Water Supply Contingency Plan

for

Public Water Systems

(Between 1,000 – 2,999 Connections)

**Instructions:** The following document is a water shortage contingency plan template (hereafter referred to as the Plan) for a public water system (hereafter referred to as water system or water supplier) to meet the requirements of Water Code Section 10609.60. **There is a companion document to this template that provides an example of best practices for a hypothetical water system, Small Town CSD, for consideration.** **In addition to reviewing the example template, it is recommended that this Plan be completed in collaboration with nearby water suppliers and coordinated with local Groundwater Sustainability Agencies, as applicable, so that water supply messaging is consistent throughout a region.** Other potential reference resources include: American Water Works Association M60 Drought Preparedness and Response Manual, M52 Water Conservation Programs Manual and G480-20 Water Conservation and Efficiency Program Operation.

**This template is optional and is supplied for your convenience. Mandatory elements are specified in Section 10609.60 of Water Code.** Not all items may apply to your water system or situation.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**{PWS Name}**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***(Name of Utility*)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(*Address, City, Zip Code*)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(*PWS #*)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(*Plan Effective Date*)**

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# Section I: Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) supply facilities, with particular regard for domestic water use, sanitation, and fire protection, to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the {PWS Name} hereby adopts the following regulations and restrictions on the delivery and consumption of water through this plan/ordinance/resolution.

Water uses regulated or prohibited under this Water Shortage Contingency Plan (the Plan) are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water subjecting the offender(s) to penalties as defined in Section XI of the Plan.

# Section II: Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by the {PWS Name} by means of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# Section III: Public Education

The {PWS Name} will regularly provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage. Detailed information on public education is provided in Section X of the Plan.

# Section IV: Coordination with Regional Water Planning Groups

The service area of the {PWS Name} is located within the \_\_\_\_\_\_\_\_\_\_\_\_ regional water planning area(s). The regional water planning area assessment documents were considered in the development of the Plan. A copy of the final Plan was shared with applicable regional water planning area(s) and posted on our website on \_\_\_\_\_\_\_\_\_\_\_\_.

# Section V: Authorization

The {Authorized Official, Position Title}, or designee, is hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The {Authorized Official, Position Title}, or designee, shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan. The contact information for {Authorized Official, Position Title} is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

# Section VI: Application

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by the {PWS Name}.The terms “person” and “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities.

# Section VII: Definitions

For the purposes of this Plan**,** the following definitions shall apply:

**Aesthetic water use:** water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

**Commercial and Institutional water use:** water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as schools, hospitals, clinics, retail establishments, hotels and motels, restaurants, and office buildings.

**Conservation:**  those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

**Customer:** any person, company, or organization using water supplied by {PWS Name}

**Domestic water use:** water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

**Even number address:**  street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

**Industrial water use:**  the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

**Landscape irrigation use:** water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, rights-of-way and medians.

**Non-essential water use:** water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

(a)  irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;

(b)  use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;

(c)  use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;

(d)  use of water to wash down buildings or structures for purposes other than immediate fire protection;

(e)  flushing gutters or permitting water to run or accumulate in any gutter or street;

(f)  use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools;

(g)  use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;

(h)  failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and

(i)  use of water from hydrants for construction purposes or any other purposes other than firefighting or hauling water for a domestic water use.

**Odd numbered address:** street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

# Section VIII: Summary of Drought Response Stages and Response Actions

The {Authorized Official, Position Title}, or designee, shall monitor water supply and/or demand conditions on a daily/weekly/monthly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified “triggers” are reached.

The triggering criteria described below are generally based on\*:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The response actions described in subsequent sections of this document are based on the following general precepts:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This table summarizes each water shortage stages, specified triggers, response actions and termination actions. Additional information for each is provided in the subsequent sections.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Response Stage** | **Estimated Water Shortage Range\*** | **Trigger** | **Response Action\*\*** | **Termination Action** |
| **Stage 1**  WATCH | Up to 10% |  |  |  |
| **Stage 2**  WARNING | Up to 20% |  |  |  |
| **Stage 3**  ACUTE | Up to 30% |  |  |  |
| **Stage 4**  CRITICAL | Up to 40% |  |  |  |
| **Stage 5**  EMERGENCY | Up to 50% |  |  |  |
| **Stage 6**  CATASTROPHIC | > 50% |  |  |  |

\*Recommended ranges to be consistent with Urban Water Supplier plans

\*\*Recommended that any County Drought Emergency or Statewide Emergency Declaration initiate at least a Stage 2-Response Trigger.

# Section IX: Drought Response Triggers

## Stage 1 Triggers -- Water Shortage WATCH Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria*).

Requirements for termination

Stage 1 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days.

