be able to continue providing sufficient water supplies to its customers to meet projected water demands, including during long-term droughts. In addition, as discussed in Section 8.4.1, based on historical and on-going management practices, the District will be able to continue relying on its water supply sources from the Main Basin, Central Basin, and Puente Basin for adequate supply augmentation in response to each of the standard water shortage levels identified in Section 8.3.

The District previously adopted Resolution No. 9-2014 in September 2014 which declared a water supply shortage and established water-use restrictions and regulations equivalent to the standard water shortage level 2 identified in Section 8.3. During this Level 2 water



shortage period, the District was able to reduce water demands by up to 25 percent and provide sufficient water supplies to its customers. The District later adopted Resolution No. 7.1-2016 in July 2016 which rescinded the Level 2 water supply shortage and declared a water supply shortage equivalent to standard water shortage Level 1. During this Level 1 water shortage period, the District was able to reduce water demands by up to 10 percent and provide sufficient water supplies to its customers. In December 2019, the District's Board of Directors rescinded the Level 1 Water Supply Shortage declaration pursuant to Resolution No. 12-2019. Copies of the resolutions are provided in Appendix R.

Based on the District's ability in meeting water demands during past water supply shortages, adopted water shortage levels, adjusted operating safe yields, and long-term droughts, it is anticipated that the District will be able to continue providing sufficient water supplies to its customers during any of its standard water shortage levels. Although adequate supplies are anticipated, the cost of those water supplies may become incrementally more expensive. The District will enact varying levels of its water shortage contingency plan to encourage retail customers to reduce water consumption and at the same time reduce the need to use the more expensive water supplies. Notwithstanding, the effectiveness of each of the District's shortage response actions, in order to reduce any potential gaps between supply and demand, has been quantified in the expected demand reduction provided in Table 8-2 and Table 8-3. The effectiveness of the District's shortage response actions is based on the District's water demands prior to 2015 (unconstrained demands). The District reduced its water demands in 2015 in response to the Governor's April 1, 2015 Executive Order B-29-15 which mandated statewide reduction in water use of 25 percent. The District's actual water demand reduction during this period was used to estimate the extent of water use reductions for the District's Water Shortage Stages. The District's Water Shortage Levels 1, 2, 3, 4, 5, and 6 are expected to reduce water demands by up to 10%, 20%, 30%, 40%, 50%, and greater than 50%, respectively.



## 8.5 COMMUNICATION PROTOCOLS

### CWC 10632.

*(a)(5) Communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments, regarding, at a minimum, all of the following:*

*(A) Any current or predicted shortages as determined by the annual water supply and demand assessment described pursuant to Section 10632.1.*

*(B) Any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment described pursuant to Section 10632.1.*

*(C) Any other relevant communications.*

Pursuant to CWC 10632.1, The District's Annual Assessment will be submitted to DWR by July 1 of each year or within 14 days of receiving its final allocation, whichever is later. The Annual Assessment will provide information on the District's anticipated shortage, triggered response actions, compliance and enforcement actions, and communication actions, as discussed in Section 8.2. The District may use the Annual Assessment as a method of declaring the appropriate water shortage level.

A water shortage level must first be adopted as a resolution during scheduled District board meetings. In accordance with the District's communication protocol, for each shortage level the District will hold a public hearing to address comments in connection with the adoption of any resolutions declaring a water shortage level. Information pertaining to the adopted resolution will be provided to the public, customers, interested parties, and local agencies through the following:



- Bill stuffers
- Website sliders
- The Rowland Quarterly newsletters
- Social media posts
- Press releases
- Newspaper publications
- On-hold messages
- Printed material placed at Customer Service Counter for distribution

The information provided will include the declared shortage level, response action associated with each shortage level, and any other relevant information relating to the resolution.

If customers violate mandatory restrictions, the District will notify customers by issuing a Notice of Violation by mail or personal delivery within 10 days before taking enforcement action.

### 8.6 COMPLIANCE AND ENFORCEMENT

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#### CWC 10632.

*(a)(6) For an urban retail water supplier, customer compliance, enforcement, appeal, and exemption procedures for triggered shortage response actions as determined pursuant to Section 10632.2.*

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Metered water use in excess of the amount detailed in the resolution will be billed at a penalty rate, which will be calculated as a unit cost of the penalty imposed on deliveries of water from Three Valleys exceeding the District's allocation. This penalty will be charged in addition to customers' regular water usage rate.





In addition to the penalty rate imposed for excess water use, customers violating the mandatory prohibitions will be subject to the procedures and/or penalties as outlined in this section. A customer who repeatedly violates any of the provisions may be prosecuted as a misdemeanor punishable by imprisonment in the County jail for no more than 30 days, or by fine not exceeding one thousand dollars (\$ 1,000.00) or by both.

The following tabulation outline the procedures and penalties for each violation of each declared water supply shortage level, respectively:

Water Supply Shortage Level	First Violation	Second Violation	Third Violation	Fourth Violation	Fifth Violation
Level 1	Written Notice	Final Written Notice	\$ 50 Fine	\$ 100 Fine	\$ 150 Fine Flow Restrictor
Level 2	Written Notice	Final Written Notice	\$ 50 Fine	\$ 150 Fine	\$ 150 Fine Flow Restrictor
Level 3, 4, 5	Written Notice	\$ 50 Fine	\$ 150 Fine	\$ 200 Fine Flow Restrictor	Service Disconnection
Level 6	Written Notice	\$ 150 Fine	\$ 200 Fine Flow Restrictor	Service Disconnection	Service Disconnection

Any customer may request an adjustment or appeal to the enforced mandatory restrictions imposed under the ordinance by submitting a written application for relief to the District. Applications must be submitted within 10 business days after receipt of the disputed billing and must include the customer's name, address, and reason for the



appeal. The General Manager will review the application and determine the customers' qualification for adjustment. Filing an appeal will not prevent service disconnection or imposition of any other penalties. Water bills must be paid under protest to avoid penalties or discontinuance of service, pending conclusion of the appeals process.

### 8.7 LEGAL AUTHORITIES

#### CWC 10632.

*(a)(7)(A) A description of the legal authorities that empower the urban water supplier to implement and enforce its shortage response actions specified in paragraph (4) that may include, but are not limited to, statutory authorities, ordinances, resolutions, and contract provisions.*

*(B) A statement that an urban water supplier shall declare a water shortage emergency in accordance with Chapter 3 (commencing with Section 350) of Division 1.*

*(C) A statement that an urban water supplier shall coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency, as defined in Section 8558 of the Government Code.*

#### CWC Division 1, Section 350

*The governing body of a distributor of a public water supply, whether publicly or privately owned and including a mutual water company, shall declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.*

The District has the legal authority to implement and enforce its water shortage contingency plan. California Constitution article X, section 2 and California Water Code section 100 provide that water must be put to beneficial use, the waste or unreasonable use or unreasonable method of use of water shall be prevented, and the conservation of water is to be exercised with a view to the reasonable and beneficial use thereof in the interest of the people and the public welfare. In addition, CWC Section 375 provides the District with the statutory authority to adopt and enforce water conservation restrictions,



and CWC Section 350 et seq. authorizes the District to declare a water shortage emergency and impose water conservation measures when it determines that the District may not be able to satisfy ordinary demands without depleting supplies to an insufficient level.

If necessary, the District shall declare a water shortage emergency in according with CWC Chapter 3 (commencing with Section 350) of Division 1. Once having declared a water shortage, the District is provided with broad powers to implement and enforce regulations and restrictions for managing a water shortage. For example: CWC section 375(a) provides:

Notwithstanding any other provision of the law, any public entity which supplies water at retail or wholesale for the benefit of persons within the service area or area of jurisdiction of the public entity may, by ordinance or resolution adopted by a majority of the members of the governing body after holding a public hearing upon notice and making appropriate findings of necessity for the adoption of a water conservation program, adopt and enforce a water conservation program to reduce the quantity of water used by those persons for the purpose of conserving the water supplies of the public entity.

(CWC Section 375(a).) CWC Section 375(b) grants the District with the authority to set prices to encourage water conservation.

In the event that the demand of water consumers cannot be satisfied without depleting a substantial amount of water supply needed for human consumption, sanitation, and fire protection, the District shall declare a water shortage emergency. The District shall coordinate with any city or county within its service area for possible declaration of a local emergency including the Cities of Industry, La Puente, and West Covina, and unincorporated areas of Los Angeles County including Rowland Heights and Hacienda Heights.



The District adopted Ordinance No. 0-7-2018 (“Establishing a Water Conservation and Water Shortage Contingency Plan”) in July 2018, pursuant the authorities described herein. The ordinance implements measures to ensure sufficient water supplies are available for sanitation, fire suppression, and domestic use. In addition, the District must reduce its demand for imported water to avoid penalties for excessive use and ensure sufficient water supply remain for the health, safety, and welfare of the public. A copy of Ordinance No. 07-2018 is provided in Appendix P. Ordinance No. 07-2018 supersedes the District’s Ordinance No. 0-5-2009, previously adopted in May 2009.

Under Resolution No. 9-2014, beginning September 2014, the District’s Board declared a Level 2 Water Supply Shortage and instituted Level 2 conservation requirements. Under a Level 2 Water Supply Shortage, water use restrictions were imposed for the purpose of achieving a conservation level for water use within the District’s service area of up to 25 percent. In July 2016, Resolution No. 7.1-2016 rescinded the Level 2 Water Supply Shortage declaration and declared a Level 1 Water Supply Shortage. Under a Level 1 Water Supply Shortage, water use restrictions are imposed for the purpose of achieving a conservation level for water use within the District’s service area of ten percent. In December 2019, the District’s Board of Directors rescinded the Level 1 Water Supply Shortage declaration pursuant to Resolution No. 12-2019. A copy of these Resolutions are provided in Appendix R.

It is noted that upon proclamation by the Governor of a state of emergency under the California Emergency Services Act (Chapter 7 (commencing with Section 8550) of Division 1 of Title 2 of the Government Code) based on drought conditions, the state will defer to implementation of locally adopted water shortage contingency plans to the extent practicable.

The District will coordinate with the County and any other entities as necessary for possible proclamation of a local emergency as necessary under California Government Code, California Emergency Services Act (Article 2, Section 8558).



## 8.8 FINANCIAL CONSEQUENCES OF WSCP

### CWC 10632.

*(a)(8) A description of the financial consequences of, and responses for, drought conditions, including, but not limited to, all of the following:*

*(A) A description of potential revenue reductions and expense increases associated with activated shortage response actions described in paragraph (4).*

*(B) A description of mitigation actions needed to address revenue reductions and expense increases associated with activated shortage response actions described in paragraph (4).*

*(C) A description of the cost of compliance with Chapter 3.3 (commencing with Section 365) of Division 1.*

The District charges a fixed rate service charge, which is independent of the quantity of water use, and a consumption charge based on the quantity of water used during the billing period. District operations are financed through the fixed service charge. Therefore, a decline in water demand, water supply shortages, or drastic reduction in water supply should not adversely affect the District's financial stability or the District's capability to properly provide service to its customers.

If MWD imposes a drought surcharge to the District, a strict pass-through of the charge would be implemented at the time to properly pay for the rate increase associated with the drought. The District has an inclining Drought rate structure for specific water shortage levels (discussed in Section 8.3) to encourage additional water conservation. The District's current Drought rate structure is provided in Appendix S.

The District has a Rate Stabilization Fund where the District deposits surplus revenues. This helps to mitigate the loss of revenue associated with increased water conservation regulations during water shortages and minimize impacts to customers.



### 8.9 MONITORING AND REPORTING

#### CWC 10632.

*(a)(9) For an urban retail water supplier, monitoring and reporting requirements and procedures that ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance and to meet state reporting requirements.*

During times of drought, the District monitors customer water consumption to ensure its efforts are effective in reducing demand throughout its service area. Data collected will be instrumental in guiding the District in making critical decisions and prioritizing drought response actions. In addition, the District submits monthly Urban Water Supplier Monitoring Reports to the State Water Resources Control Board.

Customer accounts are metered and billed bi-monthly/monthly. Based on these records, the District can track and assess customer's water consumption data by category, meter size, tier-width, and neighborhood, to determine whether customer groups are meeting conservation targets. If drought surcharges are implemented, billing data is assessed to determine how the surcharges affect customer demand.

The District has installed approximately 11,000 smart meters, with the rest of the meters to be converted to AMI by 2022. Smart meters provide multiple benefits including demand forecasting, leak detection, performance indicators, and improved reporting. By leveraging this data, the District can monitor, identify, and target programs to specific users. This will facilitate the District to focus conservation messaging and programs on specific groups and individual customers. Smart meters can also provide information of when and where water is used, establish water budget, and water usage alerts, comparisons of water use against other customers, forecasting, and quick leak detection.



Recently, the District has entered a contract for the use of water conservation and data management software. The software allows the District to analyze total water allocation, identify large water users, and spot water use trends. The information obtained will be critical in calculating indoor and outdoor water use for complying with the recently enacted water conservation legislation (AB 1668 and SB 606).

### 8.10 WSCP REFINEMENT PROCEDURES

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#### CWC 10632.

*(a)(10) Reevaluation and improvement procedures for systematically monitoring and evaluating the functionality of the water shortage contingency plan in order to ensure shortage risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented as needed.*

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The District's Water Shortage Contingency Plan has been prepared as an adaptive management plan. As discussed in Section 8.9, the District will monitor and report on the implementation of the Water Shortage Contingency Plan. The District will review the implementation results for any current or potential shortage gaps between water supplies and demands. The District will evaluate the need for revising the Water Shortage Contingency Plan in order to resolve any shortage gaps, as necessary. The District will consider the following potential revisions in the event of a potential shortage gap:





- Implementation of additional public outreach, education, and communication programs (in addition to the programs discussed in Chapter 9).
- Implementation of more stringent water use restrictions under the standard water shortage levels (discussed in Section 8.4.1)
- Implementation of stricter enforcement actions and penalties (discussed in Section 8.6)
- Improvements to the water supply augmentation responses (discussed in Section 8.4.2), as well as any associated operational changes (discussed in Section 8.4.3) which may be required
- Incorporation of additional actions recommended by District staff or other interested parties

The District will use the monitoring and reporting data to evaluate the ability for these potential revisions to resolve any shortage gaps which may occur within the standard water shortage levels.

