

WATER EMERGENCY REGULATION FREQUENTLY ASK QUESTIONS

When does the emergency regulation go into effect?

Urban water suppliers such as Rialto must begin meeting conservation standards beginning June 1, 2015.

When does the emergency regulation end?

Urban water suppliers such as Rialto must begin meeting conservation standards beginning June 1, 2015 and reduce potable urban water usage by 25 percent statewide by February 28, 2016. However, if the drought continues more restrictions are eminent to protect the scarce water supply.

What is “Potable” water?

Water that is safe enough for drinking and food preparation.

What are the prohibitions that apply to all Californians?

- Using potable water to wash sidewalks and driveways;
- Allowing runoff when irrigating with potable water;
- Using hoses with no shutoff nozzles to wash cars;
- Using potable water in decorative water features that do not recirculate the water;
- Irrigating outdoors during and within 48 hours following measureable rainfall; (for Rialto, measurable rain is defined as in excess of one-quarter inch [1/4”])
- Irrigation with potable water of ornamental turf on public street medians; and
- Irrigation with potable water outside of newly constructed homes and buildings that is inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development.

What prohibitions apply to businesses?

In addition to the prohibitions that apply to all Californians,

- Restaurants are prohibited from serving water to their customers unless the customer requests it; and
- Hotels and motels must offer their guests the option to not have their linens and towels laundered daily, and prominently display this option in each guest room.

How does the regulation affect the following entities and individuals?

➤ Businesses that use water for manufacturing and other purposes.

The emergency regulation does not assign percent reductions to specific sectors. The State Water Board gives Rialto flexibility to achieve their conservation standards. Rialto will work with the commercial, industrial and institutional (CII) sectors to contribute to the conservation standard. For many CII water users, the State Water

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Board envisions that the majority of their water savings would be achieved through a reduction in outdoor water use and improved efficiency.

➤ **Home Owners Associations (HOAs).**

HOAs, like all Californians, are subject to the individual end-user requirements contained in the emergency regulation.

➤ **Hospitals and health care facilities.**

The emergency regulation does not assign percent reductions to specific sectors. Under the emergency regulation, water suppliers are given flexibility to achieve their conservation standards. Water suppliers will determine locally the actions necessary to ensure that they are meeting these requirements. Regardless, institutions, such as hospitals, should evaluate whether a reduction in outdoor irrigation use could produce significant water savings.

What is an Urban Water Supplier?

Urban water suppliers, such as Rialto serve more than 3,000 service connections or deliver more than 3,000 acre-feet of water in a year. Rialto Water Services serves more than 12,000 service connections.

Why do urban water suppliers have different conservation standards?

The Governor's April 1, 2015 Executive Order directed the State Water Board to implement mandatory water reductions in urban areas to reduce potable urban water usage by 25 percent statewide. The Executive Order also directed that this regulation take into account the different levels of conservation already achieved by communities, based upon their relative per capita water usage. Many communities have been conserving for years. Some of these communities have achieved remarkable results with residential water use now hovering around the statewide target for indoor water use (55 gallons per capita per day [R-GPCD]), while others are using many times more. Everyone must do more, but the greatest opportunities to meet the statewide 25 percent reduction in potable water use now exists in those areas with higher water use. Often, but not always, these water suppliers are located in areas where the majority of the water use is directed at outdoor irrigation due to lot size and other factors.

The emergency regulation assigns each urban water supplier to a water reduction tier based upon three months of summer R-GPCD data (July 2014 - September 2014). There are nine tiers that range from 4 percent to 36 percent conservation. Collectively, the urban water suppliers should achieve a 25 percent reduction in potable water use statewide. This equates to approximately 1.2 million acre-feet of water over the next nine months, or nearly as much water as is currently in Lake Oroville.

Rialto Water Services/Rialto Utility Authority (RWS) is an urban water supplier with a water reduction mandate of 28% conservation. West Valley Water Districts (WVWD)

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water reduction mandate is 33% conservation. However, all customers in Rialto are required under Rialto Ordinance to reduce consumption by 25%.

