



June 15, 2022

**TO:** LOCSD Utilities Advisory Committee  
**FROM:** Ron Munds, General Manager  
**SUBJECT:** **Agenda Item 4 - 06/15/2022 Utilities Advisory Committee Meeting**  
Water Shortage Contingency Plan Review

**STAFF RECOMMENDATION**

***Review and Provide Recommendations to the Board***

**DISCUSSION**

**Background**

In 2014, the district adopted a significantly revised Water Shortage Contingency Plan (WSCP) in response to the extreme drought condition which started in 2012. Based on the trigger points in the Plan, the Board of Directors declared Stage III drought conditions in 2015, which is still in effect, and included water use prohibitions and penalties for non-compliance. We have not actively pursued enforcement of the prohibitions and penalties since the overall water use within the District's water service area has been consistent and relatively low, and we would need additional resources, mainly personnel, to enforce the prohibitions and penalties.

In response to the statewide drought conditions, Governor Newsom issued Executive Order N-7-22 in March 2022, which requires certain actions by "urban water suppliers" and governmental agencies. Though the District is not considered by the State to be an urban water supplier because of our size (requirements apply to water purveyors with 3,000 plus connections or deliver 3,000 acre feet of water or more) it is important for the District's water customers to understand the ongoing need to conserve water because of the vulnerability of the Los Osos Groundwater Basin to seawater intrusion.

This report provides information on the District's historical water production, per capita water use, estimated outdoor water use and a review of the water use prohibitions and climatic triggers to implement the various stages in the WSCP.

**Historical Water Production**

The District's water production history goes back to 1998. Based on historical groundwater production records, the water use in the service area peaked in 1990 at 1,260 acre feet and remained at between 1,000 to 1,150 acre feet until 2005 (Los Osos Basin Plan 2015). Since 2005, there has been a steady downward trend in water use within the District's water service area.

The following table shows water production since 1998.

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**Battalion Chief**  
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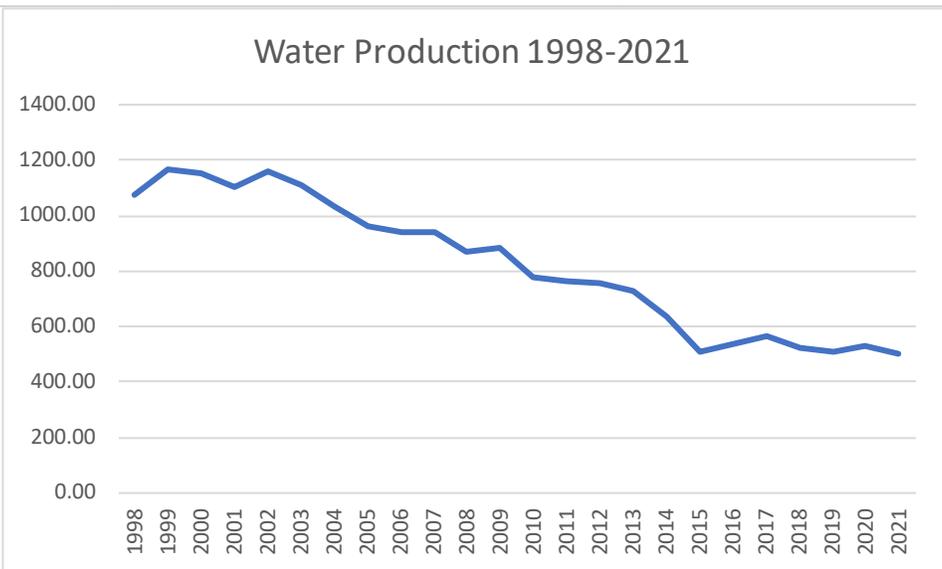
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Year	Acre Feet
1998	1072.54
1999	1168.20
2000	1149.42
2001	1102.17
2002	1159.19
2003	1112.03
2004	1030.86
2005	957.68
2006	938.71
2007	943.13
2008	870.09
2009	883.88
2010	774.52
2011	762.36
2012	754.79
2013	725.78
2014	634.07
2015	505.55
2016	534.24
2017	568.09
2018	521.56
2019	505.61
2020	526.96
2021	502.67