This Water Shortage Contingency Plan is adopted as part of the District's 2020 Urban Water Management Plan adoption process discussed in Section 10.3. It is anticipated the District will review, revise, and adopt an updated Water Shortage Contingency Plan as part of preparing its 2025 Urban Water Management Plan as necessary. However, the District will continue to review the monitoring and reporting data, and if needed, update the Water Shortage Contingency Plan more frequently. Any updates to the District's Water Shortage Contingency Plan will include a public hearing and adoption process by the District's Board (see Section 8.12).



### 8.11 SPECIAL WATER FEATURE DISTINCTION

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#### CWC 10632.

*(b) For purposes of developing the water shortage contingency plan pursuant to subdivision (a), an urban water supplier shall analyze and define water features that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, separately from swimming pools and spas, as defined in subdivision (a) of Section 115921 of the Health and Safety Code.*

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The District's Water Shortage Contingency Plan defines "decorative water features" as water features which are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, but excluding pools and spas. In general, there are additional health and safety considerations in the water supplied to pools and spas compared to decorative water features. As a result, the District's Water Shortage Contingency Plan has reviewed the response actions, enforcement actions, and monitoring and reporting programs separately for decorative water features and for pools and spas, as applicable. During a level two water shortage, the District restricts water use for decorative water features by prohibiting filling or refilling of ornamental lakes or ponds.



### 8.12 PLAN ADOPTION, SUBMITTAL, AND AVAILABILITY

#### CWC 10632.

*(c) The urban water supplier shall make available the water shortage contingency plan prepared pursuant to this article to its customers and any city or county within which it provides water supplies no later than 30 days after adoption of the water shortage contingency plan.*

The District's Water Shortage Contingency Plan is adopted as part of the District's 2020 Urban Water Management Plan adoption process discussed in Chapter 10. The process for adopting the District's Water Shortage Contingency Plan includes the following:

- The District will conduct a public hearing and make the Water Shortage Contingency Plan available for public inspection.
- The District will provide notification of the time and place of the public hearing to any city or county in which water is provided.
- The District will publish notice of public hearing in a newspaper of general circulation once a week, for two successive weeks (with at least five days between publication dates).
- The District's Board will adopt the 2020 Urban Water Management Plan and the Water Shortage Contingency Plan
- As part of submitting the 2020 Urban Water Management Plan to DWR, the District will also submit the Water Shortage Contingency Plan (electronically through DWR's online submittal tool) within 30 days of adoption and by July 1, 2021. The District will submit a copy of the Water Shortage Contingency Plan to the California State Library and to any city or county in which water is provided within 30 days of adoption. In addition, the District will make the Water Shortage Contingency Plan available for public review within 30 days of adoption.



If there are any subsequent amendments required, the process for adopting an amended Water Shortage Contingency Plan includes the following:

- The District will conduct a public hearing and make the amended Water Shortage Contingency Plan available for public inspection based on the steps identified above.
- The District's Board will adopt the amended Water Shortage Contingency Plan
- The District will submit the amended Water Shortage Contingency Plan to DWR (electronically through DWR's online submittal tool) within 30 days of adoption

Additional information regarding the adoption, submittal, and availability of the District's Water Shortage Contingency Plan (and 2020 Urban Water Management Plan) is provided in Chapter 10.

**APPENDIX A**

**DWR STANDARDIZED TABLES**

**Submittal Table 2-1 Retail Only: Public Water Systems**

Public Water System Number	Public Water System Name	Number of Municipal Connections 2020	Volume of Water Supplied 2020 *
<i>Add additional rows as needed</i>			
1910194	Rowland Water District	13,202	10,759
<b>TOTAL</b>		<b>13,202</b>	<b>10,759</b>
<b>* Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.</b>			
NOTES: Source for "Number of Municipal Connections 2020": <a href="https://sdwis.waterboards.ca.gov/PDWW/">https://sdwis.waterboards.ca.gov/PDWW/</a>			

Submittal Table 2-2: Plan Identification			
Select Only One	Type of Plan		Name of RUWMP or Regional Alliance <i>if applicable</i> (select from drop down list)
<input checked="" type="checkbox"/>	Individual UWMP		
	<input type="checkbox"/>	Water Supplier is also a member of a RUWMP	
	<input type="checkbox"/>	Water Supplier is also a member of a Regional Alliance	
<input type="checkbox"/>	Regional Urban Water Management Plan (RUWMP)		
NOTES:			



Submittal Table 2-3: Supplier Identification	
Type of Supplier (select one or both)	
<input type="checkbox"/>	Supplier is a wholesaler
<input checked="" type="checkbox"/>	Supplier is a retailer
Fiscal or Calendar Year (select one)	
<input type="checkbox"/>	UWMP Tables are in calendar years
<input checked="" type="checkbox"/>	UWMP Tables are in fiscal years
If using fiscal years provide month and date that the fiscal year begins (mm/dd)	
07/01	
Units of measure used in UWMP * (select from drop down)	
Unit	AF
<i>* Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.</i>	
NOTES:	

Submittal Table 2-4 Retail: Water Supplier Information Exchange
The retail Supplier has informed the following wholesale supplier(s) of projected water use in accordance with Water Code Section 10631.
Wholesale Water Supplier Name
<i>Add additional rows as needed</i>
Three Valleys Municipal Water District
NOTES:

**Submittal Table 3-1 Retail: Population - Current and Projected**

Population Served	2020	2025	2030	2035	2040	2045( <i>opt</i> )
	59,283	59,714	60,147	60,584	60,984	61,387

NOTES: The 2020 population and the populations projected through 2045 is based on the annual growth rate estimated in SCAG's 2020-2045 Regional Transportation Plan applied to the 2018 population obtained from the United States Census Bureau's American Community Survey (See Section 3.4.1 and Section 5.4.1).

**Submittal Table 4-1 Retail: Demands for Potable and Non-Potable<sup>1</sup> Water - Actual**

Use Type	2020 Actual		
<b>Drop down list</b> May select each use multiple times These are the only Use Types that will be recognized by the WUEdata online submittal tool	Additional Description (as needed)	Level of Treatment When Delivered Drop down list	Volume <sup>2</sup>
Add additional rows as needed			
Single Family		Drinking Water	3,797
Multi-Family		Drinking Water	1,178
Commercial		Drinking Water	4,099
Losses		Drinking Water	533
Other	Construction, Fire Service and Street Sweeping	Drinking Water	20
<b>TOTAL</b>			9,627
<sup>1</sup> Recycled water demands are NOT reported in this table. Recycled water demands are reported in Table 6-4. <sup>2</sup> Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.			
NOTES: Single Family, Multi-Family, Commercial, and Other (Construction, Fire Service, and Street Sweeping) water use were determined by a percentage-based calculation of the total potable water produced by the District. Recycled water demands are provided in Table 4-3 and Table 6-4.			

### Submittal Table 4-2 Retail: Use for Potable and Non-Potable<sup>1</sup> Water - Projected

Use Type	Additional Description (as needed)	Projected Water Use <sup>2</sup> <i>Report To the Extent that Records are Available</i>				
<u>Drop down list</u> May select each use multiple times These are the only Use Types that will be recognized by the WUEdata online submittal tool		2025	2030	2035	2040	2045 (opt)
Add additional rows as needed						
Single Family		4,591	4,597	4,604	4,607	4,611
Multi-Family		1,424	1,426	1,428	1,429	1,430
Commercial		4,956	4,963	4,970	4,974	4,977
Losses		644	645	646	647	647
Other		24	24	24	24	24
<b>TOTAL</b>		11,639	11,655	11,672	11,681	11,689
<sup>1</sup> Recycled water demands are NOT reported in this table. Recycled water demands are reported in Table 6-4. Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.						
NOTES:						

Submittal Table 4-3 Retail: Total Water Use (Potable and Non-Potable)						
	2020	2025	2030	2035	2040	2045 (opt)
Potable Water, Raw, Other Non-potable <i>From Tables 4-1R and 4-2 R</i>	9,627	11,639	11,655	11,672	11,681	11,689
Recycled Water Demand <sup>1</sup> <i>From Table 6-4</i>	1,132	1,300	1,400	1,500	1,600	1,700
Optional Deduction of Recycled Water Put Into Long-Term Storage <sup>2</sup>						
<b>TOTAL WATER USE</b>	10,759	12,939	13,055	13,172	13,281	13,389
<sup>1</sup> Recycled water demand fields will be blank until Table 6-4 is complete <sup>2</sup> Long term storage means water placed into groundwater or surface storage that is not removed from storage in the same year. Supplier <b>may</b> deduct recycled water placed in long-term storage from their reported demand. This value is manually entered into Table 4-3.						
NOTES:						

**Submittal Table 4-4 Retail: Last Five Years of Water Loss Audit Reporting**

Reporting Period Start Date (mm/yyyy)	Volume of Water Loss <sup>1,2</sup>
07/2015	354
07/2016	529
07/2017	609
07/2018	508
07/2019	533

<sup>1</sup> Taken from the field "Water Losses" (a combination of apparent losses and real losses) from the AWWA worksheet.

<sup>2</sup> **Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.

NOTES: The "Volume of Water Loss" quantities for FY 2016-17 through FY 2018-19 were obtained from the annual AWWA Water Loss Audits (and based on the combination of apparent losses and real losses). Because the AWWA water loss audits were reported on a calendar year basis, half of the water loss during each calendar year was applied to the water losses for the corresponding fiscal year (to estimate the water losses for the entire fiscal year), pursuant to direction from DWR staff. The AWWA Water Loss Audit for calendar year 2020 will be prepared by October 2021. The "Volume of Water Loss" quantities for FY 2015-16 and for FY 2019-20 were estimated based on metered water production less metered water deliveries to customers.



**Submittal Table 4-5 Retail Only: Inclusion in Water Use Projections**

<b>Are Future Water Savings Included in Projections?</b> (Refer to Appendix K of UWMP Guidebook) <i>Drop down list (y/n)</i>	Yes
If "Yes" to above, state the section or page number, in the cell to the right, where citations of the codes, ordinances, or otherwise are utilized in demand projections are found.	Section 4.2.6 and Chapter 8
<b>Are Lower Income Residential Demands Included In Projections?</b> <i>Drop down list (y/n)</i>	Yes
NOTES:	

**Submittal Table 5-1 Baselines and Targets Summary  
From SB X7-7 Verification Form**

*Retail Supplier or Regional Alliance Only*

Baseline Period	Start Year *	End Year *	Average Baseline GPCD*	Confirmed 2020 Target*
10-15 year	2000	2009	217	174
5 Year	2004	2008	219	

*\*All cells in this table should be populated manually from the supplier's SBX7-7 Verification Form and reported in Gallons per Capita per Day (GPCD)*

NOTES:

**Submittal Table 5-2: 2020 Compliance**  
**From SB X7-7 2020 Compliance Form**  
*Retail Supplier or Regional Alliance Only*

2020 GPCD			2020 Confirmed Target GPCD*	Did Supplier Achieve Targeted Reduction for 2020? Y/N
Actual 2020 GPCD*	2020 TOTAL Adjustments*	Adjusted 2020 GPCD* (Adjusted if applicable)		
145	0	145	174	Y

*\*All cells in this table should be populated manually from the supplier's SBX7-7 2020 Compliance Form and reported in Gallons per Capita per Day (GPCD)*

NOTES:

Submittal Table 6-1 Retail: Groundwater Volume Pumped						
<input type="checkbox"/>	Supplier does not pump groundwater. The supplier will not complete the table below.					
<input type="checkbox"/>	All or part of the groundwater described below is desalinated.					
Groundwater Type <i>Drop Down List</i> May use each category multiple times	Location or Basin Name	2016*	2017*	2018*	2019*	2020*
Add additional rows as needed						
Alluvial Basin	Central Basin	448	0	0	0	0
Alluvial Basin	Puente Basin	204	249	260	233	157
Alluvial Basin	Main Basin	22	63	41	18	0
TOTAL		674	312	301	251	157
* Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.						
NOTES:						

**Submittal Table 6-2 Retail: Wastewater Collected Within Service Area in 2020**

<input type="checkbox"/>	There is no wastewater collection system. The supplier will not complete the table below.					
	Percentage of 2020 service area covered by wastewater collection system <i>(optional)</i>					
	Percentage of 2020 service area population covered by wastewater collection system <i>(optional)</i>					
Wastewater Collection			Recipient of Collected Wastewater			
Name of Wastewater Collection Agency	Wastewater Volume Metered or Estimated? <i>Drop Down List</i>	Volume of Wastewater Collected from UWMP Service Area 2020 *	Name of Wastewater Treatment Agency Receiving Collected Wastewater	Treatment Plant Name	Is WWTP Located Within UWMP Area? <i>Drop Down List</i>	Is WWTP Operation Contracted to a Third Party? <i>(optional)</i> <i>Drop Down List</i>
Los Angeles County Sanitation District	Estimated	4,000	Los Angeles County Sanitation District	San Jose Creek Water Reclamation Plant	No	No
<b>Total Wastewater Collected from Service Area in 2020:</b>		4,000				
* Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3 .						
NOTES:						

Submittal Table 6-3 Retail: Wastewater Treatment and Discharge Within Service Area in 2020

<input checked="" type="checkbox"/>	No wastewater is treated or disposed of within the UWMP service area. The supplier will not complete the table below.
-------------------------------------	---

Wastewater Treatment Plant Name	Discharge Location Name or Identifier	Discharge Location Description	Wastewater Discharge ID Number <i>(optional)</i> <sup>2</sup>	Method of Disposal <i>Drop down list</i>	Does This Plant Treat Wastewater Generated Outside the Service Area? <i>Drop down list</i>	Treatment Level <i>Drop down list</i>	2020 volumes <sup>1</sup>				
							Wastewater Treated	Discharged Treated Wastewater	Recycled Within Service Area	Recycled Outside of Service Area	Instream Flow Permit Requirement
Total							0	0	0	0	0

<sup>1</sup> Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.

<sup>2</sup> If the **Wastewater Discharge ID Number** is not available to the UWMP preparer, access the SWRCB CIWQS regulated facility website at <https://ciwqs.waterboards.ca.gov/ciwqs/readOnly/CiwqsReportServlet?inCommand=reset&reportName=RegulatedFacility>

NOTES: Wastewater is treated and disposed of outside the District's service area. Non-reused treated effluent that is discharged to the San Gabriel River.

