

DEL ORO WATER COMPANY - PARADISE PINES DISTRICT CUSTOMERS

(Account Numbers Beginning With "002")

2016 Schedule 14.1 Staged Mandatory Water Use Reductions: Stage 1 **Including Restricted Watering Days**

Del Oro Water Company (DOWC) hereby notifies its customers of the State Water Resources Control Board's (Board) extension of the restrictions and fines for violations of the Board's regulations. This notification is being sent as California is still in a drought and your cooperation is necessary to ensure reliable supplies of water for your comfort and necessary use.

As stated in the Emergency Regulation, "On May 9, 2016, the Governor issued an Executive Order that directs the State Board to adjust and extend its emergency water conservation regulations through the end of January 2017 in recognition of the differing water supply conditions for many communities." As a result, the Board has extended the Emergency Water Conservation Regulation through February 28, 2017. In accordance with Governor Brown's Executive Order B-37-16 of May 9, 2016; the Board's Resolution No. 2016-0029 of May 18, 2016; and CPUC Resolution W-5103 of June 23, 2016; DOWC's Schedule 14.1 *Mandatory Staged Restrictions of Water Use will remain in place through February 28, 2017*, as per Advice Letter 460.

The Good News:

Effective beginning with all bills processed in July 2016, Paradise Pines is being **reduced** from Schedule 14.1 Stage 2 restrictions to **Schedule 14.1 Stage 1** restrictions:

- **Customers are required to reduce water use by just 8%, instead of the previous 21% requirement.**
- **Drought Surcharges are being eliminated.** Customers will no longer receive surcharges when water use exceeds the budgeted amounts.

DOWC will continue to print Water Usage Budgets on each customer's bill; these budgets are guidelines that show each customer what their maximum water use should be to achieve 8% conservation compared to 2013. **Appeals are no longer necessary, and new submissions will not be processed.**

The existing mandatory restrictions remain in effect, and fines may still be levied for those customers who violate the restrictions. **A summary of drought restrictions is printed on the back of this notice.** The complete restrictions are also available online at www.delorowater.com/drought.html.

Please remember that the following are ALWAYS prohibited:

- 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
- Using broken or defective plumbing or irrigation after DOWC has notified you to repair it

Customers who violate drought restrictions will continue to be subject to fines and enforcement as follows:

- 1st Violation – Warning Letter
- 2nd Violation- \$50 fine
- 3rd Violation - \$100 fine
- 4th 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

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) 717-2502.

Mailing completed by: July 27, 2016

2016 Drought – Paradise Pines District Stage 1 Mandatory Water Restrictions

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 8%

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
- 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
- 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, except to maintain required operating levels of existing pools and spas or as a result of completing structural repairs to the swimming pool or outdoor spa
- 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
- 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.