## Stage 2 Triggers -- Water Shortage WARNING Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria, the State Water Board recommends that in the event of a County Drought Declaration or Statewide Drought declaration that at least a Stage 2 Response be triggered*).

Requirements for termination

Stage 2 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days. Upon termination of Stage 2, Stage 1 becomes operative unless otherwise specified.

## Stage 3 Triggers – ACUTE Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria*).

Requirements for termination

Stage 3 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days. Upon termination of Stage 3, Stage 2 becomes operative unless otherwise specified.

## Stage 4 Triggers -- CRITICAL Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria*).

Requirements for termination

Stage 4 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days. Upon termination of Stage 4, Stage 3 becomes operative unless otherwise specified.

## Stage 5 Triggers -- EMERGENCY Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria*).

Requirements for termination

Stage 5 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days. Upon termination of Stage 5, Stage 4 becomes operative unless otherwise specified.

## Stage 6 Triggers – CATASTROPHIC Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when \_\_\_\_\_\_\_\_\_\_\_\_ (*describe triggering criteria*).

Requirements for termination

Stage 6 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of \_\_\_ consecutive days. Upon termination of Stage 6, Stage 5 becomes operative unless otherwise specified.

# Section X: Drought Response Stages

The {Authorized Official, Position Title}, or designee, shall monitor water supply and/or demand conditions on a daily/weekly/monthly basis and, in accordance with the triggering criteria set forth in Section IX of this Plan, shall determine if a water shortage condition exists and the severity of any such water shortage conditions (*e.g., 1-Watch, 2-Warning, 3-Acute, 4-Critical, 5-Emergency, 6-Catastrophic Water Loss*), and shall implement the following notification procedures accordingly:

**Notification**

Description of Customer Notification Methods:

The {Authorized Official, Position Title}, or designee, shall notify the public by means of one of the following Methods:

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Note:*** *This Notification section provides general methods for contacting customers that may be implemented in this Plan.* ***Customer notification methods should consider the need for multiple notification pathways, the needs of non-English speaking residents, and/or other residents with special circumstances.*** *More specific methods for each Response Stage are provided below.*

Prepared materials from Department of Water Resources, “Save Our Water Toolkit”, may be used as drought communication tools with the water system logo added. The link for these materials is provided below:

<https://saveourwater.com/en/Partner-Toolkit>

Public Safety Contacts:

The {Authorized Official, Position Title}, or designee, shall notify directly the following individuals and entities of restrictions or water shortages, as defined in the subsections below, as appropriate for each response stage.

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization or Department** | **Name & Position** | **Telephone** | **Email** |
| Fire Department |  |  |  |
| Partnering Water Systems |  |  |  |
| County Office of Emergency Services |  |  |  |
| County Environmental Health Specialist |  |  |  |
| State Water Board District Engineer |  |  |  |
| Major Water Uses/Wholesalers |  |  |  |
| County Public Health |  |  |  |
| Critical Water Users (schools, hospitals, etc.) |  |  |  |
| GSA Contact / Regional Water Planning Contact |  |  |  |
| Mutual Aid Contact / CalWarn Contact |  |  |  |
| Other |  |  |  |

*\*Groundwater Sustainability Agency*

***Note:*** *This Notification section provides potential agencies that should be considered for coordination of water shortages. More specific contacts for each Response Stage are provided below.*

Support Services Contacts:

The following is a listing of support services that may be appropriate for a water shortage emergency.

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization or Department** | **Name & Position** | **Telephone** | **Email** |
| Water Operator |  |  |  |
| Back-up Water Operator |  |  |  |
| Electric Utility Co |  |  |  |
| Electrician |  |  |  |
| Water Hauler |  |  |  |
| Bottled Water Vendor |  |  |  |
| Storage Tank Vendor |  |  |  |
| Emergency Shower Vendors |  |  |  |
| Well Pump Technician |  |  |  |
| Well Drilling Company |  |  |  |
| Community Service Partners |  |  |  |
| Other |  |  |  |

Drought Responses Actions:

## Stage 1 Response -- Water Shortage WATCH Conditions

**Target: Achieve a voluntary \_\_\_ percent reduction in \_\_\_\_\_\_\_\_\_\_** (example: total water use, daily water demand, etc.)