Submittal Table 6-4 Retail: Recycled Water Direct Beneficial Uses Within Service Area

<input type="checkbox"/>	Recycled water is not used and is not planned for use within the service area of the supplier. The supplier will not complete the table below.
--------------------------	---

Name of Supplier Producing (Treating) the Recycled Water:		Los Angeles County Sanitation District								
Name of Supplier Operating the Recycled Water Distribution System:		Rowland Water District								
Supplemental Water Added in 2020 (volume) <i>Include units</i>		157								
Source of 2020 Supplemental Water		Untreated, nonpotable groundwater from Puente Basin								
Beneficial Use Type <i>Insert additional rows if needed.</i>	Potential Beneficial Uses of Recycled Water (Describe)	Amount of Potential Uses of Recycled Water (Quantity) <i>Include volume units<sup>1</sup></i>	General Description of 2020 Uses	Level of Treatment <i>Drop down list</i>	2020 <sup>1</sup>	2025 <sup>1</sup>	2030 <sup>1</sup>	2035 <sup>1</sup>	2040 <sup>1</sup>	2045 <sup>1</sup> (opt)
Agricultural irrigation										
Landscape irrigation (exc golf courses)	Schools, Parks, Cemetaries, City Landscape	1,024	Schools, Parks, Cemetaries, City Landscape	Tertiary	828	950	1,024	1,097	1,170	1,243
Golf course irrigation										
Commercial use										
Industrial use	Walnut Creek Peaker Plant	376	Walnut Creek Peaker Plant	Tertiary	304	350	376	403	430	457
Geothermal and other energy production										
Seawater intrusion barrier										
Recreational impoundment										
Wetlands or wildlife habitat										
Groundwater recharge (IPR)										
Reservoir water augmentation (IPR)										
Direct potable reuse										
Other (Description Required)										
				Total:	1,132	1,300	1,400	1,500	1,600	1,700
2020 Internal Reuse										

<sup>1</sup> Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.

NOTES: Projected breakdown of recycled water for direct beneficial use is based on historical data and historical breakdown (73% landscape irrigation, and 27% industrial use).



### Submittal Table 6-5 Retail: 2015 UWMP Recycled Water Use Projection Compared to 2020 Actual

<input type="checkbox"/>	Recycled water was not used in 2015 nor projected for use in 2020. The supplier will not complete the table below. If recycled water was not used in 2020, and was not predicted to be in 2015, then check the box and do not complete the table.
--------------------------	--

Beneficial Use Type	2015 Projection for 2020 <sup>1</sup>	2020 Actual Use <sup>1</sup>
<i>Insert additional rows as needed.</i>		
Agricultural irrigation		
Landscape irrigation (exc golf courses)	1,540	828
Golf course irrigation	170	0
Commercial use		
Industrial use	340	304
Geothermal and other energy production		
Seawater intrusion barrier		
Recreational impoundment		
Wetlands or wildlife habitat		
Groundwater recharge (IPR)		
Reservoir water augmentation (IPR)		
Direct potable reuse		
Other (Description Required)		
<b>Total</b>	<b>2,050</b>	<b>1,132</b>

<sup>1</sup> Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.

NOTE:

Submittal Table 6-6 Retail: Methods to Expand Future Recycled Water Use			
<input type="checkbox"/>	Supplier does not plan to expand recycled water use in the future. Supplier will not complete the table below but will provide narrative explanation.		
Section 6.2.5	Provide page location of narrative in UWMP		
Name of Action	Description	Planned Implementation Year	Expected Increase in Recycled Water Use *
<i>Add additional rows as needed</i>			
Mandatory Connection Ordinance (No. 08-2017)	Surcharge of 50 % the potable water rate imposed on potable water uses when recycled water is available	2017	300
Retrofits	Retrofit landscape irrigation systems	Ongoing	300
Total			600
<i>*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.</i>			
NOTES:			

Submittal Table 6-7 Retail: Expected Future Water Supply Projects or Programs						
<input type="checkbox"/>	No expected future water supply projects or programs that provide a quantifiable increase to the agency's water supply. Supplier will not complete the table below.					
<input type="checkbox"/>	Some or all of the supplier's future water supply projects or programs are not compatible with this table and are described in a narrative format.					
Section 6.2.8	Provide page location of narrative in the UWMP					
Name of Future Projects or Programs	Joint Project with other suppliers?		Description (if needed)	Planned Implementation Year	Planned for Use in Year Type <i>Drop Down List</i>	Expected Increase in Water Supply to Supplier* <i>This may be a range</i>
	<i>Drop Down List (y/n)</i>	<i>If Yes, Supplier Name</i>				
<i>Add additional rows as needed</i>						
La Habra Heights County Water District Pipeline Project	Yes	Walnut Valley Water District and La Habra Heights County Water District	Construction of a joint pipeline to obtain Central Basin groundwater supplies	2021	All Year Types	1,000
Pomona Basin Regional Groundwater Project	Yes	Walnut Valley Water District and Puente Basin Water Agency	Reactivate one groundwater well and install an additional well	2022	All Year Types	1,250
<b>*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.</b>						
NOTES:						

**Submittal Table 6-8 Retail: Water Supplies — Actual**

Water Supply	Additional Detail on Water Supply	2020		
Drop down list May use each category multiple times. These are the only water supply categories that will be recognized by the WUEdata online submittal tool		Actual Volume*	Water Quality Drop Down List	Total Right or Safe Yield* (optional)
Add additional rows as needed				
Purchased or Imported Water	Main Basin	1,112	Drinking Water	
Purchased or Imported Water	MWD	8,515	Drinking Water	
Groundwater (not desalinated)	Puente Basin	157	Other Non-Potable Water	
Purchased or Imported Water	San Jose Creek Water Reclamation Plant	960	Recycled Water	
Purchased or Imported Water	Walnut Valley Water District	15	Recycled Water	
Total		10,759		0
*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.				
NOTES: Groundwater pumped from Puente Basin was utilized in the District's recycled water system.				

Water Supply	Additional Detail on Water Supply	Projected Water Supply * Report To the Extent Practicable									
Drop down list May use each category multiple times. These are the only water supply categories that will be recognized by the WUEdata online submittal tool		2025		2030		2035		2040		2045 (opt)	
		Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)
Add additional rows as needed											
Purchased or Imported Water	Main Basin	2,525		2,525		2,525		2,525		2,525	
Purchased or Imported Water	MWD	7,514		7,530		7,547		7,556		7,564	
Groundwater (not desalinated)	Puente Basin	550		550		550		550		550	
Groundwater (not desalinated)	Six Basins	625		625		625		625		625	
Groundwater (not desalinated)	Central Basin	1,000		1,000		1,000		1,000		1,000	
Purchased or Imported Water	San Jose Creek Water Reclamation Plant	725		825		925		1,025		1,125	
Purchased or Imported Water	Walnut Valley Water District	0		0		0		0		0	
Total		12,939	0	13,055	0	13,172	0	13,281	0	13,389	0
*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.											
NOTES											

**Submittal Table 7-1 Retail: Basis of Water Year Data (Reliability Assessment)**

Year Type	Base Year If not using a calendar year, type in the last year of the fiscal, water year, or range of years, for example, water year 2019-2020, use 2020	Available Supplies if Year Type Repeats	
		<input type="checkbox"/>	Quantification of available supplies is not compatible with this table and is provided elsewhere in the UWMP. Location _____
		<input checked="" type="checkbox"/>	Quantification of available supplies is provided in this table as either volume only, percent only, or both.
		Volume Available *	% of Average Supply
Average Year	2011	11,417	100%
Single-Dry Year	2018	10,387	91.0%
Consecutive Dry Years 1st Year	2012	11,002	96.4%
Consecutive Dry Years 2nd Year	2013	11,423	100.1%
Consecutive Dry Years 3rd Year	2014	11,727	102.7%
Consecutive Dry Years 4th Year	2015	10,956	96.0%
Consecutive Dry Years 5th Year	2016	9,920	86.9%

*Supplier may use multiple versions of Table 7-1 if different water sources have different base years and the supplier chooses to report the base years for each water source separately. If a Supplier uses multiple versions of Table 7-1, in the "Note" section of each table, state that multiple versions of Table 7-1 are being used and identify the particular water source that is being reported in each table.*

**\*Units of measure (AF, CCF, MG ) must remain consistent throughout the UWMP as reported in Table 2-3.**

NOTES:

**Submittal Table 7-2 Retail: Normal Year Supply and Demand Comparison**

	2025	2030	2035	2040	2045 ( <i>Opt</i> )
Supply totals ( <i>autofill from Table 6-9</i> )	12,939	13,055	13,172	13,281	13,389
Demand totals ( <i>autofill from Table 4-3</i> )	12,939	13,055	13,172	13,281	13,389
Difference	0	0	0	0	0

NOTES:



Submittal Table 7-3 Retail: Single Dry Year Supply and Demand Comparison					
	2025	2030	2035	2040	2045 (Opt)
Supply totals*	11,770	11,877	11,983	12,082	12,181
Demand totals*	11,770	11,877	11,983	12,082	12,181
Difference	0	0	0	0	0
<b><i>*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.</i></b>					
NOTES:					

**Submittal Table 7-4 Retail: Multiple Dry Years Supply and Demand Comparison**

		2025*	2030*	2035*	2040*	2045* (Opt)
First year	Supply totals	12,468	12,581	12,693	12,798	12,902
	Demand totals	12,468	12,581	12,693	12,798	12,902
	Difference	0	0	0	0	0
Second year	Supply totals	12,945	13,062	13,179	13,288	13,397
	Demand totals	12,945	13,062	13,179	13,288	13,397
	Difference	0	0	0	0	0
Third year	Supply totals	13,289	13,409	13,529	13,641	13,752
	Demand totals	13,289	13,409	13,529	13,641	13,752
	Difference	0	0	0	0	0
Fourth year	Supply totals	12,415	12,528	12,640	12,744	12,848
	Demand totals	12,415	12,528	12,640	12,744	12,848
	Difference	0	0	0	0	0
Fifth year	Supply totals	11,241	11,343	11,445	11,539	11,633
	Demand totals	11,241	11,343	11,445	11,539	11,633
	Difference	0	0	0	0	0
Sixth year (optional)	Supply totals					
	Demand totals					
	Difference	0	0	0	0	0

**\*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.**

NOTES:

**Submittal Table 7-5: Five-Year Drought Risk Assessment Tables to address Water Code Section 10635(b)**

<b>2021</b>	<b>Total</b>
Total Water Use	10,788
Total Supplies	11,002
Surplus/Shortfall w/o WSCP Action	214
<b>Planned WSCP Actions</b> (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	0
WSCP - use reduction savings benefit	0
Revised Surplus/(shortfall)	214
Resulting % Use Reduction from WSCP action	0%
<b>2022</b>	<b>Total</b>
Total Water Use	11,637
Total Supplies	11,423
Surplus/Shortfall w/o WSCP Action	(214)
<b>Planned WSCP Actions</b> (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	0
WSCP - use reduction savings benefit	214
Revised Surplus/(shortfall)	0
Resulting % Use Reduction from WSCP action	2%
<b>2023</b>	<b>Total</b>
Total Water Use	12,394
Total Supplies	11,727
Surplus/Shortfall w/o WSCP Action	(667)
<b>Planned WSCP Actions</b> (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	0
WSCP - use reduction savings benefit	667
Revised Surplus/(shortfall)	0
Resulting % Use Reduction from WSCP action	5%
<b>2024</b>	<b>Total</b>
Total Water Use	11,997
Total Supplies	10,956
Surplus/Shortfall w/o WSCP Action	(1,041)
<b>Planned WSCP Actions</b> (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	0
WSCP - use reduction savings benefit	1,041
Revised Surplus/(shortfall)	0
Resulting % Use Reduction from WSCP action	9%
<b>2025</b>	<b>Total</b>
Total Water Use	11,242
Total Supplies	9,920
Surplus/Shortfall w/o WSCP Action	(1,322)
<b>Planned WSCP Actions</b> (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	0
WSCP - use reduction savings benefit	1,322
Revised Surplus/(shortfall)	0
Resulting % Use Reduction from WSCP action	12%

**Submittal Table 8-1**  
**Water Shortage Contingency Plan Levels**

<b>Shortage Level</b>	<b>Percent Shortage Range</b>	<b>Shortage Response Actions</b> <i>(Narrative description)</i>
1	Up to 10%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a reduction of less than 10 percent in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
2	Up to 20%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 10 to 20 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
3	Up to 30%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 30 to 40 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
4	Up to 40%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 30 to 40 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
5	Up to 50%	Available imported water supplies are limited or restricted due to drought, regulatory restrictions, and/or the imposition of a water supply allocation by MWD or Three Valleys Municipal Water District to the extent that a 40 to 50 percent reduction in consumer demand is required due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation.
6	>50%	In the event that an immediate water supply shortage occurs due to the breakage or failure of a dam, pump, pipeline or conduit causing an immediate emergency, the General Manager shall declare the extent of the water supply shortage emergency and, after allocating and setting aside the amount of water necessary for domestic use, sanitation and fire protection, shall determine and implement the appropriate water supply shortage restrictions.