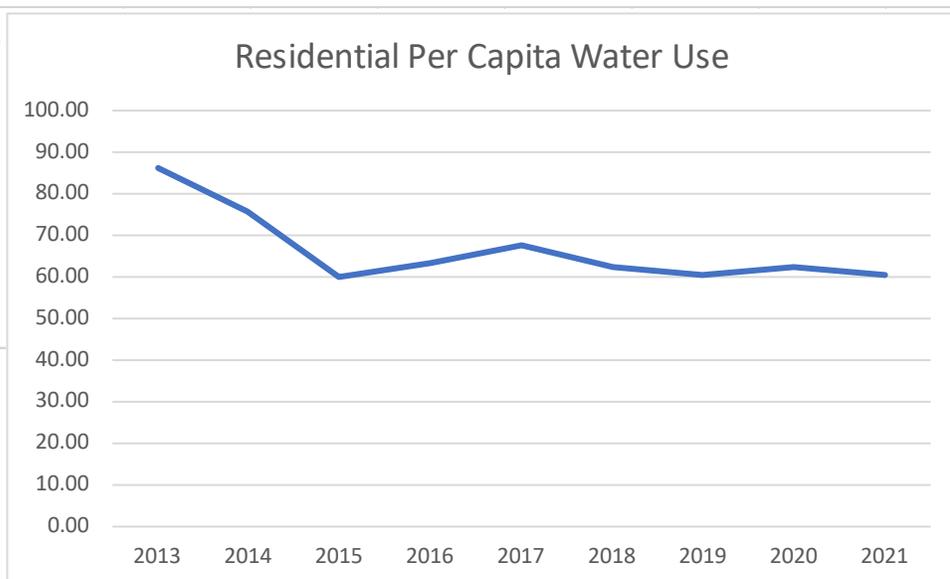


As indicated, there has been a steady decline in water production over this twenty-three-year period.

### Per Capita Water Use

Per capita water use, also referred to as GPCD, can be defined as a metric representing an individual's share of a community's average daily residential water needs. This is an important metric when trying to determine trends in residential water and establishing goals when asking for water use reductions during time of droughts or other water emergency. For instance, during a level Stage III condition, the WSCP calls for a target of 50 GPCD. The District has been only tracking GPCD since 2013. The following table and chart show the trends since then.

Year	GPCD
2013	86.27
2014	75.53
2015	60.01
2016	63.44
2017	67.76
2018	62.25
2019	60.35
2020	62.30
2021	60.14



As displayed, the GPCD has remained fairly constant since 2015, around 60 GPCD.

## Outdoor Water Use Estimations

In order to try to fully understand the water use patterns in the water service area, staff developed simple evaluation analysis based on the monthly water production data since 2018 to estimate outdoor water consumption. Staff chose this period since it is considered a good representation of the current water use trends. The lowest month's water production volume for this period was February 2019. Using this production number as the indoor baseline, meaning the best representation for indoor water use based on limited outdoor irrigation, this amount (10.33 million gallons) was subtracted from each monthly total from 2018 through 2021. The results of the analysis are in Attachment 1 to this report.

To summarize the data, the annual percent of the total water use for outdoor consumption is estimated to be from 24.32% to 27.81% with a four-year average of 25.99%. The annual range for estimated outdoor water use is between 39.83 million gallons (122.25 acre feet) to 47.75 million gallons (47.75 acre feet).

## Water Shortage Contingency Plan Review

As previously indicated, the District's current WSCP was developed in 2013 and adopted in 2014. The plan layouts out climatic and water quality "triggers" to enter and exit the five stages in the plan. At the time, these triggers (climate and water quality) made the most sense because of our proximity to the ocean and the significant influence seawater intrusion has on the groundwater levels in the basin.

