

Dear California Water Service (Cal Water) customer:

Beginning in June, Cal Water's "Schedule 14.1: Water Shortage Contingency Plan" is expected to become effective, implementing water waste penalties and water budgets for our customers. If you've been following our recent communications, you may know that Cal Water was required to submit proposals to the California Public Utilities Commission (Commission) to achieve specific water use reductions set by the State Water Resources Control Board (Board) for each community in California. At the end of April, we updated our Water Shortage Contingency Plan (Tariff Rule 14.1) to align our own water use restrictions with the Board's prohibited uses of water. We also proposed a four-stage plan (Tariff Schedule 14.1), and requested activation of Stage Two (in Advice Letter 2169) to enforce mandatory water use restrictions and water budgets through penalties and surcharges.

These reductions and water use restrictions are necessary to meet Governor Jerry Brown's executive order to reduce urban water use during this historic drought. This pamphlet provides more information on what Cal Water customers need to know about the water use reduction requirements, restrictions, and water budgets.

Use water wisely. It's essential.

To meet the Board's mandated reduction of **32%** in Cal Water's **Los Altos District**, both residential and non-residential customers are required to reduce their overall water use by **32%** from their usage in 2013. This reduction must be achieved by the end of February 2016.

The good news is that any water savings you achieved in 2014 count toward your reduction target for this year.

And, Cal Water is here to help.

### Prohibited Uses of Water:

- **Applying water to outdoor landscapes** that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
- **Using a hose to wash motor vehicles** unless the hose is fitted with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use
- **Applying water to driveways** and sidewalks
- **Using water in a fountain or other decorative water feature**, except where the water is part of a recirculating system
- **Applying water to outdoor landscapes** during and within 48 hours after measurable rainfall
- **Using potable water to irrigate** outside of new construction without drip or microspray systems
- **Using potable water on street medians**
- **Filling or refilling ornamental lakes or ponds** except to sustain existing aquatic life

Some cities or counties may have adopted, or may do so in the future, additional restrictions on water use and/or outdoor irrigation that may be more restrictive than Cal Water's. Please be sure you are aware of and abide by any such restrictions; in the event of a conflict between those restrictions and Cal Water's restrictions, those adopted by cities and counties shall govern.

### Additional Water Use Restrictions:

- **Customers must fix leaks** within their control within five business days of notification
- **Hotel/motel operators must provide option to not have towels or linens laundered daily** during a guest's stay, and must provide clear notice of this option in easy-to-understand language
- **Restaurants and other eating and drinking establishments** may only serve drinking water upon request



### Water Budgets:

All Cal Water customers have been given individualized "water budgets," which is the amount of water they may use each month without incurring the drought surcharge.

Water budgets are based on the units of water (Ccfs) each individual customer used in 2013. Because the Los Altos District is required to reduce water use by 32%, each customer's budget will be 32% less than the amount he or she used in that month in 2013. The amount of water budgeted for each customer for the following month will appear on the monthly water bill and is available online on our web site. Customers' water use history dating back to 2011 is also available online.

For your June 2015 water budget and to access future budgets and your water use history, go to [usage.calwater.com](http://usage.calwater.com), then enter your account number, street (or house) number, and ZIP code. Your account number can be found on your monthly statement. If you need assistance, please call our local Customer Center or the Drought Call Center.

### Important Details about Customers' Water Budgets:

- The water budget applies to both residential and non-residential Cal Water customers.
- A drought surcharge of \$8.16 will be applied to each Ccf used above a customer's allotted budget that month, in addition to the regular charge for that unit.
- 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 before drought surcharges are imposed.
- A minimum water budget of 6 Ccf (4,488 gallons) each month has been established for single-family, residential customers. That means these customers' water budgets will not be below this threshold, regardless of 2013 water use.
- If a customer was not in his or her current location in 2013, the average monthly consumption in your district will be used as a starting budget. If customers have a unique situation and the average budget is not appropriate, they can file an appeal to have their water budget increased. Cal Water may also modify the starting budget to reflect suitable use.

