

## Water Use Restrictions, Water Budgets, and How Cal Water Can Help

How State mandates affect Cal Water customers

In response to Governor Brown’s executive order mandating a 25% reduction in urban water use state-wide, the State Water Resources Control Board and California Public Utilities Commission have adopted water-use restrictions and reduction requirements for all communities in California. To meet these requirements, Cal Water filed “Schedule 14.1: Water Shortage Contingency Plan,” which provides for water waste penalties, water budgets, and enforcement measures.

### Water Use Restrictions

- Do not apply water to outdoor landscapes that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
- Do not use a hose to wash motor vehicles unless fitted with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use.
- Do not apply water to driveways and sidewalks.

- Do not use water in a fountain or other decorative water feature, except where the water is part of a recirculating system.
- Do not apply water to outdoor landscapes during and within 48 hours after measurable rainfall.
- Observe outdoor day-of-week and hour restrictions in place by Cal Water or your local government.
- Do not fill or refill single-family, residential swimming pools or spas, except to maintain required operating levels or after structural repairs.
- Do not fill or refill ornamental lakes or ponds except to sustain existing aquatic life.
- Once notified of a water leak that may exist on your property, fix any leak within your control within five business days.

### Water Waste Violations

We have requested activation of Stage 2 of Schedule 14.1, which includes the following procedures:

- First reported violation** – Written notice of violation plus authority to install real-time water measurement device on customer’s meter, at the customer’s expense
- Second reported violation** – After verification, second written notice plus option to assess \$50 surcharge; surcharge could be

waived upon customer completing water use evaluation or proof of subsequently installing high-efficiency irrigation system

- Third reported violation** – After verification, third written notice plus option to assess \$100 surcharge; surcharge could be waived upon customer completing water use evaluation or proof of subsequently installing high-efficiency irrigation system
- Fourth reported violation** – Written notice plus authorization to install flow-restrictor on customer’s service line
- Subsequent violations** – Authorization to discontinue water service
- Egregious violations** – Written notice plus authorization to install flow-restrictor if violation is not corrected

### Water Budgets

Pursuant to the Board and Commission’s drought regulations, Cal Water was required to file Schedule 14.1, which provides for water budgets and enforcement measures, with the Commission, which regulates our operations.

- All customers, both residential and non-residential, will be given an individualized water budget, which is the amount of water they may use each month without incurring higher costs.

(more on back)

Get more information at [calwater.com](http://calwater.com)

## AT-A-GLANCE:

# Water Use Restrictions, Water Budgets, and How Cal Water Can Help

- A water budget will be based on the units of water (Ccfs) that individual customer used in 2013.
- Customers will be required to reduce their usage by the same percentage Cal Water is required to reduce by in that district.
- The amount of water budgeted for each customer for the following month will appear on the water bill beginning with their first full June bill.
- Customers' water budgets plus water use history to 2013 will also be available online at [www.calwater.com](http://www.calwater.com) beginning June 1.
- A drought surcharge will be applied to each Ccf used above a customer's allotted budget that month. The surcharge will be twice the per-unit charge in the district's highest quantity rate tier, up to \$10 per Ccf.
- For customers on the Low-Income Rate Assistance program, the drought surcharge is half of the regular surcharge rate.
- A minimum water budget is established for single-family, residential customers. That means these customers' budgets will not be below this threshold, regardless of 2013 water use.

## Water Banking

- Customers will be able to bank unused units of water from their monthly water budget for use in future months.
- Should a customer exceed his or her monthly budget, any banked units of water will be applied to the overage prior to any surcharges being assessed.
- Banked units are available for future months only.

## Water Budget Appeals

- If specified criteria are met, a customer can file an appeal to have his or her monthly water budget increased.
- Reasons appeals would be considered include: water use necessary for health and safety, business or economic needs, and significant long-term savings already achieved.
- Appeal procedures will be available at [www.calwater.com](http://www.calwater.com) and mailed to customers by June 1.

## Cal Water Resources

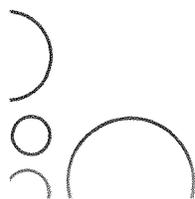
Cal Water offers a variety of conservation rebates, programs, and tools to help customers reduce their water use. Visit [www.calwater.com/conservation](http://www.calwater.com/conservation) for more information about the following resources:

### Residential:

- High-efficiency toilet rebate
- High-efficiency clothes washer rebate
- Smart Irrigation Controller rebate
- Free sprinkler nozzles
- Water use efficiency evaluation program
- Turf replacement rebate (*available June 1*)
- High-efficiency toilet delivery program (*available summer 2015*)
- Home water use reports (*available summer/fall 2015*)
- Conservation kits
- Fact sheets, other educational resources

### Commercial:

- High-efficiency toilet rebate
- High-efficiency urinal rebate
- High-efficiency clothes washer rebate
- Smart Irrigation Controller rebate
- Rotating nozzle rebate
- Spray body with integrated pressure regulation and check valve rebate
- Free sprinkler nozzles
- Turf replacement rebate (*available June 1*)





Quality. Service. Value.