NOTES:

**Submittal Table 8-2: Demand Reduction Actions**

Shortage Level	Demand Reduction Actions <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? <i>For Retail Suppliers Only</i> <i>Drop Down List</i>
<i>Add additional rows as needed</i>				
1	Landscape - Limit landscape irrigation to specific times	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other - Prohibit use of potable water for construction and dust control	Collective reduction from all Shortage Level 1 actions is up to 797 AF		Yes
1	Other	Collective reduction from all Shortage Level 1 actions is up to 797 AF	Water from fire hydrants will be limited to fire fighting and related activities, or for activities necessary to maintain the public health, safety, and welfare.	Yes
2	Other	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF	All actions under Shortage Level 1	Yes
2	Water Features - Restrict water use for decorative water features, such as fountains	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF	Prohibit filling or refilling ornamental lakes or ponds	Yes
2	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	Collective reduction from all Shortage Level 2 actions is up to 1,595 AF		Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	All actions under Shortage Level 2	Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	No new potable water service	Yes
3	Other	Collective reduction from all Shortage Level 3 actions is up to 2,392 AF	Any customer who willfully or repeatedly violates any provision is subject to termination of water service.	Yes
4	Other	Collective reduction from all Shortage Level 4 actions is up to 3,190 AF	All actions under Shortage Level 3	Yes
5	Other	Collective reduction from all Shortage Level 5 actions is up to 3,987 AF	All actions under Shortage Level 4	Yes
6	Other	Collective reduction from all Shortage Level 6 actions is greater than 3,987 AF	All actions under Shortage Level 5	Yes
6	Other	Collective reduction from all Shortage Level 6 actions is greater than 3,987 AF	Appropriate restrictions will be determined and implemented in the event of an immediate water supply shortage.	Yes
NOTES:				

**Submittal Table 8-3: Supply Augmentation and Other Actions**

Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>
<i>Add additional rows as needed</i>			
1	Transfers	Not applicable (see Notes)	
2	Transfers	Not applicable (see Notes)	
3	Transfers	Not applicable (see Notes)	
4	Transfers	Not applicable (see Notes)	
5	Transfers	Not applicable (see Notes)	
6	Transfers	Not applicable (see Notes)	
NOTES: The District will consider increased production from the Main Basin, Central Basin, and Puente Basin using existing facilities to address increased demands. As noted on Table 8-2, the District plans to implement demand reduction measures in the event water supplies from existing sources are not sufficient to meet anticipated demands.			

**Submittal Table 10-1 Retail: Notification to Cities and Counties**

City Name	60 Day Notice	Notice of Public Hearing
<i>Add additional rows as needed</i>		
Industry	Yes	Yes
West Covina	Yes	Yes
County Name <i>Drop Down List</i>	60 Day Notice	Notice of Public Hearing
<i>Add additional rows as needed</i>		
Los Angeles County	Yes	Yes
NOTES:		

# **2020 URBAN WATER MANAGEMENT PLAN**

## **APPENDIX P**

### **WATER CONSERVATION AND WATER SHORTAGE CONTINGENCY PLAN**





**ORDINANCE NO. 0-7-2018  
ROWLAND WATER DISTRICT**

**ESTABLISHING A WATER CONSERVATION AND  
WATER SHORTAGE CONTINGENCY PLAN  
(Supersedes Ordinance No. 0-5-2009)**

Be it ordained by the Board of Directors of the Rowland Water District (District) as follows:

**Section 1: Purpose**

Rowland Water District receives the majority of its potable water supplies from the Metropolitan Water District of Southern California (MWD) through MWD's member agency, Three Valleys Municipal Water District (Three Valleys). The reliability of imported water supplies have been substantially reduced due to drought and regulatory limitations to the point where MWD notified their member agencies in 2008 that due to the reduction in supplies and depletion of water storage reserves, measures have been put in place by MWD to allocate the available water supplies among their members depending upon the level of shortage, which include severe financial penalties on the retail agencies for taking water in excess of the allocated supply. The District has implemented water conservation measures, and developed a recycled water system to offset use of potable water for appropriate uses, which, although effective, may not be sufficient to stay within a reduced imported water supply allocation imposed by MWD. The Board of Directors finds that, because of the foregoing circumstances, there is currently a substantial threat and likelihood of a severe water shortage, in which the District's water supplies will be severely restricted. It is in the best interest of the residents and businesses within the District that measures are implemented to ensure that adequate supplies of water are available for domestic use, fire suppression and sanitation, and that the District, so far as possible, limits its demand for imported water to avoid penalties for excessive use and to ensure a reliable and sustainable minimum supply of water for public health, safety and welfare for all.

**Section 2: Authorization and Authority**

Article X, Section 2 of the California Constitution declares the general welfare requires that water resources be put to beneficial use, waste or unreasonable method of use of water be prevented, and conservation of water be fully exercised with the view to the reasonable and beneficial use thereof. Pursuant to Water Code Sections 31026 et seq., Water Code Sections 350 et seq., Water Code Sections 370 et seq., and 375 et seq., the District is authorized and empowered to enact and enforce restrictions on water use and water conservation programs to conserve its water supplies and prevent wastage.

### **Section 3: Declaration and Notification of Water Supply Shortage**

At any time that the Board of Directors determines that the water supply available to the District is likely to be insufficient to meet the expected demands of the District's customers due to any cause, including but not limited to facility failure or reductions or allocations imposed by the District's wholesale suppliers, such that the District will not be able to supply all of the demands of its customers without incurring penalties or violating policies of the wholesale agencies, the Board may declare a water shortage. A declaration of a Level 1 or Level 2 Water Supply Shortage, as defined, shall be made at a regular or special meeting of the Board of Directors. The declaration of a Level 3 Water Supply Shortage or "Water Shortage Emergency" as authorized pursuant to Water Code Section 350, shall be made after a public hearing held pursuant to published notice, unless the Water Shortage Emergency is caused by the breakage or failure of a dam, pump, pipeline or conduit causing an immediate emergency. The Board of Directors may declare, change or rescind, as applicable, the particular stage of the water supply shortage through the adoption of a Resolution. The restrictions and mandatory reduction of use listed under each level of shortage will take effect immediately upon adoption. A full listing of the restrictions applicable to the level of shortage declared shall be published once in full in a newspaper of general circulation, printed, published and circulated in the District within fifteen (15) days after adoption of the declaration of water supply shortage. Any provisions requiring curtailment in the use of water shall become effective with the first full billing period commencing on or after the date of adoption. Notice of the activation of a water supply shortage will be included in the regular billing statement or by separate mailing to the address and customer name on record. Pursuant to and authorized by Resolution No. 2-2017, certain drought rates apply during a declared Level 1,2,3 and 4 Water Supply Shortage.

### **Section 4: Compliance Responsibility**

The customer of the District whose name is on the account shall be responsible for compliance with the provisions of this Ordinance.

### **Section 5: Water Conservation Best Management Practices**

The District encourages its customers to use water efficiently, even during times of adequate supplies, and the following water conservation practices are recommended at all times.

- a. **Limits on Watering Hours:** No watering or irrigation of lawn, landscape or other vegetated area with potable water between the hours 8:00 a.m. and 5:00 p.m.
- b. **Excessive Water Flow or Runoff:** Eliminate watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch.
- c. **Washing Down of Hard or Paved Surfaces:** Washing down of hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, should only be done when using a bucket or similar container, a hand-

held hose equipped with a positive self-closing water shut-off device, a low volume, high-pressure cleaning machine, or a low-volume high-pressure water broom.

- d. **Leaks and Breaks:** Repair all plumbing and irrigation leaks and/or breaks as soon as reasonably possible.
- e. **Serving of Water at Establishments:** Eating or drinking establishments, including but not limited to restaurants, hotels, cafes, bars or other public places where food or drinks are sold or served should provide drinking water to patrons only upon request.
- f. **Lodging Establishments Linen Service:** Hotels, motels and other commercial lodging establishments should offer customers the option of not having towels and linens laundered daily. Commercial lodging establishments should prominently display notice of this option in each bathroom using clear and easily understood language.

## **Section 6: Level 1 Water Supply Shortage**

A Level 1 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a 5 to 15 percent reduction in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 1 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District, which shall specify a mandatory conservation level of up to 10%. Upon the declaration by the District of a Level 1 Water Supply Shortage condition, the District will implement Mandatory Level 1 conservation measures identified in this section.

### **Additional Water Conservation Measures:**

In addition to the water conservation practices identified in Section 5, the following water conservation requirements apply during a declared Level 1 Water Supply Shortage:

- a. **Limits on Watering Days:** Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to three days per week (**Monday, Wednesday & Friday**). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour, or hand-held bucket or similar container is permitted.
- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer's plumbing must be repaired within seventy-two (72) hours of discovery. Failure to repair a leak or break within 72 hours of notification by the District will constitute a violation.
- c. **Construction/Temporary Water:** Potable water used on a temporary basis for construction and dust control shall be limited to that quantity identified in the plan submitted by the user which describes water use requirements. The plan must be

submitted and approved by the District. Upon availability, non-potable recycled water will be made available for these uses.

- d. **Fire Hydrant Use:** Use of water from fire hydrants shall be limited to fire fighting and related activities, or for activities necessary to maintain the public health, safety and welfare.
- e. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 1 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

## **Section 7: Level 2 Water Supply Shortage**

A Level 2 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a 16 to 25 percent reduction in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 2 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District, which shall specify a mandatory conservation level of up to 25%. Upon the declaration by the District of a Level 2 Water Supply Shortage condition, the District will implement Mandatory Level 2 conservation measures identified in this section.

### **Additional Water Conservation Measures:**

In addition to the prohibited uses of potable water identified in Sections 5 and 6, the following water conservation requirements apply during a declared Level 2 Water Supply Shortage:

- a. **Limits on Watering Days:** Watering or irrigation of lawn, landscape or other vegetated area with potable water by use of a sprinkler or soaker hose is limited to two days per week (**Monday & Friday**). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces

more than two (2) gallons per hour or hand-held bucket or similar container is permitted at other times.

- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer's plumbing must be repaired within Forty-eight (48) hours of discovery. Failure to repair a leak or break within 24 hours of notification by the District will constitute a violation.
- c. **Limits on Filling Ornamental Lakes or Ponds:** Filling or re-filling of ornamental lakes or ponds is prohibited, except to the extent needed to sustain existing aquatic life.
- d. **Limits on Washing of Vehicles:** Using water to wash motor vehicles, trailers, boats and other types of mobile equipment is prohibited except by use with a bucket or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device.
- e. **Limits on Filling Residential Swimming Pools & Spas:** Emptying or refilling swimming pools, spas and ponds for cleaning purposes is prohibited. Water levels may be maintained.
- f. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 2 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

## **Section 8: Level 3 Water Supply Shortage – Emergency Condition**

A Level 3 Water Supply Shortage may be declared in the event that the imported water supplies available to the District are limited or restricted due to drought, regulatory restrictions and/or the imposition of a water supply allocation by MWD or Three Valleys to the extent that a reduction of greater than twenty-five (25) percent in consumer demand is determined to be necessary due to actual water shortages or to avoid financial penalties for taking water in excess of the allocation. A Level 3 Water Supply Shortage shall be declared pursuant to resolution adopted by the Board of Directors of the District after a public hearing, and shall specify a mandatory

conservation level which may be in excess of 25%. A Level 3 Water Supply Shortage condition is also referred to as a “Water Shortage Emergency” condition. Upon the declaration by the District of a Level 3 Water Supply Shortage condition, the District will implement Mandatory Level 3 conservation measures identified in this section.

#### **Additional Water Conservation Measures:**

In addition to the prohibited uses of potable water identified in Sections 5, 6 and 7, the following water conservation requirements apply during a declared Level 3 Water Shortage Emergency:

- a. **Limits on Watering Days:** Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to one day per week (**Wednesday**). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour or bucket or similar container is permitted at other times. The restriction does not apply to the following categories.
  - i. Minimum water necessary for maintenance of existing landscape necessary for fire protection and for properties adjacent to wildlands provided that such irrigation does not exceed two (2) days per week according to the Section 7 (a) and time restrictions in Section 5 (a);
  - ii. Minimum water necessary for maintenance of existing landscape for soil erosion control on slopes provided that such irrigation does not exceed two (2) days per week according to the Section 7 (a) and time restrictions in Section 5 (a);
  - iii. Maintenance of landscape within active public parks and playing fields, day care centers, golf course tee boxes and greens, and school grounds, provided that such irrigation does not exceed two (2) days per week according to the Section 7 (a) and time restrictions in Section 5 (a);
- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer’s plumbing must be repaired within Twenty-Four (24) hours of discovery. Failure to repair a leak or break within 24 hours after notification by the District will constitute a violation.
- c. **No New Potable Water Service:** Upon declaration of a Level 3 Water Supply Shortage Emergency condition, no new potable water services will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
  - i. A valid unexpired building permit has been issued for the project; or
  - ii. The project is necessary to protect the public health, safety, and welfare;or

- iii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of District.
- d. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by the percentage specified in the Resolution declaring the Level 3 Water Supply Shortage. The required reduction will be calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction. Metered water use in excess of the amount set forth in the Resolution will be billed at a penalty rate which shall be calculated as the per unit (hundred cubic foot) cost of the penalty imposed on deliveries of potable water from Three Valleys Municipal Water District exceeding Rowland Water District's allocation. This penalty will be charged in addition to the water usage rate. At such time as the penalties imposed by Three Valleys Municipal Water District for excess use are changed, the penalty rate imposed under this Water Shortage Ordinance will be adjusted to reflect the actual per unit cost of the penalty. Notice of the amount of any adjustment to the penalty rate will be given in the next billing statement after the adjustment is made.

## **Section 9: Exceptions**

No mandatory water conservation provisions shall apply to the following water uses:

- a. Recycled water distributed through the District's recycled water distribution system and used for landscape irrigation, industrial processes, construction, dust control or other approved uses.
- b. The routine and necessary use of water by a governmental entity in pursuit of its functions for protecting the public health, safety and welfare of its citizens. This exception does not apply to the use of potable water for landscape irrigation by a government agency.
- c. The necessary use of water for routine maintenance, testing and/or repair of the District's distribution and storage facilities.

## **Section 10: Level 4 Water Shortage Emergency Response**

In the event that an immediate water supply shortage occurs due to the breakage or failure of a dam, pump, pipeline or conduit causing an immediate emergency, the General Manager shall declare the extent of the water supply shortage emergency and, after allocating and setting aside the amount of water necessary for domestic use, sanitation and fire protection, shall determine and implement the appropriate water supply shortage restrictions, as defined herein. The General Manager will call a special meeting of the Board of Directors as soon as practical for the

purpose of reviewing and ratifying the action of the General Manager in declaring the Water Shortage Emergency.