What are the reporting requirements for urban water suppliers like Rialto?

The emergency regulation requires urban water suppliers to report:

- Monthly total potable water production;
- Residential gallons per capita per day (R-GPCD);
- Contributions of the commercial, industrial and institutional (CII) sector; and
- Compliance and enforcement efforts.

Who will enforce the required reductions in water use?

The State Water Board is primarily responsible for enforcing the required reductions in water use. The State Water Board under the emergency regulation may fine Rialto \$10,000 per day for failure to file reports as required by the regulation; Failure to implement prohibitions and restrictions as described in the Governor's executive orders and the emergency regulation; and Failure to meet the assigned water use conservation standard.

Violations of prohibited and restricted activities are considered infractions and are punishable by fines of up to \$500 for each day in which the violation occurs. Any peace officer or employee of a public agency charged with enforcing laws and authorized to do so by ordinance may issue a citation to the violator. Every efforts will be exhausted by Rialto Water Services to assist customers to change water habits before applications of fines.

The following penalties apply in Rialto:

- **First Violation: Notice of Non-Compliance**—A written "warning" shall be issued for the first offense.
- **Second Violation: Warning of Penalties**—A written warning notice of the future imposition of penalties that could be placed on the customer's water bill shall be issued for the second offense.
- **Third Violation:** A surcharge of one hundred dollars shall be added to that billing for the third offense occurring within a one year period.
- **Fourth Violation:** A surcharge of three hundred dollars, and installation of a flow restricting device in the meter for a minimum of ninety-six hours (at customer's expense) shall be imposed for the fourth offense occurring within a one-year period. Said restricted flow shall meet minimum county health department's standards, if any have been established. If said ninety-six hour period ends on a weekend or holiday, full service will be restored during the next business day.
- **Fifth Violation:** A surcharge of five hundred dollars, and termination of water service at customer's expense for a two-day period shall be imposed for the fifth offense

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occurring within a one year period. Prior to the termination of water service, the customer may request an administrative hearing pursuant to Section 1.10.050.”

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Does the emergency regulation affect private or public swimming pools?

No. The emergency regulation does not prohibit the filling of private or public swimming pools. However, Rialto conservation standards, prohibits the filling or refilling of swimming pools, ornamental ponds, fountains, water displays, hot tubs, spas and artificial lakes after being drained.

Will I have enough water to maintain my landscaping?

In this fourth year of devastating drought conditions, many Californians will have to make real lifestyle changes in order to conserve water for what could be an extended drought. We cannot predict what the next rainy season will bring. To preserve water to meet basic indoor needs such as toilet flushing, showers, clothes washing, food preparation, and cleanup, outdoor water use will have to be substantially reduced.

On average, 50 percent of residential water use in California is used for outdoor landscaping, particularly ornamental turf, in some places it is far more. Residents in hotter climates such as Rialto use more water, estimated at 70 percent of residential water used for outdoor landscaping. Residents are encouraged to convert to a drought tolerant landscape when cooler weather and rains arrive in the fall if they can; however, summertime watering will need to be greatly reduced in order to reduce statewide potable urban water usage by 25 percent. Keeping trees alive and letting ornamental turf go golden is strongly encouraged. For tips on how to conserve water, visit SaveOurWater.com.

How will the ban on new sprinklers - other than drip or microspray - be implemented?

The Governor's April 1, 2015 Executive Order prohibits irrigation with potable water "outside of newly constructed homes and buildings" unless drip or microspray irrigation is used. This prohibition does not extend to new athletic fields and parks but is instead directed at ornamental landscapes associated with newly constructed homes and buildings. The Business Standards Commission is expected to consider the adoption of emergency regulations to implement this prohibition that would take effect in June 2015; eliminating confusion about what standards builders have to comply with regarding this prohibition. It is not the intent of this prohibition to require replacement of irrigation systems that are already in place based on issued building permits and contracts for sale.

