

Phase III Water Shortage Utility Responsibilities

Ensure Safe Water Supply

- Plan to supplement or replace primary drinking water sources.
- Coordinate with regional water suppliers and District staff if emergency orders are needed.

Enforce Water Use Rules

- Implement procedures to enforce water shortage restrictions.
- Respond to public complaints and District referrals.

Monitor High-Use Areas

- Focus on areas with high water-use or repeat violations.
- Use nighttime patrols (at least once per week) or automated meter technology to identify extra lawn watering.

Issue Citations Promptly

- Starting 14 days after the order takes effect, issue citations first without warnings unless the violation cannot be confirmed.

Report Monthly to the District

- Send enforcement data by the 10th of each month.
- The District provides an online form to simplify reporting. Access the form at WaterMatters.org/business/epermitting/enforcement-reports.

Support Conservation Efforts

- Educate customers about the water shortage and ways to conserve water.

Communicate Clearly

- Respond to inquiries from the District and citizens regarding line flushing and disinfection.
- Report violations involving Water Use Permit holders.
- Notify the District within 24 hours of major system changes or sudden supply loss.