Within each stage there is a percent water use reduction target, a climate trigger to move through the stages, a water quality trigger which does the same, a trigger to exit a stage and prohibitions to be implemented at each stage. Attachment 2 describes each of these elements in more detail.

### **Prohibitions**

The following are the prohibitions and measures associated with Stage III of the plan:

- All outdoor irrigation of vegetation shall occur only between dusk and dawn.
- The use of potable water to wash sidewalks, walkways, driveways, parking lots, open ground and other hard-surface areas by direct application shall be prohibited.
- The use of non-drinking-water fountains, except for those using recirculated water, shall be prohibited.
- Use of water which results in flooding or run-off in gutters or streets shall be prohibited.
- Use of water from fire hydrants shall be limited to fire suppression and/or other activities immediately necessary to maintain health, safety and welfare of residents within the boundaries of the Los Osos Community Services District.
- The use of District potable water for construction projects shall be prohibited.
- The washing of automobiles, trucks, trailers, boats and other types of mobile equipment not occurring upon the immediate premises of a commercial car wash and/or commercial service station shall be prohibited unless residents have an automatic shut-off hose nozzle and do not allow water to run off their property.
- The use of potable water to irrigate lawns, landscape plantings, groundcover, and shrubs shall be limited to prescribed days and hours. Irrigation shall only occur between dusk and dawn, and shall only occur on Wednesday and Sunday for even numbered addresses, and Tuesday and Saturday for odd numbered addresses. Community recreational facilities shall be exempt from this prohibition.
- Water main flushing shall only occur in emergency situations as declared by the General Manager.
- Irrigation of community recreational facilities shall be exempt from this prohibition.
- Penalties up to 2 times the established rate for usage above the allocation, may be applied. District will notify customer of usage above allocation. If the customer fails to modify usage, penalties may be applied.
- No new Intent to Serve applications
- No allocations may be transferred to another property

Though staff already include many of the prohibitions and measures in the messaging and communications to our water customers, the prohibitions and measures requiring enforcement and/or additional staff are not being implemented.

Two key measures are the outdoor watering restrictions (days of the week, etc.) and the water usage allocations and penalties. Staff has considered these measures but have not moved forward based on the following:

- Enforcement of the even/odd water days would require additional staff working odd hours (dusk to dawn) to monitor compliance. Additionally, there are studies that indicated that this type of program doesn't necessarily save water since customers are inclined to over-water on the days that they have been allotted to.
- Implementing a water allocation-based system would also require additional staff to set up and implement. If the District truly wanted to make the program fair and equitable, verification of occupancy would be time consuming at the front end of the program and could be considered intrusive by our customers. There could be additional costs associated with upgrading the billing system to perform the necessary functions to implement the program.

### Stage Triggers

There are two criteria or triggers for entering a stage in the WSCP. This first is based on rainfall (climatic) over one or multiple years. The second is based on Chloride levels at the 8<sup>th</sup> and 10<sup>th</sup> Street wells. To date, the cumulative rainfall trigger has been the most relative trigger to track since the Chloride levels in the referenced wells have not been an issue. The exiting trigger is based on consecutive years of median rainfall or more. Attachment 2 describes how the triggers work. The following chart shows the annual rainfall and how it has influenced the District decision to remain in Stage III since 2015, and a table that provides the cumulative rainfall triggers for reference.

