

**DEL ORO WATER COMPANY**  
PARADISE PINES DISTRICT CUSTOMERS (Account Numbers Beginning With "002")

**SCHEDULE 14.1 STAGED MANDATORY WATER USE REDUCTIONS - ACTIVATION OF STAGE 2**  
**CPUC ADVICE LETTER NO. 412**

Del Oro Water Company (DOWC) has filed Advice Letter 412 requesting activation **Stage 2** of Schedule 14.1 *Staged Mandatory Water Use Reductions*.

Governor Brown has ordered a mandatory 25% reduction in urban water use statewide as we face this historic drought. In response to the governor's order, the State Water Resources Control Board (Board) set water use reduction requirements for each community based upon average per capita water usage. Both residential and nonresidential water users in DOWC's Paradise Pines District are required by the State of California to **reduce their water use by 28%** from their usage during July through September in 2013. This reduction must be achieved by the end of February 2016. **DOWC is here to help you achieve mandated reductions.**

As part of Schedule 14.1, beginning with June 2015, all DOWC customers will be given a "water budget," which is the amount of water they may use each month without incurring a drought surcharge. **This water budget will be based on the units of water (cfs) used at each individual location in 2013.** This water budget will be shown on your bills in advance, beginning with the May 27, 2015 bills.

- A drought surcharge of **\$6.50 per 100 cubic feet** will be applied to each Ccf used above a customer's allotted budget that month.
- A minimum water budget of 474 cf 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 specified criteria are met, a customer may 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 change in household size, and significant long-term savings already achieved. Appeals will only be accepted on the Appeal Form which will be available at [www.delorowater.com](http://www.delorowater.com) by June 1, 2015.

Specific water restrictions are also in effect. **Restrictions are explained on the reverse side of this notice.** Customers who violate these restrictions will be subject to fines and enforcement as follows:

- 1<sup>st</sup> Violation – Warning Letter
- 2<sup>nd</sup> Violation- \$50 fine
- 3<sup>rd</sup> Violation - \$100 fine
- 4<sup>th</sup> Violation - \$100 fine and Flow Restricting Device installed for a minimum of 3 days
  - Cost to have Flow Restricting Device Removed = \$100 (\$150 after hours)
- Continued Violations – Discontinuance of Service

**File a PROTEST:**

A protest is a document stating that you object to the utility receiving all or some part of its request. If you wish to file a protest, you must state the facts constituting the grounds for the protest, how the advice letter affects you, and the reasons why you believe the whole advice letter, or part of it, is not justified.

If the protest requests an evidentiary hearing (an evidentiary hearing is a legal proceeding held before an administrative law judge at the Commission to obtain evidence), your protest must state the facts you would present at the evidentiary hearing to support your request for a complete or a partial denial of the advice letter. The filing of a protest does not ensure that an evidentiary hearing will be held. The decision whether or not to hold an evidentiary hearing will be based on the content of the protest.

**File a RESPONSE:**

A response is a document that does not object to the request sought in the application, but nevertheless, presents information you believe would be useful to the Commission in acting on the application.

Whether you wish to file a PROTEST or send a RESPONSE you must:

- Send a copy of your document to the utility
- Mail both one copy to the utility and one copy to the Commission within twenty (20) days of the date this notice was mailed

The utility must respond to your protest or response within five (5) days. All protests or responses to this filing should be sent to:

California Public Utilities Commission  
Water Division  
505 Van Ness Avenue  
San Francisco, CA 94102  
Fax: 415-703-2481  
E-Mail: [water\\_division@cpuc.ca.gov](mailto:water_division@cpuc.ca.gov)

and

Del Oro Water Company  
Director of Community Relations  
Post Office Drawer 5172  
Chico, CA 95927  
Fax: 530-894-7645  
E-Mail: [communityrelations@delorowater.com](mailto:communityrelations@delorowater.com)

If you have not received a reply to your protest from the utility within 10 business days, contact Del Oro's corporate offices at 530-717-2502.