#### **Section 11: Failure to Comply**

- a. In addition to the penalties imposed in Sections 6(e), 7(f) and 8(e), customers violating the mandatory provisions set forth in this Ordinance, as enacted by Board Resolution declaring the specific level of Water Supply Shortage, shall be subject to the procedures and/or penalties as outlined in this section.
- b. Continued violations of this Ordinance may be prosecuted as a misdemeanor punishable by imprisonment in the County jail for not more than thirty (30) days, or by fine not exceeding one thousand dollars (\$1,000.00), or by both.
- c. The following table outlines the procedures and penalties for each violation of each declared water supply shortage level, respectively:

<b>Water Supply Shortage Level</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>	<b>Fourth Violation</b>	<b>Fifth Violation</b>
<b>Level 1</b>	Written Notice	Final Written Notice	\$50 Fine	\$100 Fine	\$150 Fine Flow Restrictor
<b>Level 2</b>	Written Notice	Final Written Notice	\$50 Fine	\$150 Fine	\$150 Fine; Flow Restrictor
<b>Level 3</b>	Written Notice	\$50 Fine	\$150 Fine	\$200 Fine Flow Restrictor	-----
<b>Level 4</b>	Written Notice	\$150 Fine	\$200 Fine Flow Restrictor	-----	-----

- d. **Service Disconnection:** A customer who willfully or repeatedly violates any provision of this Ordinance is subject to termination of water service by the District after notice of the violation as specified in Section 11(e).



e. **Notice and Hearing:**

- i. The District will issue a Notice of Violation, as outlined in the above table by mail or personal delivery to the customer at the address currently on file at least ten (10) days before taking enforcement action. If the notice is sent via mail, it will be done in such a manner to be able to track delivery and signature of the person for which delivery is made.
- ii. If personal delivery is made, the name of the person for which delivery is made will be documented including time and date.
- iii. If the customer or person of suitable age is unavailable at the time of delivery, a copy of the notice may be affixed in a conspicuous location at the premises; additionally, a copy will be mailed to the customer's address on file.
- iv. The notice shall contain a description of the violation, the potential penalties associated with the violation and a statement informing the customer of the right to request a waiver due to hardship or special circumstances.
- v. Pending receipt of a written Notice of Violation or pending a hearing pursuant to an appeal, the District may take appropriate action to prevent the unauthorized use of water as appropriate to the nature of the violation, including termination of service for multiple violations based on the current Water Shortage Level in effect at the time.

**Section 12: Request for Adjustment**

- a. Any customer may request an adjustment to his or her mandatory water use reduction amount, or appeal the enforcement of the mandatory restrictions imposed under this Ordinance by making a written application for relief to the District. An adjustment of a customer's mandatory water use reduction level may be granted for the following reasons:
  - i. The customer or a member of the customer's household has a medical condition that requires the use of an amount of water in excess of normal demand. A request for adjustment on the basis of a medical condition must be supported by the certificate of a physician which specifies the nature of the use and quantity of water required.
  - ii. The customer demonstrates that he or she installed conservation devices or implemented measures to substantially reduce water use at the customer's property prior to the base year on which the water use reduction level was calculated, and that those conservation measures have resulted in a reduction in the customer's water consumption of at least one unit (one hundred cubic feet) per billing period. Where such conservation has been established, the customer's base year on which the mandatory water use reduction amount is calculated shall be increased by the estimated quantity of water conserved per billing period.

- iii. The customer establishes that the imposition of the mandatory water use reduction on the customer would threaten the public health or safety. Examples of threats to public health and safety include the use of water to abate an unsanitary condition, or for fire suppression.

Applications for adjustment to a customer's mandatory water use reduction levels will be reviewed by the General Manager, who shall determine whether the customer qualifies for adjustment of his or her mandatory water use reduction amount and make recommendations for the resolution of such applications in accordance with the procedures and criteria set forth in this appeals policy.

- b. The application for relief may include a request that the customer be relieved, in whole or in part, from the water use reduction provisions as outlined in this Ordinance.
- c. In order to be considered, an application for relief must be filed in writing with the District within ten (10) business days after receipt of the disputed billing and shall include the name and address of the party submitting the appeal, as well as a brief explanation of the basis for the appeal. No relief shall be granted unless the customer demonstrates that he or she has achieved the maximum practical reduction in water consumption. No relief shall be granted to any customer who, when requested by the General Manager, fails to provide information necessary for the resolution of the customer's application for relief.
- d. The appeals procedure shall consist of the following steps:
  - i. The General Manager shall review the application for adjustment. If the documentation provided with the application is not adequate to establish that the customer is eligible for an adjustment or the amount of the adjustment which is justified, the General Manager shall contact the applicant to request further documentation. The General Manager shall notify the customer within 5 days after documentation is completed whether the adjustment is granted and the amount of adjustment allowed. If the General Manager determines, based upon the documentation provided by the applicant that the customer does not qualify for an adjustment or qualifies for an adjustment less than that requested, the applicant may request a hearing before the General Manager, which shall be scheduled within five business days of the request. No formal rules of evidence apply. All evidence customarily relied upon by reasonable persons in the conduct of serious business affairs will be allowed, and the customer may present any such evidence which would support the grant of relief, and evidence that the customer has not engaged in wasteful water use.
  - ii. Filing of an application will not prevent discontinuance of service or imposition of any other penalties. To avoid penalties or discontinuance of service, water bills must be paid under protest, pending conclusion of the appeals process. The final decision of the General Manager will be given in writing by mail to the

customer within fifteen (15) days of the appeals hearing. A customer whose request for relief has been denied in whole or in part shall have the right to appeal to the Board of Directors, provided a written request has been made within fifteen (15) days following the date of mailing of the decision rendered by the General Manager.

- iii. The appeal to the Board of Directors shall be scheduled at the next public meeting of the Board which is at least seven (7) days following receipt of the request.
- iv. The decision of the Board shall be final.
- e. Any appeal made should state the grounds upon which it is based and what remedy, if any, the appellant seeks.
- f. Appendix A is a listing of conservation measures/devices which, if implemented or installed by the customer prior to the billing period for which the allocation amount is determined, would be considered, and the estimated quantity of water conserved per measure or device.

### **Section 13: Severability**

If any section, subsection, sentence, clause or phrase in this Ordinance is for any reason held to be invalid or unconstitutional by any court of competent jurisdiction, such decision shall not affect the validity of the remaining portion of this Ordinance.

### **Section 14: Effective Date**

This Ordinance shall be effective immediately upon adoption and shall be published in a newspaper of general circulation and distributed within the District.

## Section 15: Repeal and Rescind

Upon adoption of this Ordinance, Ordinance No. 0-5-2009 shall be repealed and rescinded.

Said ordinance was adopted, on roll call vote, at the regular meeting of the Board of Directors held July 10, 2018, by the following vote:

AYES:	Directors Lu-Yang, Lewis, Lima and Rios
NOES:	None
ABSENT:	None
ABSTAIN:	Director Bellah

I hereby certify that the foregoing is a true and correct copy of Ordinance No. 0-7-2018, adopted by the Board of Directors of the Rowland Water District at its regular meeting held on July 10, 2018.



SZU PEI LU-YANG  
Board President

ATTEST:



TOM COLEMAN  
Secretary

## Appendix A

	Non-conserving		Conserving		Savings/Month <i>Gallons/Hcf</i>
ULFT	5.5 gals x 5.2 flushes/day x 4 people= 114x 30 days=	3432gals	2.5 gals x 5.2 flushes/day x 4 people= 52 x 30 days=	1560	1,872 gallons or <i>2.51 hcf</i>
HET	2.5 gals x 5.2 flushes/day x 4 people=52 x30 days=	1560gals	1.6 gals x 5.2 flushes/day x 4 people=33 x30 days=	990	570 gallons or <i>.77 hcf</i>
DualFlush	1.6 gals x 5.2 flushes/day x 4 people=33 x30 days=	990gals	1.2 gals x 5.2 flushes/day x 4 people=25 x30 days=	749	241 gallons or <i>.33 hcf</i>
Waterless Urinals	3432 gallons per month x 12 42,000/year				3432 gallons or <i>4.6 hcf</i>
Low Flow Faucet Aerator	9.2 gals x 4 people= 37 x 30 days	1110 gals	8.0 gals x 4 people= 32 x 30 days	960	150 gallons or <i>.20 hcf</i>
Dishwasher	12 gals per load x 4 Per week x 4 weeks	192	6 gals per load 4/week x 4 weeks	96	96 gallons or <i>.13 hcf</i>
Washing Machine	40.9 gals/load x .36 loads/day= 14.8 gals x 30	444	24.3 gals/load x .38 loads/day= 9.2 gals x 30	277	167 gallons or <i>.23 hcf</i>
ET Weather- Based Controller			41 gallons/day <i>(Based on median lot size of 11,000 sq. ft.)</i>		1230 gallons or <i>1.65 hcf</i>
Rotary Sprinkler Heads (10)					333 gallons or <i>.45 hcf</i>
Artificial Turf					<b>Reduce</b> outdoor water use by 61%

**APPENDIX R**

**WATER SUPPLY SHORTAGE RESOLUTIONS**



**RESOLUTION NO. 9-2014**

**ROWLAND WATER DISTRICT  
RESOLUTION OF THE BOARD OF DIRECTORS  
DECLARING A LEVEL TWO WATER SUPPLY SHORTAGE  
AND INSTITUTING LEVEL TWO CONSERVATION REQUIREMENTS**

**WHEREAS**, ROWLAND WATER DISTRICT ("District") is a water district empowered to provide water service within District boundaries; and

**WHEREAS**, on January 17, 2014 Governor Edmund G. Brown, Jr. issued Proclamation January 17, 2014 declaring a State of Emergency to exist in California due to severe drought conditions; and

**WHEREAS**, Water Code Section 1058.5 grants the State Water Resources Control Board the authority to adopt emergency regulations in certain drought years in order to: "prevent the waste, unreasonable use, unreasonable method of use, or unreasonable method of diversion, of water, to promote water recycling or water conservation"; and

**WHEREAS**, On July 15, 2014, the State Water Resources Control Board declared a regional water shortage within its service area and adopted mandatory water conservation measures within its boundaries; and

**WHEREAS**, following the making of findings as required by law in accordance with Water Code Section 375, the District has the power and authority to adopt mandatory water conservation measures within its boundaries; and

**WHEREAS**, the District is required to comply with State law, including regulations adopted by the State Water Resources Control Board (SWRCB), codified at title 23 of the California Code of Regulations by implementing relevant provisions of the District's Water Shortage Contingency Plan.



**NOW THEREFORE, BE IT RESOLVED** by the Board of Directors of Rowland Water District, as follows:

1. The Board of Directors declares that a Level 2 Water Supply Shortage condition exists.
2. The following mandatory water conservation measures and water use restrictions specified under a Level 2 Water Supply Shortage shall go into effect beginning on September 9, 2014, and the metered reduction requirements shall apply to water use within the District beginning with billing periods commencing on or after October 1, 2014:
  - a. **Limits on Watering Hours:** No watering or irrigation of lawn, landscape or other vegetated area with potable water between the hours of 8:00 a.m. and 5:00 p.m.
  - b. **Excessive Water Flow or Runoff:** Eliminate watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch.
  - c. **Washing Down of Hard or Paved Surfaces:** Washing down of hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, should only be done when using a bucket or similar container, a hand-held hose equipped with a positive self-closing shut-off device, a low volume, high-pressure cleaning machine, or a low-volume high-pressure water broom.
  - d. **Serving Water at Establishments:** Eating or drinking establishments, including but not limited to restaurants, hotels, cafes, bars or other public places where food or drinks are sold or served should provide drinking water to patrons only upon request.
  - e. **Lodging Establishments Linen Service:** Hotels, motels, or other commercial lodging establishments should offer customers the option of not having towels and linens laundered daily. Commercial lodging establishments should prominently display notice of this option in each bathroom using clear and easily understood language.
  - f. **Limits on Watering Days:** Watering or irrigation of lawn, landscape or other vegetated area with potable water is limited to two days per week (**Monday and Friday**). Irrigation by hand-held hose equipped with a positive self-closing shut-off nozzle, drip irrigation type irrigation systems when no emitter produces more than two (2) gallons per hour, or hand-held bucket or similar container is permitted at other times.



- g. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks and malfunctions in the customer's plumbing must be repaired within forty-eight (48) hours of discovery. Failure to repair a leak or break within 24 hours of notification by the District will constitute a violation.
  - h. **Construction/Temporary Water:** Potable (drinking) water used on a temporary basis for construction and dust control shall be limited to that quantity identified in the plan submitted by the user which describes water use requirements. The plan must be submitted and approved by the District. Upon availability, non-potable recycled water will be made available for these uses.
  - i. **Fire Hydrant Use:** Use of water from fire hydrants shall be limited to fire fighting and related activities, or for activities necessary to maintain the public health, safety and welfare.
  - j. **Limits on Filling Ornamental Lakes or Ponds:** Filling or refilling of ornamental lakes or ponds is prohibited, except to the extent needed to sustain existing aquatic life.
  - k. **Limits on Washing of Vehicles:** Using water to wash motor vehicles, trailers, boats and other types of mobile equipment is prohibited except by use with a bucket or hand-held hose equipped with a positive self-closing water shut-off nozzle or device.
  - l. **Limits on filling Residential Swimming Pools and Spas:** Emptying or refilling swimming pools, spas and ponds for cleaning purposes is prohibited. Water levels may be maintained.
  - m. **Metered Reduction:** Water consumption as measured through the customer's meter shall be reduced by the customer by **Twenty percent (20%)** calculated based on the amount of water used by the same customer during the same billing period in the last calendar year during which no potable water shortage was declared. For those customers who do not have historical data upon which to base the reduction, an average consumption for the area will be used as a baseline for reduction.
3. Written notice of the declaration of a Level 2 Water Supply Shortage and the regulations and restrictions applicable to use of water supplied by Rowland Water District shall be mailed to each customer and published in a newspaper of general circulation within 10 days of the adoption of this Resolution.

**BE IT FURTHER RESOLVED**, that the Board of Directors finds that the provisions of this Resolution are exempt from the provisions of the California Environmental Quality Act as an action to mitigate emergency conditions and as a rate setting measure pursuant to Public Resources Code §21080(b)(4) and (8).