Los Osos Landfill #727 - all units are in inches					
	Annual	Cummulative Rainfall Totals			
Water Year	Total	2 year	3 year	4 year	5 year
2021-2022	13.2				76.66
2020-2021	13.52				89.47
2019-2020	13.23				83.56
2018-2019	23.09				86.78
2017-2018	13.62				63.69
2016-2017	26.01			50.07	
2014-2015	7.61		24.06	Stage III	
2013-2014	6.57				
2012-2013	9.88				
Receive rainfall >= median by March 31, for <b>two consecutive years</b> . If in Stage III due to water quality, two consecutive semi-annual samples must be below trigger concentrations to exit Stage III					

<b>Climatic Triggers for Stages</b>					
<b>Stage</b>	<b>1 year</b>	<b>2 years</b>	<b>3 years</b>	<b>4 years</b>	<b>5 years</b>
Stage I	<17 in.				
Stage II		<32 in.	<48 in.	<65 in.	<81 in.
Stage III		<29 in.	<43 in.	<58 in.	<72 in.
Stage IV		<26 in.	<38 in.	<51 in.	<64 in.
Stage V		<17 in.	<26 in.	<34 in.	<43 in.

The numbers in the Year 3, Year 4, etc. are for the cumulative rainfall amounts for years from the time Stage III was adopted and are for information only. The other nuance in exiting triggers is the reference to “median” rainfall. After discussing this with the District Engineer, the intent was for the “average” rainfall of 17 inches be applied as reference in Attachment 2. This is a minor issue that can be changed since this term is not in Title 2 of the District’s code (Attachment 4).

**2014 Outdoor Water Conservation Plan**

In 2014, the Board adopted, by resolution, an Outdoor Water Conservation Plan (Attachment 3). The elements in the plan include:

1. Target top 100 water users with outdoor water conservation information
2. Landscape and irrigation workshops (*not implemented*)
3. Develop seasonal irrigation messaging and direct mail to water customers with information
4. Analyze water consumption and track per capita water use
5. Purchase or develop landscape brochures (*not implemented*)
6. Attend public events and encourage water conservation to the public
7. Speaker’s bureau
8. Water waste ordinance

Many of the elements are currently being implemented in some form. I would encourage the UAC to review the plan and provide input at the meeting so we can integrate the elements into the final recommendation to the Board.

**Considerations for Recommendations to the Board**

There are some basic questions that staff is looking for direction on from the UAC so it can formulate a recommendation(s) to the Board.

1. After reviewing the water production, per capita water use numbers and the WSCP and prohibitions, should the District fully implement the prohibitions and measures in Stage III of the plan?
2. If yes, and with the understanding that there would need to be a cost analysis and a time period for mobilization, what would be the expectation in timing for implementing the program that addresses all the elements in the plan?
3. If no, what would the UAC recommend as alternatives to encourage a reduction in water use within the water service area to reach the 50 gpcd goal?

**Attachments**

1. Outdoor Water Use Estimation
2. Water Shortage Contingency Plan Elements
3. 2014 Outdoor Water Conservation Plan
4. Title 2 Water Shortage Contingency Plan Regulations

Outdoor Water Use Estimation - Indoor Baseline 10.33 Mil Gal (Feb 2019)			
2021	Production	Est Outdoor	% of Total
Jan	11.99	1.66	
Feb	10.75	0.42	
Mar	13.07	2.74	
Apr	14.04	3.71	
May	15.12	4.79	
June	15.32	4.99	
July	15.67	5.34	
Aug	15.02	4.69	
Sept	14.11	3.78	
Oct	13.65	3.32	
Nov	13.30	2.97	
Dec	11.75	1.42	
Million Gal	163.79	39.83	24.32%
Acre Feet	502.67	122.25	

2021 Water Production by Month

Month	Production (Million Gal)
Jan	11.99
Feb	10.75
Mar	13.07
Apr	14.04
May	15.12
Jun	15.32
Jul	15.67
Aug	15.02
Sep	14.11
Oct	13.65
Nov	13.30
Dec	11.75

2020	Production	Est Outdoor	% of Total
Jan	11.49	1.16	
Feb	12.22	1.89	
Mar	12.62	2.29	
Apr	12.96	2.63	
May	15.86	5.53	
June	15.91	5.58	
July	16.61	6.28	
Aug	16.47	6.14	
Sept	15.10	4.77	
Oct	14.83	4.50	
Nov	13.82	3.49	
Dec	13.81	3.48	
Million Gal	171.71	47.75	27.81%
Acre Feet	526.96	146.54	