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Voluntary Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Stage 2 Response -- Water Shortage WARNING Conditions

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mandatory Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Stage 3 Response -- ACUTE Water Shortage Conditions

**Target: Achieve a** **\_\_\_ percent reduction in \_\_\_\_\_\_\_\_\_\_.**

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mandatory Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All requirements of Stage 2 shall remain in effect during Stage 3 except:

## Stage 4 Response -- CRITICAL Water Shortage Conditions

**Target: Achieve a \_\_\_ percent reduction in \_\_\_\_\_\_\_\_\_\_**

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mandatory Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All requirements of Stage 2 and 3 shall remain in effect during Stage 4 except:

## Stage 5 Response – EMERGENCY Water Shortage Conditions

**Target: Achieve a \_\_\_ percent reduction in \_\_\_\_\_\_\_\_\_\_.**

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mandatory Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All requirements of Stage 4 shall remain in effect during Stage 5 except:

## Stage 6 Response -- CATASTROPHIC Water Shortage Conditions

**Target: Achieve a \_\_\_ percent reduction in \_\_\_\_\_\_\_\_\_\_.**

Best Management Practices for Supply Management:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Voluntary Water Use Restrictions for Reducing Demand:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notification Method(s) and Frequency:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agencies Contacted:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All requirements of Stage 5 shall remain in effect during Stage 6 except:

CATASTROPHIC Water Allocation Plan

In the event that water shortage conditions threaten public health, safety, and welfare, the {Authorized Official, Position Title}, or designee, is hereby authorized to allocate water according to the following water allocation plan:

**Single-Family Residential Customers**

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

|  |  |
| --- | --- |
| **Persons per Household** | **Gallons per Month** |
| 1 or 2 |  |
| 3 or 4 |  |
| 5 or 6 |  |
| 7 or 8 |  |

“Household” means the residential premises served by the customer’s meter.

Master-Metered Multi-Family Residential Customers

The allocation to residential water customers billed from a master meter which jointly measures water to multiple permanent residential dwelling units (*e.g., apartments, mobile homes*, *etc.*) shall be allocated as follows:

|  |  |
| --- | --- |
| **Master-Metered Dwelling Units** | **Gallons per Month per Unit** |
|  |  |
|  |  |
|  |  |

**Commercial Customers**

A monthly water allocation shall be established by the {Authorized Official, Position Title}, or designee, for each nonresidential, non-industrial commercial water customer who uses water for processing purposes. The allocation to nonresidential, non-industrial commercial water customers shall be as follows: (*e.g., percentage of customers’ water usage in past 12 billing months*) \_\_\_\_\_\_\_\_\_.

**Industrial Customers**

A monthly water allocation shall be established by the {Authorized Official, Position Title}, or designee, for each industrial customer, which uses water for processing purposes. The allocation to industrial water customers shall be as follows: (*e.g., percentage of customers’ water usage in past 12 billing months*) \_\_\_\_\_\_\_\_\_\_\_\_\_.

CATASTROPHIC Replacement Water Supply for Water Outages

In the event that water outages occur, the following is the plan to provide alternative water for customers to meet public health needs.

Source of Alternative Water Supply: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Distribution of Alternative Water Supply: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* + Special Considerations for residents that are elderly, disabled, or lack transportation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Special Considerations for sanitation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Public Notification Regarding Access to Alternative Water Supplies (multiple communication methods recommended): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* + Special Considerations for residents who speak languages other than English: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Collaboration with Community Service based groups/organizations: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CATASTROPHIC Notification of Emergency Service Providers

If adequate water supply will potentially become unavailable for fire response, medical services, public services, etc., then the following emergency providers will be notified as soon as possible to ensure that adequate planning, response and assistance may be provided:

Local Fire Agency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hospitals or other Medical Providers (e.g., dialysis clinics, etc.): \_\_\_\_\_\_\_\_\_\_\_\_\_

Local School Districts: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State Water Board and/or County Environmental Health: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

County Office of Emergency Services: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Section XI: Enforcement

(a) No person shall knowingly or intentionally allow the use of water from this water system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by {Authorized Official, Position Title}, or designee, in accordance with provisions of this Plan.

(b) Any person, including a person classified as a water customer of the water system, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person’s property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.

(c) Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person is in repeated violation of this Plan, the water supplier shall, upon due notice to the customer, be authorized to \_\_\_\_\_\_\_\_\_\_\_\_\_.

(d) Other as appropriate

# Section XII: Variances

The {Authorized Official, Position Title}, or designee, may grant, in writing, a temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

(a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.

(b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Ordinance shall file a petition for variance with the water system within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the {Authorized Official, Position Title}, or designee, and shall include the following:

(a) Name and address of the petitioner(s).

(b) Purpose of water use.

(c) Specific provision(s) of the Plan from which the petitioner is requesting relief.

(d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Ordinance.

(e) Description of the relief requested.

(f) Period of time for which the variance is sought.

(g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.

(h) Other pertinent information.

A decision on the variance request will be returned to the customer within \_\_ days.

While submittal of a variance is required, the following exemptions are pre-approved:

# Appendix A: Water System Information

The State Water Board recommends attaching as an Appendix a recent water system inspection report or other general information regarding the water supply sources and capacity, typical water usages, key distribution system infrastructure such as storage tanks or pressure zones, and past experiences with drought for reference.