

FACT SHEET
Water Utility Requirements

“Modified Phase III”
Water Shortage Order No. SWF 2017-014

ENFORCEMENT - All “Retail” Utilities (residential, commercial, industrial, and/or irrigation customers):

- Continue water restriction enforcement assistance, either directly or in coordination with an applicable local agency (such as code enforcement or law enforcement officers), in response to address-specific District referrals.
- Respond to violation complaints made by citizens (as appropriate, based on the quality of details provided) in addition to District referrals.
- Report possible violations involving a Water Use Permit holder, so District staff can investigate.
- Report contact information to the District by July 21, for sending enforcement referrals and receiving enforcement data (may be done via e-mail to Water.Restrictions@WaterMatters.org).

MORE ENFORCEMENT - Large “Retail” Utilities (average system demand 100,000 gpd or greater):

- Transmit number of warnings and number of citations issued to the District each month. Specifically, send the previous calendar month’s data by the 15th of each month (may be done via e-mail to Water.Restrictions@WaterMatters.org).

EDUCATION – Wholesale-Only and Large “Retail” Utilities:

- Conduct messaging to all customers (just retail utilities served, for a wholesale-only supplier), which will:
 - Inform customers about the current Water Shortage declaration.
 - Describe how the water utility’s primary and back-up water supplies are affected.
 - Promote any ongoing water conservation projects offered by utility that would help customers immediately reduce water consumption.

EFFICIENCY - All Water Utilities ... regardless of size or customer base:

- Institute or accelerate system-level water conservation measures which can help manage demand during a Water Shortage declaration.
- Review and refine, as necessary, operational practices regarding water pressure and line flushing to reduce water demand without adverse impact to public health, welfare and safety.
- Address line flushing inquiries by either having on-site signage with contact information or a marked utility vehicle present during such activities.

This fact sheet is a summary and interpretation of portions of Exhibit “E” from the Second Modification to Water Shortage Order No. SWF 2017-014. If you have any questions about how these or any water shortage restrictions apply to your situation, please e-mail Water.Restrictions@WaterMatters.org or call 1-800-848-0499 during normal business hours.