2020 Water Production by Month

Month	Production (Million Gal)
Jan	11.49
Feb	12.22
Mar	12.62
Apr	12.96
May	15.86
Jun	15.91
Jul	16.61
Aug	16.47
Sep	15.10
Oct	14.83
Nov	13.82
Dec	13.81

2019	Production	Est Outdoor	% of Total
Jan	11.53	1.20	
<b>Feb</b>	<b>10.33</b>	<b>0.00</b>	Baseline
Mar	11.64	1.31	
Apr	14.21	3.88	
May	15.10	4.77	
June	15.96	5.63	
July	16.62	6.29	
Aug	15.36	5.03	
Sept	14.54	4.21	
Oct	14.58	4.25	
Nov	13.64	3.31	
Dec	11.23	0.90	
Million Gal	164.75	40.79	24.76%
Acre Feet	505.61	125.19	

2019 Water Production

Month	Production (Million Gal)
Jan	11.53
Feb	10.33
Mar	11.64
Apr	14.21
May	15.10
Jun	15.96
Jul	16.62
Aug	15.36
Sep	14.54
Oct	14.58
Nov	13.64
Dec	11.23

2018	Production	Est Outdoor	% of Total
Jan	12.80	2.47	
Feb	12.70	2.37	
Mar	12.24	1.91	
Apr	13.38	3.05	
May	15.64	5.31	
June	15.61	5.28	
July	16.35	6.02	
Aug	15.99	5.66	
Sept	14.94	4.61	
Oct	14.62	4.29	
Nov	13.90	3.57	
Dec	11.78	1.45	
Million Gal	169.95	45.99	27.06%
Acre Feet	521.56	141.14	

2018 Water Production

Month	Production (Million Gal)
Jan	12.80
Feb	12.70
Mar	12.24
Apr	13.38
May	15.64
Jun	15.61
Jul	16.35
Aug	15.99
Sep	14.94
Oct	14.62
Nov	13.90
Dec	11.78

Four Year Ave = 25.99%

Estimation: month production – 10.33 million gallons = estimated outdoor water use for the month

