



2016 Mandatory Staged Restrictions of Water Use: STAGE 4 Water Shortage **Including Restricted Watering**

On Saturday, September 14, 2016, Tulare District's East Plano Service Area experienced a water outage as a result of an unexpected decrease in the water level in the well. This resulted in failure of the pump. Del Oro replaced the pump and water service was restored on Tuesday, September 14, 2016. However, **the water level in the well remains dangerously low.**

Effective immediately, the East Plano Service Area is activating Rule 14.1 **Stage 4** restrictions:

- **Outside watering is now prohibited**, except when watering with a hand-held bucket or a continuously monitored hose (see other side for details).
- Customers are required to **reduce water use by at least 25%**.

The complete list of Rule 14.1 Stage 4 mandatory restrictions is printed on the back of this notice. DOWC will continue to print Water Usage Guidelines on each customer's bill; these guidelines show each customer what their maximum water use should be to achieve 25% conservation compared to 2013.

Rule 14.1 is available on DOWC's website at: www.delorowater.com/rule14.1.html

Please remember that the following are ALWAYS prohibited:

Violation of any of State Water Board prohibited or restricted water use activities (see notice mailed July 27, 2016) may be punished by a fine of up to five hundred dollars (\$500) for each day in which the violation occurs. Fines may be assessed by any law enforcement officer (ie. sheriff, police, etc). Fines are not assessed by DOWC, and DOWC does not receive any income from the fines. However DOWC has the authority to discontinue water service to any customer who continues to waste water after receiving warnings and/or fines, in accordance with DOWC's Rule 11.B.3.

Del Oro will continue to notify customers (usually via a door tag) as soon as we are aware of any leaks that are the customer's responsibility to repair. As per Rule 14.1 Stage 4 requirements, customers will have only **one (1) business day to repair leaks**, unless other arrangements are made with DOWC.

Please visit www.delorowater.com/drought.html to report waste of water, and for the most current information about prohibited water uses, other unauthorized water uses, and mandatory outdoor irrigation restrictions, as well as conservation resources. We encourage you to take advantage of the many conservation resources available on our website to save water.

MOBILE HOME PARKS and OTHER PROPERTY MANAGEMENT: Please share this information with residents who may not have received this notice directly. You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Esto es la información importante. Por favor encuentre a alguien que puede traducirlo para usted, o llamar al Representante de Servicio al Cliente de Del Oro que habla español en (530) 717-2516.

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

Mandatory Water Restrictions

Stage 4



1. Outdoor Irrigation Restrictions

Irrigating ornamental landscapes with potable water is prohibited, except when a hand-held bucket or a similar container, or a continuously monitored hose which is fitted with an automatic shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use or monitored is used to maintain vegetation, including trees and shrubs.

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 **one (1) business day** of written notification by DOWC, unless other arrangements are made with DOWC. "Written notification" includes door tags.

3. Prohibited Uses of Water

- a. 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
 - b. 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
 - c. Using broken or defective plumbing or irrigation after DOWC has notified you to repair it
 - d. The application of potable water to driveways and sidewalks
 - e. The use of potable water in a water feature, except where the water is part of a recirculating system
 - f. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall
 - g. 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
 - h. Use of potable water for street cleaning with trucks
 - i. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses
4. **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
 5. **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
 6. **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
 7. **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:

Sprinklers must remain OFF.

I will **hand water** my 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.