Adopted at the regular meeting of the Board of Directors held September 9, 2014 by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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SZU PEI LU-YANG

President

ATTEST:

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KEN DECK

Secretary



## **RESOLUTION NO. 7.1-2016**

### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE ROWLAND WATER DISTRICT RESCINDING THE LEVEL 2 WATER SUPPLY SHORTAGE DECLARATION AND DECLARING A LEVEL 1 WATER SUPPLY SHORTAGE**

**WHEREAS**, ROWLAND WATER DISTRICT ("District") is a water district empowered to provide water service within District boundaries; and

**WHEREAS**, on September 9, 2014, in response to severe drought conditions in the State and the Governor's declaration of a drought emergency, the Board of Directors of the District adopted Resolution No. 9-2014 and declared a Level 2 Water Supply Shortage pursuant to District Ordinance No. 0-5-2009, which was adopted pursuant to the power granted to the District in Water Code Section 375; and

**WHEREAS**, under a Level 2 Water Supply Shortage, water use restrictions were imposed for the purpose of achieving a conservation level for water use within the District's service area of up to 25%; and

**WHEREAS**, until recently, emergency regulations adopted by the State Water Resources Control Board ("State Board") required the District to reduce its water consumption by 20% as compared to 2013 water usage amounts; and

**WHEREAS**, while drought conditions continue to persist in southern California and some State Board water conservation requirements are still in place, due to an improved water supply outlook for the State Water Project and the rescission of the State Board's mandatory 20% conservation requirement, the Board of Directors has determined that the District has sufficient supplies to warrant moving from a Level 2 Water Supply Shortage to a Level 1 Water Supply Shortage declaration; and

**WHEREAS**, under a Level 1 Water Supply Shortage, water use restrictions are imposed for the purpose of achieving a conservation level for water use within the District's service area of ten percent (10%); and

**WHEREAS**, due to the continuing drought conditions in southern California and the potential for its impacts on imported and local supplies, the Board of Directors intends to declare a Level 1 Water Supply Shortage condition pursuant to Ordinance No. 0-5-2009.

**NOW THEREFORE**, be it resolved by the Board of Directors of Rowland Water District as follows:

1. The Board of Directors hereby rescinds the declaration that a Level 2 Water Supply Shortage condition exists as established in Resolution No. 9-2014, effective July 19, 2016.
2. The Board of Directors hereby declares a Level 1 Water Supply Shortage pursuant to Ordinance No. 0-5-2009 effective July 19, 2016.
3. Notice of the rescission of the Level 2 Water Supply Shortage and the declaration of the Level 1 Water Supply Shortage and the restrictions applicable to use of water supplied by Rowland Water District during a Level 1 Water Supply Shortage shall be mailed to each customer with the next billing statement following the adoption of this resolution.

Adopted at the regular meeting of the Board of Directors held July 19, 2016 by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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SZU PEI LU-YANG  
President

ATTEST:

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TOM COLEMAN  
Secretary





## **RESOLUTION NO. 12-2019**

### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE ROWLAND WATER DISTRICT RESCINDING THE LEVEL 1 WATER SUPPLY SHORTAGE DECLARATION**

**WHEREAS**, ROWLAND WATER DISTRICT ("District") is a water district empowered to provide water service within District boundaries; and

**WHEREAS**, on September 9, 2014, in response to severe drought conditions in the State and the Governor's declaration of a drought emergency, the Board of Directors of the District adopted Resolution No. 9-2014 and declared a Level 2 Water Supply Shortage, which was adopted pursuant to the power granted to the District in Water Code Section 375; and

**WHEREAS**, under a Level 2 Water Supply Shortage, water use restrictions were imposed for the purpose of achieving a conservation level for water use within the District's service area of up to 25%; and

**WHEREAS**, at the time, the State Water Resources Control Board ("State Board") required the District to reduce its water consumption by 20% as compared to 2013 water usage amounts; and

**WHEREAS**, due to an improved water supply outlook for the State Water Project and the rescission of the State Board's mandatory 20% conservation requirement, the Board of Directors adopted Resolution No. 7.1-2016 to rescind the Level 2 Water Shortage Supply and declared a Level 1 Water Shortage Supply Shortage ; and

**WHEREAS**, under a Level 1 Water Supply Shortage, water use restrictions are imposed for the purpose of achieving a conservation level for water use within the District's service area of ten percent (10%); and

**WHEREAS**, due to the current positive water supply outlook and the success of the District's voluntary water conservation efforts, the Board of Directors intends to rescind the existing Level 1 Water Supply Shortage condition adopted by Resolution No. 7.1-2016.

**NOW THEREFORE**, be it resolved by the Board of Directors of Rowland Water District as follows:

1. The Board of Directors hereby rescinds the declaration that a Level 1 Water Supply Shortage condition exists as established in Resolution No. 7.1-2016 effective January 1, 2020.

Adopted at the regular meeting of the Board of Directors held December 17, 2019 by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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ROBERT LEWIS  
President

ATTEST:

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TOM COLEMAN  
Secretary

# **2020 URBAN WATER MANAGEMENT PLAN**

## **APPENDIX S**

### **WATER RATE STRUCTURE**



# **ROWLAND WATER DISTRICT**

3021 Fullerton Road  
Rowland Heights, CA 91748  
(562) 697-1726  
[www.rowlandwater.com](http://www.rowlandwater.com)

## **RULES AND REGULATIONS FOR POTABLE AND RECYCLED WATER SERVICE**

**An informative guide of policies and procedures relating to  
water service customers in our Service Area  
These Rules & Regulations are subject to periodic revisions**



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**SECTION “A”**  
**DEFINITION OF TERMS**

Whenever the following terms or pronouns are used herein, the intent and meaning shall be interpreted as follows:

- (a) District: Rowland Water District
- (b) County: County of Los Angeles
- (c) Manager: General Manager of Rowland Water District or the person who has been authorized by the Manager or by the Board of Directors of the District to act for the General Manager
- (d) Board: Board of Directors of Rowland Water District
- (e) His, Him: Any person, corporation, association or agency
- (f) Customer: Any person, firm, corporation, association or agency who uses or is entitled to use water from the District System

**SECTION “B”**  
**MANDATORY RECYCLED WATER CONNECTION POLICY**  
**(Ordinance No. 0-8-2017)**

The requirements of the District's Mandatory Recycled Water Connection Policy (Ordinance No. 0-8-2017) shall apply to existing customers of the District and to all applications for new water service to a Qualifying Property received by the District on or after September 15, 2004 (Effective Date) and shall be a condition and requirement for receiving water service from the District. A Recycled Water Plan Check/Inspection Fee in the amount of \$710.00 will be required on all new recycled water installations.

**SECTION “C”**  
**APPLICATION FOR SERVICE**

The application is a request for service. Each prospective customer, whether an individual, firm, corporation, association or agency, must apply for the desired service and provide sufficient information to establish credit for the payment of the account and pay a non-refundable application fee.

The District requires proper identification of all applicants for new water service, residential, commercial, industrial and temporary. The applicant has the option of completing the application form in person at the District office, submitting the required information by mail, or completing an on-line application prior to the establishment of service.

The information required to identify the applicant must be provided on the service application form. The district requests this information to ensure the proper billing and collection of the account.

## APPLICATION FEE

Every applicant for a water service account at a retail connection shall complete an application for water service on a form provided by the District and shall pay a non-refundable application fee of \$45.00 to defray the cost of processing the application and turning the service on at the meter.

## SERVICE AGREEMENT

Every applicant for new water service requiring an extension of the District's water supply system or establishment of a new water service, to property which has not been previously receiving water service from the District, shall be required to enter into an Agreement for the installation of Water System and Service of Water ("Service Agreement") in a form provided by the District. The Service Agreement shall provide for the applicant to pay all engineering costs incurred by the District for the preparation of plans and specifications and for construction, supervision, and testing of the water facilities. The Service Agreement shall provide that the applicant must deposit, in advance, an amount of money based upon the estimated cost of engineering services and construction costs prior to commencement of the design and award of the construction contract, respectively. The Service Agreement shall provide that the applicant shall dedicate to the District, such fee parcels, easements, and other interests in the land as may be necessary for the water facilities to serve the property. The Service Agreement shall also provide for the payment of the Meter Installation Fee, the Potable Water Capacity Fee and the Acreage Supply Charge as set forth herein.

## OWNERSHIP OF SERVICE

All pipes, fittings, meters, meter boxes and other materials and equipment installed by the District to establish a service connection shall at all times be the property of and remain vested in the District. The applicant shall have no ownership interest or title thereto.

No service connection will be installed at any place on said system for or on behalf of any applicant who has any outstanding or delinquent debt owed to the District for any previous water service until all such unpaid indebtedness has first been fully paid and discharged.

## TEMPORARY SERVICE

Any applicant desiring a temporary service from a public fire hydrant shall specify in the application the location of the public hydrant or public hydrants from which service is desired. The District does not provide temporary service through privately-owned fire hydrants. The **District will**, when such an application has been accepted, connect the meter to a hydrant as near as possible to the requested location. The applicant shall pay the refundable deposit, which is shown on the table set forth below, for each temporary service location. The amount of the required deposit and/or water rate may be adjusted by Board action from time to time. The monthly rental fee for the construction meter is set forth below. Upon discontinuance of service, provided the meter has been recovered

by the District in acceptable condition, the deposit will be applied to any unpaid charges due the District and the balance, if any, will be refunded to the applicant. If the meter is damaged or missing, the deposit shall be applied first to the cost of repairing or replacing the meter, and second to any unpaid charges. The customer will be responsible for any shortfall between the amount due and the deposit. Any balance of the deposit remaining after deduction of costs and unpaid charges will be refunded to the customer.

Water delivered through a temporary water service shall be charged the rates, by zone, as shown on the “Construction Potable/Recycled Water Rate” table below. A non-refundable administration fee will be charged in addition to the deposit. The application fee shall cover the initial installation and the removal of the meter. Any requests to relocate the meter to another location will be charged an additional cost per hour. The foregoing fees are shown on the “Construction Meter Fee Schedule” below.

**CONSTRUCTION METER FEE SCHEDULE\***

Effective Date	June 1, 2017	Jan. 1, 2018	Jan. 1, 2019	Jan. 1, 2020	Jan. 1, 2021
Refundable Construction Meter Deposit	\$2,485.00	\$2,560.00	\$2,636.00	\$2,715.00	\$2,797.00
Administration Fee-Construction Meter	\$171.00	\$176.00	\$181.00	\$187.00	\$192.00
Monthly Rental Fee Construction Meter	\$50.00	\$52.00	\$54.00	\$55.00	\$57.00
Relocate Construction Meter (cost per hour)	\$76.00	\$79.00	\$81.00	\$83.00	\$86.00

**\*The amount of the required deposit and/or water rate may be adjusted by Board action from time to time.**

**CONSTRUCTION POTABLE/RECYCLED WATER RATE (\$/HCF)**

Effective Date	June 1, 2017	Jan. 1, 2018	Jan. 1, 2019	Jan. 1, 2020	Jan. 1, 2021
Construction Rate-Potable					
Zone 1	\$4.99	\$5.37	\$5.78	\$6.07	\$6.37
Zone 2	\$5.15	\$5.53	\$5.94	\$6.24	\$6.55
Zone 3	\$5.31	\$5.70	\$6.12	\$6.42	\$6.74
Zone 4	\$5.75	\$6.16	\$6.60	\$6.93	\$7.27
Zone 5	\$6.05	\$6.48	\$6.93	\$7.27	\$7.62
Zone 6	\$6.50	\$6.94	\$7.42	\$7.77	\$8.15
Construction Rate-Recycled	\$2.76	\$3.09	\$3.42	\$3.75	\$4.08

**ESTABLISHMENT OF CREDIT**

At the time the service application form is submitted, the District will evaluate the applicant's credit-worthiness to determine if the District will require a deposit from the applicant to secure the payment of any future charges owed to the District. An applicant's credit will be considered impaired in the following circumstances and a refundable deposit will be charged in addition to the non-refundable application fee.

- (a) The applicant and/or co-applicant has no prior credit history or a poor credit history in any of the three major credit reporting agency databases (TRW, TRANS UNION and EQUIFAX);
- (b) The District has received information from the CUE (California Utilities Exchange) database that the applicant has an unpaid final bill with another utility company or the applicant has an unpaid final bill with the Rowland Water District at a prior service address;
- (c) The applicant refuses to furnish information necessary to identify the applicant and verify his credit-worthiness;
- (d) The District is not able to positively identify the applicant from the information submitted on the service application.

In the event that credit-worthiness is established at the time of the service application request, no deposit will be required to establish service. However, the District may require a deposit as a condition of continuing water service to an existing customer if the customer becomes delinquent in payment of District charges. The customer will be notified if and when a deposit is required to maintain service with the District.

Any of the following circumstances constitutes a delinquency requiring a deposit in order to continue service at the customer's property:

- (1) Any customer who has incurred any of the following charges for delinquent payment:
  - (a) One 10-Day service termination notice (door hanger);
  - (b) Two (2) delinquent late charges in any one calendar year;
  - (c) Three (3) delinquent late charges since the inception of the customer's account.
- (2) The customer's service has been shut off at any time for the non-payment of the account's bill.
- (3) The customer has issued the District a check, which has been returned unpaid from the bank on which it was drawn.

Any customer, who has opened multiple accounts in his name, may be required to make a deposit for each account or service address, if the payment history in any of the accounts reflects a delinquency as defined above.

## DEPOSITS

Where an applicant or District customer is required to make a refundable deposit to secure the payment of future charges for service or for the re-establishment of service, the amount shall be determined as follows:

### ***New Service Applicants:***

The standard deposit amount will be calculated and adjusted annually, based on the average total bill for customers who have the same size meter and who are also in the same water rate category multiplied by 2.5. Every new service

applicant shall pay a non-refundable application fee of \$45.00. The District requires proper identification of all new service applicants. Any new service applicant unable to provide proper photo identification will be charged the standard deposit amount which will be held by the District until such time as proper identification is presented to the District, or until such account is closed. In each instance, this deposit will be refunded to the customer, without interest, after the deduction of any unpaid charges to the District. Acceptable forms of photo identification include an identification card issued by the Department of Motor Vehicles, a Driver's License, Passport, or Lawful Permanent Residency Card ("Green Card").

### ***Existing Customers:***

The deposit amount will be calculated based on the average total bill of that particular customer for at least three (3) billing periods, and no more than twelve (12) billing periods multiplied by 2.5. If this information is not available, the deposit calculation for new service applicants will be used. Any customer whose credit status has changed with the District will be properly notified and billed for the deposit amount.