LOS OSOS COMMUNITY SERVICES DISTRICT WATER SHORTAGE CONTINGENCY PLAN

Stage (Household allocations are based on household of 3)	Reduction Target	Climate Trigger (MEDIAN RAINFALL 17 INCHES)	Chloride Trigger (8th or 10th Street Wells-Zone D)	TDS Trigger (8th or 10th Street Wells-Zone D)	Recommended Climate & Water Quality Requirements To Exit Water Shortage Stages (de-trigger)	Prohibitions
<p><b>STAGE I ALERT</b> Customers: Residential</p> <p>Allocation: 183 gal/day/household or 61 gal/day/occupant</p>	5%	Rainfall total as March 31:< than median (17 in.) for current year	N/A	N/A	Receive rainfall >= median by March 31	<ul style="list-style-type: none"> <li>All outdoor irrigation of vegetation shall occur only between dusk and dawn.</li> <li>The use of potable water to wash sidewalks, walkways, driveways, parking lots, open ground and other hard-surface areas by direct application shall be prohibited.</li> <li>The use of non-drinking-water fountains, except for those using recirculated water, shall be prohibited.</li> <li>Use of water which results in flooding or run-off in gutters or streets shall be prohibited.</li> </ul>
<p><b>STAGE II WARNING</b> Customers: Residential</p> <p>Allocation: 174 gal/day/household or 58 gal/day/occupant</p>	15%	Stage I plus rainfall total as of March 31: <= 32 in. for over two yrs. or <= 48 in. over three yrs. or 65 in. over four yrs. or 81 in. over five years	N/A	N/A	Receive rainfall >= median by March 31	<p>In addition to Stage I conservation measures:</p> <ul style="list-style-type: none"> <li>Use of water from fire hydrants shall be limited to fire suppression and/or other activities immediately necessary to maintain health, safety and welfare of residents within the boundaries of the Los Osos Community Services District.</li> <li>The use of District potable water for construction projects shall be prohibited.</li> <li>The washing of automobiles, trucks, trailers, boats and other types of mobile equipment not occurring upon the immediate premises of a commercial car wash and/or commercial service station shall be prohibited unless residents have an automatic shut-off hose nozzle and do not allow water to run off their property.</li> <li>The use of potable water to irrigate lawns, landscape plantings, groundcovers, and shrubs shall be limited to prescribed days and hours. Irrigation shall only occur between dusk and dawn, and shall only occur on Wednesday and Sunday for <u>even</u> numbered addresses, and Tuesday and Saturday for <u>odd</u> numbered addresses. Community recreational facilities shall be exempt from this prohibition.</li> <li>Water main flushing shall only occur in emergency situations as declared by the General Manager.</li> </ul>
<p><b>STAGE III EMERGENCY</b> Customers: Residential</p> <p>Allocation: 150 gal/day/household or <b>50 gal/day/occupant</b> NO TRANSFERS ALLOWED</p>	25%	Stage I plus rainfall total as of March 31: <= 29 in. for over two yrs. or <= 43 in. over three yrs. or 58 in. over four yrs. or 72 in. over five years Stage III shall be enacted no earlier than April 2015. <b>Declared by BOD 4/2/2015 – Based on Climate Trigger ONLY Modified on 5/7/2015</b> -Exit strategy modified 6/6/19	150 mg/l	700 mg/l	Receive rainfall >= median by March 31, for two consecutive years. If in Stage III due to water quality, two consecutive semi-annual samples must be below trigger concentrations to exit Stage III	<p>In addition to Stage I &amp; II conservation measures:</p> <ul style="list-style-type: none"> <li>Irrigation of community recreational facilities shall be exempt from this prohibition.</li> <li>Penalties up to 2 times the established rate for usage above the allocation, may be applied. District will notify customer of usage above allocation, if the customer fails to modify usage, penalties may be applied.</li> <li>No new Intent to Serve applications</li> <li>No allocations may be transferred to another property</li> </ul>
<p><b>STAGE IV SEVERE</b> Customers: Residential, Commercial</p> <p>Allocation: 135 gal/day/household or <b>45 gal/day/ occupant</b> NO TRANSFERS ALLOWED</p>	35%	Stage I plus rainfall total as of March 31: <= 26 in. for over two yrs. or <= 38 in. over three yrs. Or 51 in. over four yrs. Or 64 in. over five years, Stage IV shall be enacted no earlier than November 2015	250 mg/l	850 mg/l	Receive rainfall >= median by March 31, for two consecutive years, transition to Stage II for current year. If in Stage IV due to water quality, two consecutive semi-annual samples must be below trigger concentrations to exit Stage IV	<p>In addition to Stage I, II, &amp; III conservation measures:</p> <ul style="list-style-type: none"> <li>Irrigation of community recreational facilities and residential edible crops shall be exempt from this prohibition.</li> <li>New water connections to the District water system shall be prohibited</li> <li>Commercial allocation 10% below baseline</li> <li>Penalties up to 4 times established rate may be applied</li> <li>No allocations may be transferred to another property</li> </ul>
<p><b>STAGE V CRITICAL</b> <b>ALL CUSTOMERS</b></p> <p>Allocation: 126 gal/day/household or <b>42 gal/day/ occupant</b> NO TRANSFERS ALLOWED</p>	50%	Stage I plus rainfall total as of March 31: <= 17 in. for over two yrs. or <= 26 in. over three yrs. or 34 in. over four yrs. or 43 in. over five years	500 mg/l	1,000 mg/l	Receive rainfall >= median by March 31, transition to Stage II for current year. If in Stage V due to water quality, two consecutive semi-annual samples must be below trigger concentration to exit Stage V	<p>In addition to Stage I, II, III, &amp; IV conservation measures:</p> <ul style="list-style-type: none"> <li>Commercial allocation 15% below baseline</li> <li>Penalties up to 4 times established rate may be applied</li> <li>No allocations may be transferred to another property</li> </ul>



