

**VALENCIA HEIGHTS WATER COMPANY  
POLICY ESTABLISHING WATER CONSERVATION AND  
WATER SUPPLY SHORTAGE PLAN  
Phase I**

**PURPOSE**

Implement a Water Conservation Plan (Plan) that will be consistent with many existing water conservation ordinances adopted by local agencies throughout southern California and includes many similar provisions. It also contains provisions that have been previously recommended in the California Urban Water Conservation Council's Best Management Practices and the Department of Water Resource's Urban Drought Guidebook. The adoption and enforcement of a water conservation and supply shortage plan is necessary to manage the Valencia Heights Water Company's (VHWC) potable water supply in the short and long-term and to avoid or minimize the effects of drought and shortage within the VHWC service area. This program is **essential** to ensure a reliable and sustainable minimum supply of water for the public health, safety and welfare.

**INTRODUCTION**

The Plan includes **permanent water-wasting prohibitions**, escalating water restrictions to be implemented over three water-supply shortage conditions, violations and penalties. The permanent water-waste restrictions include primarily behavioral measures such as limiting irrigation times, prohibiting the washing of paved surfaces, and controlling runoff. The Plan contains escalating water restriction levels similar to the Metropolitan's Water District (MWD) Water Supply Alert resolution, and progress from permanent baseline restrictions to mandatory reductions during a MWD water supply allocation. The Plan contains guidelines for triggers which will determine water supply levels, such as a certain percentage of required water reduction or certain amount of reduction in supply. The number of escalating water restriction levels and the actual triggers for determining particular water supply conditions are to be determined during actual drought or water supply shortage conditions. The Plan contains penalty provisions that allow administrative enforcement, and include such penalties as monetary fines, water flow restrictions, and termination of service. Other methods of enforcement could include enhanced water conservation rate structures. Careful water management that includes active water conservation measures not only in times of drought, but at all times, is essential to ensure a reliable minimum supply of water that will meet current and future water supply needs. Article X, Section 2 of the California Constitution declares that the general welfare requires that water resources be put to beneficial use, waste or unreasonable use or unreasonable method of use of water be prevented, and conservation of water be fully exercised with a view to the reasonable and beneficial use thereof. California Water Code Section 350 authorizes water suppliers to adopt and enforce a comprehensive water conservation plan to reduce water consumption and conserve water supplies.

**SECTION I**

**PERMANENT WATER CONSERVATION REQUIREMENTS**

**Prohibitions Against Water Waste**

The following water conservation requirements are effective at all times and are **permanent**. Violations of this section will be considered waste and an unreasonable use of water. The list below provides a description of each prohibition. A violation of one or more of these prohibitions will be considered a separate violation.

- a. **Limits on Watering Hours:** The watering or irrigating of lawns, landscape or other vegetated areas with potable water is prohibited between the hours of **7:00 a.m. and 7:00 p.m. current time** on any day, except with the use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
- b. **Limits on Watering Duration:** The watering or irrigating of lawns, landscape or other vegetated areas with potable water using a landscape irrigation system or a watering device that is not continuously attended, is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
- c. **No Excessive Water Flow or Runoff:** The watering or irrigating of any lawns, landscape or other vegetated areas in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch is prohibited.
- d. **No Washing Down of Hard or Paved Surfaces:** The washing down of hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when necessary to alleviate safety or sanitary hazards, and then only with the use of a hand-held 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 equipped to recycle any water used, or a low-volume high-pressure water broom.
- e. **Obligation to Fix Leaks, Breaks or Malfunctions:** The excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing or distribution system for any period of time after such lost or waste of water should have reasonably been discovered and corrected, and in no event more than seven (7) days of receiving notice from the VHWC, is prohibited.
- f. Re-circulating **Water Required for Water Fountains and Decorative Water Features:** Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.
- g. **Limits on Washing Vehicles:** The using of water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not, is prohibited, except with the use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.
- h. **Drinking Water Served Upon Request Only:** Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.

- i. **Commercial Lodging Establishments Must Provide Guests With The Option to Decline Daily Linen Services:** Hotels, motels and other commercial lodging establishments must provide customers with the option of not having towels and linen laundered daily. Commercial lodging establishments must prominently display a notice of this option in each bathroom using clear and easily understood language.
- j. **Restaurants Required to Use Water Conserving Dish Wash Spray Valves:** Food preparation establishments, such as restaurants or cafes, are prohibited from using non-water conserving dish wash spray valves.

### **Penalties and Violations:**

- a. **Violations:** Each day that a violation of this Plan occurs is a separate offense.  
*\*\*\*Notification of violations if not hand delivered, will be sent by Certified Mail*
- b. **Penalties:** Penalties for failure to comply with any provisions of the Plan are as follows:
  - 1. **First Violation (warning):** The VHWC will issue a written warning and deliver a copy of this Plan by mail, by hand or both. At this time, staff will make every effort to explain the necessity of water conservation, and what your participation in conservation means, and your responsibilities are, to ensure a reliable and sustainable water supply for the future.
  - 2. **Second Violation:** A second violation within 30 calendar days will result in a fine not to exceed one hundred dollars (\$100).
  - 3. **Third Violation:** A third violation within 30 calendar days will result in a fine not to exceed one hundred dollars (\$100).
  - 4. **Fourth and Subsequent Violations:** **An additional fine of one hundred dollars (\$100) will be charged for each violation, for each 30 days, until the consumer is in full compliance with the plan.**

### **Notice and Hearing:**

The VHWC will issue a Notice of Violation by mail and/or personal delivery at least ten (10) days before taking enforcement action. Such notice must describe the date and violation observed by staff, along with the date by which corrective action must be taken. A customer may appeal the Notice of Violation by filing a written notice of appeal with the VHWC no later than three business days before the date scheduled for enforcement action. Any Notice of Violation not timely appealed will be final. Upon receipt of a timely appeal, a hearing on the appeal will be scheduled, and the VHWC will mail a written notice of the hearing date to the customer at least ten (10) days before the date of the hearing.