How is A "Median" Defined?

The emergency regulation prohibits "irrigation with potable water outside of ornamental turf on public street medians." The emergency regulation does not include a specific definition of a median, but a median is commonly considered to be a strip of land between street lanes. In some cases, discretion and reasonable judgment will need to be exercised in determining whether certain areas are considered medians and subject to a regulation

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adopted by the State Water Board. City of Rialto stopped irrigating medians since June 1, 2015 and currently working on removing other non-functional ornamental turf, such as strips bordering street lanes and at its City facilities. In addition, we are focused only on ornamental turf and encourage the irrigation and preservation of trees.

What is "measurable rainfall" defined?

The emergency regulation prohibits "the application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall." Rialto defines measurable rain as in excess of one-quarter (1/4) inch. At a minimum, any amount of rainfall that generates run-off or puddles should be considered measurable.

How will increases in Total Potable Water Production in response to firefighting activities be considered In Assessing compliance?

If Rialto is significantly off-track in meeting their conservation standard, the State Water Board will direct Rialto to submit information on their conservation actions, rates and pricing and enforcement efforts to determine the actions needed to come into compliance. The State Water Board will assess this information, including factors beyond the water supplier's control, as it considers next steps.

Does Rialto Offer Rebates to help in my conservation efforts?

Yes, Rebates are provided to assist residents in conserving water. Several different rebates are available including toilets (\$50.00), weather based irrigation controllers (\$100.00), high efficiency irrigation nozzles (\$4 per nozzle), and high efficiency clothes washers (\$100.00). A turf rebate (\$2.00 per square foot) is also available to assist in removing thirsty turf. Rebate amounts change frequently so check back for updated information. An application is available at www.rialtoca.gov or at Rialto Water Services, customer services office.

Are we prepared for a drought?

All residents must do their part to reduce water use to save our water supply in case it remains dry. However, we are prepared for a drought. Rialto and the surrounding cities have extensively prepared by managing our aquifers, building reservoirs, and have a Water Supply Contingency Plan in place to manage water in times of scarcity. Additionally, we have agreements in place with other cities to share resources if there is a sudden emergency.

How long will the drought last?

No one knows how long the drought will last. We are entering our 4th dry year. Every rain storm helps, but it will take more than one or two years of average rain to have a "normal" supply on hand. We all have to do our part to use less water.

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How do I report water waste?

Wasteful or illegal water uses should be reported. Please download the new water app at www.iEfficient.com to report water waste. You may also call us at Rialto Water Services Customer Service line at (909) 820-2546. Rialto Water Services will receive your report and will investigate and resolve as appropriate.

What are some water saving tips?

There are many ways to save water at your home. Try these!

Don't forget that rebates are available to help you save water.

Outside your home

- Grass uses a lot of water so check the sprinkler system and adjust your sprinklers so only your lawn is watered and not the house, sidewalk, driveway, or street.
- Adjust your watering to compensate for seasonal weather patterns. Grass needs very little water in the winter. When it rains, turn off your irrigation system for at least a week!
- Use a hose nozzle that automatically turns off if you put it down for hand watering or when you wash your car.
- Use a brooms on driveways and patios, sidewalks, or other paved or hard surfaces areas rather than washing down with your hose.

The best way to save water is by removing part of your grass and planting it with drought tolerant plant materials. Rialto Water Services offers free classes to assist customers. Also many resources are available on line.

Inside your home

- Install aerators on bathroom faucets.
- Take shorter showers and install a low water showerhead. New water reducing showerheads offer a surprisingly good shower and save water at the same time.
- Install a high-efficiency toilet.
- Don't let the water run when you wash dishes by hand. Fill the sink with soapy water and rinse quickly.

Check your utility bill, the Rialto Progress and www.rialtoca.gov web site for upcoming classes. For more tips on how to conserve water, visit SaveOurWater.com.