OUTDOOR WATER  
CONSERVATION  
PLAN

**1. Program Element:** Target top 100 water users with outdoor water conservation information.

**Program Description:** Each month top water user reports will be generated using the District's new billing software. Monthly monitoring of water usage is already being conducted by District Staff. Staff determines if high usage is a spike or is habitual, based on prior usage. Staff shall develop a form letter to notify customers of the high water use. Top users will be direct mailed water conservation information along with the form letter.

**Implementation Schedule:** This element has been partially implemented. Unusually high and low meter reads are monitored by the District's Administrative Accounting Assistant.

**Cost:** The largest cost of this element will be Staff time. Printing costs and postage would be minimal. See attached cost estimate spreadsheet.

**2. Program Element:** Landscape and irrigation workshops.

**Program Description:** Local nurseries currently conduct landscape and irrigation workshops. The District will partner with these nurseries, encourage use of drought tolerant plants, and advertise workshops on the District's website, Channel 20, and at the District office.

**Implementation Schedule:** The District shall reach out to local nurseries and create a schedule of when and where such workshops will be conducted.

**Cost:** The District can minimize costs by allowing local nurseries to conduct landscape and irrigation workshops. Minimal staff time will be needed to advertise the workshops on the District's website, channel 20, and the District office.

**3. Program Element:** Develop seasonal irrigation messaging and direct mail water customers with information.

**Program Description:** A seasonal irrigation schedule was created by District staff and is mailed out to water customers on an annual basis. This schedule is also available at the District office.

**Implementation Schedule:** This element has been implemented. Irrigation schedules are mailed out to customers at least once per year.

**Cost:** This element was and continues to be a minimal cost to the District. See attached spreadsheet for cost estimate.

**4. Program Element:** Analyze water consumption and track per capita water use.

**Program Description:** Water consumption is measured on a monthly basis by District personnel. Unusually high or low meter reads are compared to past reads. Any suspected inaccuracy results in a reread of the meter.

**Implementation Schedule:** This element is currently implemented. District personnel measure consumption on a monthly basis.

**Cost:** This element's cost is incorporated into duties already performed by District Staff.

**5. Program Element:** Purchase or develop landscape brochures.

**Program Description:** The District will consult with an outside marketing firm to create a water wise landscape brochure encouraging the use of drought tolerant/native plants, drip irrigation, and replacing older timer based irrigation controllers with “smart” controllers. A native plant brochure and irrigation schedules are currently available at the District office.

**Implementation Schedule:** District staff is currently in the process of requesting qualifications from outside marketing agencies.

**Cost:** Actual costs will not be available until the District receives proposals from the marketing agencies (information pending).

**6. Program Element:** Attend public events and encourage water conservation to the public.

**Program Description:** District Staff attends different public events such as Farmer’s Market, Earth Day Festival, South Bay Business Expo, and Oktoberfest handing out water conservation items such as low flow showerheads and sink aerators, low flow hose nozzles, shower timers and toilet leak detection tablets. Water conservation literature is also provided. A gardening with native plants brochure, irrigation schedules, and coloring books for kids are also available at these events. All of these items are free to the public. District Staff encourages water conservation to members of the public at these events.

**Implementation Schedule:** This element is currently implemented. District staff attends farmers market on a monthly basis and other public events as they are scheduled.

**Cost:** Costs will vary due to the times and days of the week when public events are scheduled. Farmer’s Market is held during normal District business hours and does not require Staff overtime. This event only requires one staff member, while other events require the setup, operation, and breakdown of displays, shade structures, heavy or bulky items and require two staff members. Several of the above listed events are held outside of normal District business hours and incur overtime costs. In addition, the District purchases the water efficient fixtures and literature which are made available to the public at no cost to encourage water conservation. See attached cost estimate spreadsheet.