### Water Budget Appeals:

If specified criteria are met, a customer can file an appeal to have his or her water budget increased. Reasons appeals may be considered include:

- Water use necessary for health and safety
- Business or economic needs
- Significant long-term savings achieved since 2011
- Average monthly water use in 2014 that is at least 50% lower than district average
- Large animal care (e.g., horse)

### How to File An Appeal:

- All appeals must be submitted online at [www.calwater.com/appeal](http://www.calwater.com/appeal) or via a written application form (available at [www.calwater.com/appeal](http://www.calwater.com/appeal) or from our local Customer Center).
- Surcharges incurred during the appeal review period may be waived if the review takes an extended period of time.

### Ways to Start Saving Now:

- Turn off the tap while brushing your teeth, shaving, washing your hair, and peeling vegetables.
- When hand-washing dishes, fill one basin with wash water and the other with rinse water instead of letting the water run.
- Soak pots and pans while you scrape them clean.
- Install water-saving faucet aerators and high-efficiency shower-heads, both available at no charge online at [www.calwater.com](http://www.calwater.com).
- Replace standard toilets, dishwashers, and washing machines with high-efficiency models.
- Use plants native to our climate in your garden.
- Check your irrigation timer to ensure it is adjusted for rain, and your sprinkler heads to ensure none are broken.
- Use mulch around shrubs and plants to help reduce evaporation, limit weed growth, moderate soil temperature, and prevent erosion.

## Outdoor Irrigation Restrictions:

In accordance with Schedule 14.1, Cal Water will enforce the following outdoor irrigation schedule:

IRRIGATION SCHEDULE							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Even Street Addresses			✓			✓	
Odd Street Addresses		✓			✓		
No Street Addresses		✓			✓		

**Please check with your city government about any restrictions it has adopted on the times outdoor irrigation may occur. If your city does not have any such restrictions, outdoor irrigation may not take place between the hours of 8 a.m. and 6 p.m. Exemptions: hand-watering, drip irrigation, and microspray irrigation on lawns, landscaping, and trees**

**Violation of any of these water use restrictions may be subject to enforcement measures, including a fine of up to \$100 for each day the violation occurs, installation of flow restrictors, or discontinuance of water service.**

Waste of water in Cal Water service areas can be reported online at [www.calwater.com/water-waste-report](http://www.calwater.com/water-waste-report).

Hotel, motel, and restaurant operators can email [conservation@calwater.com](mailto:conservation@calwater.com) for assistance obtaining table tents or signage.

### Cal Water's Drought Call Center

For your monthly water budget or historical water use, billing questions, and information on water use restrictions and conservation programs, please visit [www.calwater.com](http://www.calwater.com) or contact your local Cal Water Customer Center for assistance.

If you need assistance with appeals, waste of water reports, or other drought-related issues, contact our Drought Call Center toll-free at **(844) 726-8579**.

More information on all of these programs can be found at [www.calwater.com/conservation](http://www.calwater.com/conservation).

**How Cal Water Can Help:** Cal Water has a range of residential and commercial programs available to help our customers reduce their water use. These include:

#### RESIDENTIAL

- High-efficiency toilet rebate
- High-efficiency clothes washer rebate
- Smart Irrigation Controller rebate
- Water use efficiency evaluation program
- NEW! Turf replacement rebate
- High-efficiency toilet delivery program *(available summer 2015)*
- Home water use reports *(available summer/fall 2015)*

#### 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
- NEW! Turf replacement rebate
- Controller distribution *(available August 2015)*

**NEW! TURF REPLACEMENT REBATE PROGRAM:** Cal Water is pleased to introduce our turf replacement rebate program. This program provides a \$1 rebate per square foot of turf that is removed and replaced with low-water-use landscaping. This rebate applies to turf replaced between January 1 and December 31, 2015, or until rebate funds are depleted, whichever comes first. Replacement with artificial turf is not eligible. All projects beginning June 1 must receive preapproval. For more information or to apply for the rebate, visit [www.calwater.com/turf](http://www.calwater.com/turf).



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**Quality. Service. Value.**



## Managing Your Water Use During the Drought

What Cal Water's Los Altos District customers need to know about water use restrictions, water budgets, and conservation

*Este informe contiene información importante. Tradúzcalo o hable con alguien que lo entienda bien.*