In the event that a customer who has already paid a deposit as a new service applicant becomes delinquent as defined in the paragraph entitled "Establishment of Credit", subparagraphs (1) through (3), the District will re-evaluate the amount of the deposit necessary to secure the account. If the deposit amount determined based upon the customer's average total billing for water charges is greater, the amount of the deposit will be adjusted accordingly. As a condition of continued water service, the customer will be required to increase the amount deposited with the District, as well as pay all delinquent charges and other fees.

In the event a customer's account is terminated for non-payment, the District may apply any deposit held for that customer to any outstanding charges and penalties for that customer at the time service is terminated. If the customer closes an account, the District shall apply the customer's deposit to the final billing and refund any balance remaining, without interest, to the customer.

District will monitor the payment history of each customer for which a security deposit is being held by the District. If the customer's account is free of any late payment penalties, termination notices or returned checks for a period of twelve (12) consecutive months since the security deposit was given, the District shall refund the deposit to the customer, in full, by applying the deposit to the customer's account.

### **CHANGE IN SERVICE**

(a) Any customer desiring a smaller or larger service connection shall make application for the size desired in the manner heretofore described for a new service. In the case of an application for a smaller service connection than what exists, the customer must sign an acknowledgment that the smaller connection complies with any applicable flow requirements for fire or other purposes and that Rowland Water District is not responsible for compliance with any such requirements and customer may not bring and waives any and all claims against Rowland Water District related to such.

(b) Service will be discontinued upon request of the applicant. Payment of all charges in full to the date of discontinuance will be due upon termination of service.

## SEPARATE SERVICES

(a) No service connection will be made for the purpose of supplying two or more parcels through a common service even though the parcels may be in the same ownership. When a parcel is divided into two or more lots, separate service connections must be established for each lot to which service is provided.

(b) No master meters are allowed or will be authorized for a multi-user development, which includes Commercial and Multi-Family. All tenants or owners receiving water service in any individual apartment, condominium, townhome, or other unit or a multi-unit Commercial or Multi-Family development shall have a separate meter for each such unit.

(c) Apartments, duplexes, townhomes, condominiums and mobile home parks are classified as “Multi-Family” and are billed at the District's established rates for such services.

(d) Violation of this section shall be cause for discontinuation of service through the service connection upon thirty (30) days written notice to the original applicant to correct the violation.

## SECTION “D”

### RATE SCHEDULES

Rates (subject to change) -- The following rates are hereby fixed and established and shall be collected by and through monthly or bi-monthly billings for water furnished through meters by the District:

For domestic, commercial and industrial water services:

### WATER RATES AND FEES

#### 1. Potable and Recycled Water Rates (excluding Construction/ Temporary and Fire Service):

There is a commodity rate charged for each unit of water (one hundred cubic feet “hcf”) supplied by the District, for potable and recycled water, which includes a charge for pumping costs, varying according to the zones of elevation within the District.

**A. Single Family Residential Inclining Block Rates:** The commodity rates for the single family residential class of service shall vary according to the amount of water delivered in a billing period with the initial quantity of water charged at a lower rate, (inclining block rate) to encourage conservation and discourage waste of potable water supplies.



Pressure Zone	Usage in hcf	Rate Effective 3/1/17	Rate Effective 1/1/18	Rate Effective 1/1/19	Rate Effective 1/1/20	Rate Effective 1/1/21
Zone I	1–8/hcf	\$2.43/hcf	\$2.62/hcf	\$2.82/hcf	\$2.96/hcf	\$3.11/hcf
	9–15/hcf	\$3.57/hcf	\$3.34/hcf	\$3.06/hcf	\$3.22/hcf	\$3.38/hcf
	16+ hcf	\$4.98/hcf	\$4.62/hcf	\$4.19/hcf	\$4.40/hcf	\$4.62/hcf
Zone II	1–8/hcf	\$2.59/hcf	\$2.78/hcf	\$2.98/hcf	\$3.13/hcf	\$3.29/hcf
	9–15/hcf	\$3.72/hcf	\$3.50/hcf	\$3.23/hcf	\$3.39/hcf	\$3.56/hcf
	16+ hcf	\$5.13/hcf	\$4.78/hcf	\$4.35/hcf	\$4.57/hcf	\$4.80/hcf
Zone III	1–8/hcf	\$2.75/hcf	\$2.95/hcf	\$3.16/hcf	\$3.32/hcf	\$3.48/hcf
	9–15/hcf	\$3.88/hcf	\$3.67/hcf	\$3.41/hcf	\$3.58/hcf	\$3.75/hcf
	16+ hcf	\$5.29/hcf	\$4.95/hcf	\$4.53/hcf	\$4.75/hcf	\$4.99/hcf
Zone IV	1–8/hcf	\$3.19/hcf	\$3.41/hcf	\$3.64/hcf	\$3.82/hcf	\$4.01/hcf
	9–15/hcf	\$4.33/hcf	\$4.14/hcf	\$3.89/hcf	\$4.08/hcf	\$4.28/hcf
	16+ hcf	\$5.74/hcf	\$5.42/hcf	\$5.01/hcf	\$5.26/hcf	\$5.51/hcf
Zone V	1–8/hcf	\$3.49/hcf	\$3.72/hcf	\$3.97/hcf	\$4.16/hcf	\$4.36/hcf
	9–15/hcf	\$4.63/hcf	\$4.45/hcf	\$4.22/hcf	\$4.42/hcf	\$4.63/hcf
	16+ hcf	\$6.04/hcf	\$5.73/hcf	\$5.34/hcf	\$5.60/hcf	\$5.87/hcf
Zone VI	1–8/hcf	\$3.94/hcf	\$4.19/hcf	\$4.46/hcf	\$4.67/hcf	\$4.89/hcf
	9–15/hcf	\$5.08/hcf	\$4.92/hcf	\$4.70/hcf	\$4.93/hcf	\$5.16/hcf
	16+ hcf	\$6.49/hcf	\$6.20/hcf	\$5.83/hcf	\$6.10/hcf	\$6.40/hcf

**B. Potable Rates for Commercial and Multi-Family:** There shall be a uniform charge per one hundred cubic feet (hcf) plus a pumping charge covering the energy cost to pump water to each zone elevation over Zone 1. 1 hcf = 100 cubic feet or 748 gallons.

Pressure Zone	Rate Effective 3/1/17	Rate Effective 1/1/18	Rate Effective 1/1/19	Rate Effective 1/1/20	Rate Effective 1/1/21
Zone I	\$3.24/hcf	\$3.20/hcf	\$3.15/hcf	\$3.31/hcf	\$3.47/hcf
Zone II	\$3.39/hcf	\$3.36/hcf	\$3.31/hcf	\$3.48/hcf	\$3.65/hcf
Zone III	\$3.55/hcf	\$3.53/hcf	\$3.49/hcf	\$3.66/hcf	\$3.84/hcf
Zone IV	\$4.00/hcf	\$4.00/hcf	\$3.97/hcf	\$4.17/hcf	\$4.37/hcf
Zone V	\$4.30/hcf	\$4.31/hcf	\$4.30/hcf	\$4.51/hcf	\$4.72/hcf
Zone VI	\$4.74/hcf	\$4.78/hcf	\$4.79/hcf	\$5.01/hcf	\$5.25/hcf

**C. Recycled Water Rates:** There shall be a uniform charge per one hundred cubic feet (hcf). 1 hcf = 100 cubic feet or 748 gallons.

Rate Effective 3/1/17	Rate Effective 1/1/18	Rate Effective 1/1/19	Rate Effective 1/1/20	Rate Effective 1/1/21
\$1.71/hcf	\$1.79/hcf	\$1.83/hcf	\$2.08/hcf	\$2.33/hcf



## **D. Construction Potable/Recycled Water Rates:**

	Effective 6/1/17	Effective 1/1/18	Effective 1/1/19	Effective 1/1/20	Effective 1/1/21
Construction Rate- Potable					
Zone 1	\$4.99	\$5.37	\$5.78	\$6.07	\$6.37
Zone 2	\$5.15	\$5.53	\$5.94	\$6.24	\$6.55
Zone 3	\$5.31	\$5.70	\$6.12	\$6.42	\$6.74
Zone 4	\$5.75	\$6.16	\$6.60	\$6.93	\$7.27
Zone 5	\$6.05	\$6.48	\$6.93	\$7.27	\$7.62
Zone 6	\$6.50	\$6.94	\$7.42	\$7.77	\$8.15
Construction Rate- Recycled	\$2.76	\$3.09	\$3.42	\$3.75	\$4.08

## **2. Potable/Recycled Water Service Charge for all Customer Classes**

In addition to the commodity rate, there is a bi-monthly/monthly service charge for each retail water meter for potable and recycled water service, which is based upon the size of the meter. This is a fixed amount which yields revenues to provide for the general overhead and other fixed costs of the District's operations. (The service charge on each bill for accounts billed on a bi-monthly basis is two times the service charge for accounts billed monthly.)

Meter Size	Monthly Rate Effective 3/1/17	Monthly Rate Effective 1/1/18	Monthly Rate Effective 1/1/19	Monthly Rate Effective 1/1/20	Monthly Rate Effective 1/1/21
5/8"	\$27.13	\$33.44	\$40.55	\$42.58	\$44.71
3/4"	\$27.13	\$33.44	\$40.55	\$42.58	\$44.71
1"	\$27.13	\$33.44	\$40.55	\$42.58	\$44.71
1-1/2"	\$126.41	\$157.28	\$192.06	\$201.67	\$211.75
2"	\$200.87	\$250.16	\$305.70	\$320.99	\$337.03
3"	\$399.43	\$497.82	\$608.73	\$639.16	\$671.12
4"	\$622.81	\$776.45	\$949.63	\$997.12	\$1,046.97
6"	\$1,243.31	\$1,550.42	\$1,896.60	\$1,991.43	\$2,091.00
8"	\$1,987.91	\$2,479.18	\$3,032.95	\$3,184.60	\$3,343.83
10"	\$5,214.51	\$6,503.80	\$7,957.16	\$8,355.02	\$8,772.77
12"	\$6,579.61	\$8,206.53	\$10,040.48	\$10,542.50	\$11,069.62

## **A. Fire Service - Service Charge:**

There is a bi-monthly or monthly service charge, based upon the size of the service connection, for each meter supplying water to a fire hydrant system or other fire suppression facility. The fire service charge is fixed to yield sufficient revenues to defray the cost of serving and maintaining such lines, meters and hydrants, as follows:

<b>Service Size</b>	<b>Monthly Rate Effective 3/1/17</b>	<b>Monthly Rate Effective 1/1/18</b>	<b>Monthly Rate Effective 1/1/19</b>	<b>Monthly Rate Effective 1/1/20</b>	<b>Monthly Rate Effective 1/1/21</b>
1"	\$2.95	\$3.18	\$3.41	\$3.58	\$3.76
2"	\$7.45	\$8.01	\$8.61	\$9.04	\$9.49
3"	\$13.55	\$14.56	\$15.65	\$16.44	\$17.26
4"	\$24.78	\$26.64	\$28.64	\$30.07	\$31.57
6"	\$53.67	\$57.69	\$62.02	\$65.12	\$68.38
8"	\$92.18	\$99.10	\$106.53	\$111.85	\$117.45
10"	\$143.54	\$154.30	\$165.87	\$174.17	\$182.88
12"	\$172.42	\$185.36	\$199.26	\$209.22	\$219.68

All water delivered through a fire service connection will be charged an amount equal to the District's commercial and multi-family residential rate. Use of water through a fire service, except for extinguishing fires, or because of repairs or alterations to the customer's lines, or for testing, is prohibited and such unauthorized use, if continued, will be cause for discontinuance of a fire service and/or penalties of \$200.00 per day or per violation, in addition to payment of all other water rates and charges.

### **Fire Sprinklers on Domestic Service Connection**

Every application for water service shall include the following statement of District policy concerning domestic service which is used for fire sprinklers. As a condition of water service, each applicant will be required to sign an acknowledgment that he or she has read and understands the District policy.

Failure to pay water charges for a domestic service when due may result in termination of water service according to the rules and regulations for water service. For domestic water services which also provide water for a residential or commercial fire sprinkler system, termination of water service will result in termination of water for the fire sprinkler system as well. Customers who have a fire sprinkler system connected to a domestic service will be required to sign an acknowledgment that Rowland Water District will not assume any additional responsibility or duty of care to customers who use domestic services for fire suppression purposes.

### **B. Fire Flow Availability Testing Rates:**

Fire Flow Tests are performed by District personnel to measure the volume of water available at a specified fire hydrant. There is a charge of \$350.00 to perform a fire flow availability test.

### **C. Potable Water Capacity Fee:**

A Potable Water Capacity Fee shall be imposed on any property or any person requesting a new, additional, or larger connection to the District's potable water system, and the amount of the Potable Water Capacity Fee imposed shall vary in accordance with the size of the meter serving the property, and shall equal the reasonable cost of providing the service for which the Potable Water Capacity Fee is imposed. The rates for the Potable Water Capacity Fee set forth below may be adjusted for inflation each year.

<b>Meter Size</b>	<b>Maximum Rates for Potable Water Capacity Fees (Effective June 1, 2017)</b>
<b>1 inch</b>	<b>\$3,685.00</b>
<b>1 1/2 inch</b>	<b>\$18,424.00</b>
<b>2 inch</b>	<b>\$29,478.00</b>
<b>3 inch</b>	<b>\$58,956.00</b>
<b>4 inch</b>	<b>\$92,118.00</b>
<b>6 inch</b>	<b>\$184,237.00</b>
<b>8 inch</b>	<b>\$294,779.00</b>
<b>10 inch</b>	<b>\$773,794.00</b>
<b>12 inch</b>	<b>\$976,455.00</b>

#### **D. Acreage Supply Fee:**

When water service is requested to property not previously provided water service by the District, a one-time acreage supply fee in the sum of \$1,750.00 per acre will be assessed. In the event use of the property changes, increasing the demand for water, a new acreage supply fee will be assessed at the current rate, less the amount previously paid.