## Conservation Gardening

It's always been wise to conserve water in your home and garden. But California is in a drought, so conservation is no longer just a good idea — it's essential.

People who live in urban areas can use more than half of their water outdoors so that is a great place to start reducing your use. By adopting these conservation tips you can save water in your garden without sacrificing the quality of your landscaping.

### Water-Conserving Plants

- Plants that are adapted to our climate are called "Mediterranean-zone" plants. These include plants that are native to California, as well as those that originated in southern Europe, South America, and other "Mediterranean" climates. These plants don't need much water in the summer, and have thrived in water-scarce conditions for thousands of years.
- While exploring the possibilities for your garden, be sure to check with your local nursery for suggestions regarding what plants are best suited to your area. Or, utilize our plant list at [www.calwater.com/conservation/low-water-drought-resistant-plants](http://www.calwater.com/conservation/low-water-drought-resistant-plants).

### Planting Hints

- Limit the amount of area devoted to your lawn. Lawns need great quantities of water.
- Wait until fall or winter to install a new garden. New plantings require more water than established growth.
- Keep low-water plants away from "thirsty" plants. Mediterranean-zone plants can suffer if they are over-watered as you care for their neighbors.

- Keep shade plants in the shade. This will help prevent them from drying out.
- Place higher-water-use plants at the bottom of slopes, where they will benefit from plants being watered above.

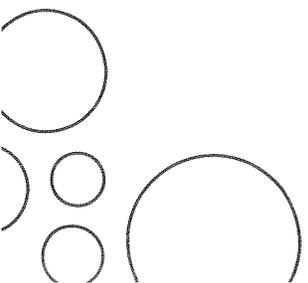
### Watering Tips

- Be sure to observe outdoor day-of-week and hour watering restrictions in place in your city.
- Put a layer of mulch around trees and plants to reduce evaporation and keep the soil cool. Organic mulch also improves the soil and prevents weeds.
- Invest in a weather-based irrigation controller—or a smart controller. These devices will automatically adjust the watering time and frequency based on soil moisture, rain, wind, and evaporation rates. Rebates are available on select Smart Irrigation Controllers to qualified California Water Service (Cal Water) customers.

### Further Resources

For more information on water-wise gardening and suggestions for other ways to save water around your home, please visit the Cal Water web site at [www.calwater.com/conservation](http://www.calwater.com/conservation).

Get more information at [calwater.com](http://calwater.com)





Quality. Service. Value.

# Residential Rebates for Water-Efficient Products

Product Category	Product Qualifications	Rebate
High-efficiency toilet rebate (Non-Premium Models)	EPA WaterSense Labeled. See qualified product list for qualified models	Up to \$50
High-efficiency toilet rebate (MaP Premium Models)	MaP Premium Models. See qualified product list for qualified models	Up to \$100
Residential High-Efficiency Clothes Washer	CEE Tier 3. See qualified product list for qualified models	Up to \$150
Smart Irrigation Controller	SWAT-tested or EPA WaterSense-labeled. See qualified product list for qualified models	Up to \$125

## Rebate Details

- Rebates will only be paid for the purchase price of the device(s). This does not include tax, shipping, or installation.
- This offer only applies to qualified devices purchased and installed from January 1, 2015, through December 31, 2015, or until rebate program funds are depleted, whichever comes first.
- Customer cannot apply for the same rebate under multiple rebate programs.
- Rebate will only be issued after product installation.
- Pre-qualification is required if total rebate amount is \$5,000 or more. Please contact Cal Water at [conservation@calwater.com](mailto:conservation@calwater.com) to begin the pre-qualification process. Do not proceed with purchase and/or installation prior to receiving pre-qualification.
- Cal Water reserves the right to verify customer eligibility, proof of purchase, and installation. If access to verify is denied, rebate will be voided.
- Applicant must submit a copy of the sales receipt with the application.
- Please allow 6-8 weeks for remittance of your rebate check.
- Incomplete applications cannot be processed.
- Offer is void where prohibited or restricted by law.

**Please visit [www.calwater.com/rebates](http://www.calwater.com/rebates) for lists of qualified devices, full program details, and to receive the program application.**

**Mail completed application to:**  
Cal Water Rebate Program, 2632 W. 237th Street, Torrance, CA 90505

Contact Cal Water at  
if you have any questions.

Please consider the environment and recycle this paper.