The Commission staff will make an investigation of the utility's request. Following the investigation, the Commission may grant the utility's request in whole or in part, or may deny it. It may also order the utility to charge rates different from those shown in this notice.

Section 454 of the California Public Utilities Code provides that no public utility shall raise any rate or so alter any classification, contract, or rule as a result of any rate increase except on a showing before the Commission and a finding of the Commission that such increase is justified. Customers may wish to call to the Commission's attention any problem covering water service, billing procedures or other factors pertaining to a reasonable charge for the service. Customers, who would like to provide any other information or comments regarding this requested increase, should write to the Commission at the above listed address.

Comments should mention that they pertain to **Del Oro Water Company, Paradise Pines District, Activation of Schedule 14.1 Stage 2** and must be sent no later than twenty (20) days after this notice is mailed.

A copy of the DOWC filing may be inspected in its business office at: 426 Broadway, Chico, CA 95928 or at its website: [www.delorowater.com](http://www.delorowater.com). By calling 530-717-2502, you may request a copy to be mailed to you. You will be billed for the copies at \$0.10 per page. Further information may be obtained from the utility at its business office or from the Commission at the above address.

*Mailed by: May 27, 2015*

# 2015 Drought – Paradise Pines District Stage 2 Mandatory Water Restrictions

Del Oro recommends posting the restrictions list somewhere you will see it daily (such as your refrigerator)

## 1. Outdoor Irrigation Restrictions

Irrigating ornamental landscapes with potable water is limited to no more than **three (3) days per week** as follows:

- Customers with **even**-numbered addresses or with **no** street addresses may irrigate on **Saturdays, Tuesdays, and Thursdays**
- Customers with **odd**-numbered addresses may irrigate on **Sundays, Wednesdays and Fridays**
- Hand and drip watering may be done at any time, but you **must** still conserve 28%

## 2. Obligation to Fix Leaks, Breaks or Malfunctions

All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within **five (5) business days** of written notification by Del Oro, unless other arrangements are made with Del Oro. "Written notification" includes door tags.

## 3. Prohibited Uses of Water

- The application of potable water to driveways and sidewalks
  - The use of potable water in a water feature, except where the water is part of a recirculating system
  - The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall
  - The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased
  - Irrigation of ornamental landscape on public street medians (**NEW**)
  - Irrigation outside of newly constructed homes and buildings with potable water unless the potable water is delivered by a drip irrigation systems and/or micro spray irrigation system (**NEW**)
  - Use of potable water for street cleaning with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible)
  - Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used
  - The application of potable water to landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
  - The use of a hose that dispenses potable water to wash vehicles, including cars, trucks, buses, boats, aircraft, and trailers, whether motorized or not, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use
- Operators of hotels and motels** shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language.
  - Limits on Filling Residential Swimming Pools and Spas:** Re-filling and initial filling of single-family residential swimming pools or outdoor spas with potable water is prohibited (previous Stages allowed certain exceptions).
  - Limits on Filling Ornamental Lakes or Ponds:** Filling or re-filling ornamental lakes or ponds with potable water is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to the implementation of any staged mandatory restrictions of water use as described in this Rule.
  - Other duly adopted restrictions** on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies may be added at any time.

### My Irrigation Plan:

#### **My sprinklers ONLY run on:**

(Circle your schedule, see left to determine your days)

Saturday, Tuesday, Thursday

Sunday, Wednesday, Friday

#### **My Sprinklers come on at:**

\_\_\_\_\_ AM / PM

(Select a time between  
6PM and 8AM.)

**PRO TIP:** Make sure to start your timer early enough that the entire watering cycle will be done **BEFORE 8AM!**

I will **hand water** my houseplants & other container plants on:

**M Tu W Th F Sa Su**

(Circle no more than 3 days)

**PRO TIP:** Use a bucket to capture water from baths, rinsing dishes, warming up the shower, etc., and use that to irrigate container plants while conserving water.