### **METER AND METER BOX INSTALLATION CHARGES**

Applicants for new water service connections, or for customer-requested sizing changes to existing meters, will be required to pay for the cost of materials and labor to construct the service connection lateral from the water main in addition to a Meter & Installation Charge. The Meter & Installation Charge is adjusted from time to time to reflect changes in the cost of meters, other materials and labor. The charge will also vary depending upon the size of the meter installed. Upon request the District will provide a schedule showing the current Meter & Installation Charges in effect at the time of the application.

The Meter & Installation Charge shall include the cost of the meter, meter tail or flange, meter gasket, cement meter box, meter box cover, three hours of labor and three hours of equipment use. Some meters require additional materials which will be included in the charge.

District staff will determine what type of meter is required based upon information provided by the applicant.

## **SECTION "E"**

### **PAYMENT FOR SERVICE**

#### **Payment Options**

Charges for water service may be paid by cash, check, money order, on-line bill payment or direct debit authorized from the customer's bank account. In addition to other forms of payment, Rowland Water District shall accept payment by credit card or debit card with a Visa or MasterCard logo for water charges, monthly service charges, penalties and late charges and other rates, fees and charges for water or other services provided by the District.

## Meter Reading Periods

Subject to change of days on account of weather conditions, holidays, weekends and other matters beyond the ordinary control of the District, water meters shall be read either monthly or bi-monthly. Special meter readings may be taken by the District at any time upon termination of an account, change of ownership, change in tenancy, or for any other reason, either upon application by the customer or upon order of the Manager.

The Manager shall have the right to change billing dates, re-route meter readers and to pro-rate the charges for bills covering more or less than the normal billing period.

If a customer has questions regarding a bill or a dispute with respect to the amount charged, the customer must submit a complaint or request for investigation to the District office within ten (10) days of the receipt of the disputed bill. If the **designated** District Appeals Officer determines an investigation is warranted, service will not be terminated until an investigation has been completed and the customer has been notified of the District's decision by mail. The customer will then be given an opportunity to pay the bill to avoid service termination.

## LATE PAYMENT/DELINQUENCIES

All accounts for water service are due and payable immediately upon billing, and shall be delinquent if not paid before 28 days after date of billing for bi-monthly billing and 17 days for monthly billing ("due date"). A "late payment" fee (the greater of \$10.00 or 1-1/2% of the delinquent balance) will be applied to each account if payment is received in the District office, by mail or in person, after the due date.

A "**PAST DUE**" bill will be sent to any customer whose bill is not paid prior to delinquency. If the account is not paid by the due date shown on the past due bill, a \$45.00 termination notice fee will be applied to the account and a service disconnection notice will be issued, which shall be delivered in person or by telephone 10 days before termination of service.

Unless a delinquent bill is paid by the date shown on the service disconnection notice, service may be discontinued by the District and shall not be reconnected until all delinquent amounts, late payment fees, termination notice fees, turn off/turn on fees (business hours), reconnection fees (after hours), returned check fees and deposits have been paid in full. If service is terminated by the District due to non-payment of water charges, the customer will be charged a \$90.00 turn off/turn on fee to re-establish water service. If reconnection is requested on a day that the District is closed, including weekends, holidays and alternate Fridays, or after 3:30 p.m. on the District's regular business days, the turn off/turn on fee is \$115.00.

## Fire Sprinklers on Domestic Service Connections

Account holders are hereby advised that failure to pay water charges when due may result in termination of water service according to the rules and regulations for

water service. For domestic water services which also provide water for a residential or commercial fire sprinkler system, termination of water service will result in termination of water for the fire sprinkler system as well. Rowland Water District provides water for domestic use on the same basis to all customers regardless of whether the property includes a fire sprinkler system. Rowland Water District does not assume any additional responsibility or duty of care to customers for fire suppression purposes.

Water shall not be terminated due to delinquent payment during the pendency of an investigation of the customer's dispute or complaint, when the customer has been granted an extension of time to pay or where a certification of a licensed physician indicates that to do so would be life threatening to the customer and the customer is unable to pay on a timely basis.

***Unpaid closing bills may be given to a Credit Reporting Agency.***

### **Returned Check**

A returned check fee of \$30.00 will be charged for checks returned to the District by the bank unpaid. Payment to maintain service after a returned check must be made by cash or money order, and a deposit may be required.

### **Water Service Furnished in the Name of the Tenant of Rental Property**

All new accounts for service to a rental property established after January 11, 2011 are required to be in the name of the property owner as account holder. If the property owner desires to have an account for a rental property established with the tenant as the primary account holder, the property owner must execute an "Application to Place Existing Service in Tenant's Name" acknowledging that the property owner will be a co-account holder and responsible for any unpaid charges for water service. Applicants for water service who are not the owner of the property will not be provided service until the property owner has completed, signed and returned this form.

### **Termination of Service to Tenants-Occupants**

- A. Notice to Residential Tenants-Occupants in an Individually Metered Residence:

The District will provide written notice to residential occupants when the customer's account is delinquent and that service will be terminated for non-payment by the owner. If the residential tenant-occupant meets the requirements of the District's Rules and Regulations, the District may make service available in the tenant's name.

- B. Notice to Tenants-Occupants in a Multi-Unit Residential Structure with Service through a Master Meter:

The District will provide written notice, posted on the door of each residential unit or in each accessible common area and at each point of access to the structure or structures, that service will be terminated for non-payment by the owner on a date specified in notice, unless the account is paid in full. The notice will also specify:

- (1) what the Residential Occupants are required to do in order to prevent the termination or re-establish service;
- (2) the estimated monthly cost of service; and
- (3) the title, address and telephone number of a representative of the District who can assist the Residential Occupants in continuing service.

## **Nonpayment by Tenant**

Whenever existing water service is furnished in the name of a tenant and service is terminated by the District for non-payment of water charges, or the tenant vacates the premises leaving an unpaid balance on the service account, water service to the premises will only be re-established with a subsequent tenant as primary account holder, after payment in full of all delinquent charges. If such charges are not paid in full, future service must be established in the name of the property owner alone.

## **SECTION "F"**

### **EXTENSION OF MAINS**

#### ***In Existing Streets***

It shall be the policy of the District that the cost of water mains constructed in streets and highways in the District which were on March 1, 1954, public streets and highways, officially dedicated and accepted as such before that date, will be borne by the District as a whole. It is anticipated that the funds for constructing such mains will be obtained from General Obligation Bonds, Revenue Bonds, revenue from the sale of water, or other funds which are available to the District. The District may construct such mains under a reimbursement agreement with property owners, subdividers or others, under which the cost of construction is advanced by such persons desiring the extension reimbursed from revenues of the District from the sale of water.

#### ***In Post 1954 Streets***

It shall be the policy of the District that water mains and appurtenant facilities to be constructed in streets and rights of way which were not dedicated as public streets prior to March 1, 1954 will be paid for by the persons desiring such installations, whether they are subdividers, owners, or residents. Payment for such mains may be by lump sum payment or such other means acceptable to the Board. The Board may, at its discretion pay from General District funds, a portion of the cost of major transmission lines where such lines are larger than would be required to serve the property benefiting from their installation.

**SECTION “G”**

**METER TESTING**

**At the Customer's Request**

Any customer who believes that a meter is not registering correctly, shall have the right to request that the meter through which water is being furnished be examined and tested by the District for the purpose of asserting whether or not it is registering correctly. Such request shall be made on a form to be furnished by the District for such purpose. Upon filing of any such request, a deposit of \$240.00 will be collected or charged to the customer's account, to be applied toward the final total cost of the meter test. Any balances remaining will be charged or refunded to the customer.

If upon such examination and test, the meter shall be found to register over 3% more water than actually passes through it, at any rate of flow, the meter will be repaired or another meter shall be substituted therefor without charge to the consumer and the test fee will be credited to the customer's account. The customer's water charges for the preceding six-month period shall be adjusted by the percentage error determined in the meter test and the customer will receive a credit for overpayment on the customer's next water bill or will receive a refund of the overpayment, at the discretion of the District. If any such meter, upon such examination and test registers not to exceed 3% more water than actually passes through it, the meter shall be deemed accurate.

***At the Instigation of the District***

The District may remove and replace any meter for testing or repairs at its discretion. If, due to tampering, a meter ceases to register or does not register within 3%, the consumer shall be charged for service through such meter, during the time such meter does not so register, an amount for all billing periods for water served through such meter during the time the meter did not register correctly, which shall be determined by the Manager, as the facts in each particular case may indicate, subject to the right of any person aggrieved to appeal to the Board for final determination of the matter.

**SECTION “H”**

**TEMPORARY INTERRUPTION OF SERVICE**

***For Repairs or Improvements***

The District reserves the right at any time, with or without notice to shut off the water in all or any of its mains or services for the purpose of making installations, improvements, repairs, removals or extensions, or for the purpose of performing any other work or act reasonably necessary or advisable in connection with the operation of said system, or to meet any emergency on any part of the system, or in any part of the District.



## **SECTION “I”**

### **TAMPERING WITH DISTRICT PROPERTY**

No unauthorized person shall tap any water main or lateral, operate any valve or fire hydrant or otherwise tamper or interfere with any part of the water system or property of the District.

All pipes, mains, valves and other facilities on the “street side”, up to and including each meter through which water is delivered to a customer, are the property of the Rowland Water District and only authorized District personnel are permitted to operate service connection valves or meters.

Any person tampering with, or making unauthorized use of the District's water system that results in a financial cost to the District will be charged for such costs in addition to penalties provided herein. Where tampering or unauthorized use affects a particular property, the property owner will be presumed to have been the perpetrator of the offense. In addition, at the discretion of the Manager or his authorized representative, criminal charges may be filed.

Any violation of this section will result in a minimum penalty of Two Hundred Dollars (\$200.00).

## **SECTION “J”**

### **PROTECTION OF PUBLIC HEALTH**

#### ***Treatment of Water***

The District reserves the right to properly and efficiently treat any and all water served through its system with such chemicals, at such times and in such amounts as good public health protection may indicate, in order to guard its customers and inhabitants against disease and contamination and the District shall not, nor shall any of the officers, agents, servants or employees of the District be liable for, on account, or by reason of any such treatment; nor shall they or any of them be liable for the death of, or injury or damage to plants, animals, fish, frogs, or other aquatic life, which may result from any such treatment. All service will be rendered and must be accepted accordingly.

### **CUSTOMER'S EQUIPMENT**

No connection shall be made or maintained which draws water directly from the District's mains into any stationary boiler, hydraulic elevator, power pump or similar apparatus. No customer shall operate any quick closing valves or other devices which cause momentary pressure changes in the District's system. No connection shall be permitted between any customer's lines and any other source of water which might cause or allow contaminated water to enter the District's system.



## **CROSS-CONNECTION CONTROL PROGRAM**

In accordance with Rowland Water District Ordinance No. 0-8.1-2017, a determination will be made as to the backflow prevention requirements.

The District's Cross-Connection Control Program requires that all new and existing service connections install an approved backflow prevention device in compliance with *Title 17-Public Health, California Code of Regulations*. Examples of some of the existing service connections that require backflow prevention devices are listed below:

- Premises with more than one service connection
- All fire services
- All non-residential services which have a water meter installed

All addresses identified as that which may require installation of a backflow prevention device will be placed on a priority list and installation notices will be issued as time warrants.

### **Enforcement**

The California Code of Regulations, Title 17, requires that if any such backflow prevention device is not tested at least once annually, the local water supplier must discontinue water service to the device. Therefore, in the event a customer fails to comply with any notice of such testing that is provided by the District, the District shall terminate water service to that customer's property in accordance with the provisions of these Rules and Regulations.

### **Assessment**

To cover the cost of operating and administering the state-required Cross-Connection Control Program, the District shall impose an assessment (currently \$10.00 per year) each year on each backflow prevention device that a customer is required to have installed at the customer's property. (See Table Below)

The customer is financially responsible for the installation, repair and testing of the backflow prevention assembly. The assembly must be tested by a certified backflow prevention device tester after the initial installation or any subsequent repair and at least annually thereafter. Upon completion of a test showing the assembly is working correctly, the tester will complete and submit a Backflow Prevention Assembly Test Report to the Rowland Water District office; however, the customer must confirm the report was received by the required date. Failure to return the Backflow Prevention Assembly Test Report by the required date will result in a \$45.00 termination notice fee applied to the customer's account and a service disconnection notice issued, which shall be delivered in-person or by telephone 48 hours before termination of service.

Unless the Backflow Prevention Assembly Test Report is received by the District by the date shown on the service disconnection notice, service may be discontinued by the District and shall not be reconnected until such time as a certified backflow prevention assembly tester can be on site to perform the required test. If service is terminated by the District due to non-compliance with

the testing requirements, the customer will be charged a \$90.00 turn off/turn on fee and service will only be re-established during the District's regular business hours and at such time as a certified backflow prevention assembly tester can be on site to perform the required test.

Cross-Connection Control Fees

Cross Connection Control Administration Fee (Per Year/Per Unit)	\$10.00
Cross Connection Control Delinquent Notice Fee	\$10.00
Cross Connection Control Termination Notice Fee	\$45.00
Cross Connection Control Turn Off/Turn On Fee – During Business Hours	\$90.00
Cross Connection Control Plan Check/Inspection Fee	\$350.00
Fee For Each Additional Cross Connection Control Assembly	\$30.00

WATER LINES

Rowland Water District is responsible for what is called “the street side” of the water meter, including all water mains in the street and continuing through the community distribution system. The property owner is responsible for maintenance of water lines on the “customer side” of the water meter. This includes the water line from the meter to the house, all interior plumbing and outside irrigation systems.

INSPECTION

The Manager or his authorized representative shall have the right to enter upon the customer's premises during any reasonable hours for the purpose of inspecting the customer's water system and to insure compliance with these Regulations.

CUSTOMER'S RESPONSIBILITY

Each and every customer receiving water service from the District shall be responsible for payment of all water passing through the service or meter connecting his or her premises with said District system. Each and every customer shall further be responsible to see that each and all of these Regulations are observed in connection with the installation, maintenance and use of the service to his or her premises.

*ADOPTED, SIGNED AND APPROVED  
On September 12, 2017  
By SZU PEI LU-YANG  
President, Board of Directors*

*ATTEST:  
TOM COLEMAN  
Secretary and General Manager*