**7. Program Element:** Speaker’s bureau

**Program Description:** The speaker’s bureau will consist of Board members utilizing speaking opportunities to promote water conservation. Staff shall develop a speaking points reference bulletin for water conservation which Board members will present to service groups or clubs, as well as to the public.

**Implementation Schedule:** This element is partially implemented. Board members already present water conservation information to groups and clubs when asked. A reference bulletin will be created by Staff in a relatively short amount of time.

**Cost:** This element is one of the most cost effective measures of the water conservation plan. Aside from a short period of Staff time to create a reference bulletin, there should be no other costs incurred.

**8. Program Element:** Water waste ordinance.

**Program Description:** This element is a regulatory measure which will require Board approval and District Code amendment prior to implementation. It would be used as a, “tool of last resort” only used when a customer is disregarding the information and assistance offered by the District. It would create an ordinance to limit water runoff caused by inefficient or over irrigation, and prohibit the blatant wasting of water.

**Implementation Schedule:** This measure is not currently implemented. It will require Board approval and an amendment to District Code.

**Cost:** Actual enforcement of this element would require additional staff time (pending rate study).

**9. Program Element:** Water conservation consultation

**Program Description:** This program element will provide a one on one consultation either in person or by telephone for irrigation scheduling and system troubleshooting. This element will restart the residential water audit program, focusing on outdoor water conservation and irrigation system troubleshooting and efficiency. Properly trained and experienced personnel would need to be hired to implement this element which will require Board approval.

**Implementation Schedule:** This measure is not yet implemented and would involve hiring additional personnel, requiring Board approval.

**Cost:** This element would require the hiring of a properly trained irrigation system technician. This could be a part time position, which would save on personnel costs. The District could also hire a consultant who would be paid on a “per consultation” basis. This would also save on costs.

**10. Program Element:** Outdoor Water Conservation Incentives

**Program Description:** This element will provide monetary incentives to District customers to replace or upgrade irrigation systems to become more efficient. Upgrades include replacing old timer based irrigation controllers with weather based irrigation controllers, and replacing old sprinkler systems with drip irrigation or high efficiency sprinklers. Staff will work with local nurseries to develop a voucher program where customers will receive a discount voucher from the District to purchase drought tolerant or native plants from local nurseries. Although a cash for turf program was initially part of this element, it has been determined not to be cost effective.

**Implementation Schedule:** This measure is not implemented. It was recommended that incentives only be considered if the Board determines that the Outreach & Education and Technical Assistance components of the plan are proven to reduce outdoor water use.

**Cost:** The Board would need to approve funding for the incentive programs prior to implementation. Refer to attached estimate spreadsheet.

Chapter 2.06 Water Conservation and Emergency Water Shortage Regulations Adopted  
2/5/15

2.06.01 Water Conservation Stages.

A. Stage I Conservation.

1. Upon a determination by the Board of Directors that there exists rainfall totals as March 31st: less than median of (17inches) for the current year, a target reduction of 5% and the following prohibitions shall take effect for residential customers:
  - (a) All outdoor irrigation of vegetation shall occur only between the hours of dusk and dawn
  - (b) The use of potable water to wash sidewalks, walkways, driveways, parking lots, open ground and other hard-surface areas by direct application shall be prohibited.
  - (c) The use of non-drinking-water fountains, except for those using recirculated water, shall be prohibited.
  - (d) Use of water which results in flooding or run-off in gutters or streets shall be prohibited.
  - (e) Commercial, and Irrigation customers will reduce consumption by 5% on a voluntary basis.
2. In Addition to the prohibitions referenced in Section 2.06.01.A1 above, the Board of Directors will initiate a public information campaign to educate District residents, urging water conservation and showing ways the public can save water.

B. Stage II Conservation.

1. In addition to Stage I conservation measures, upon determination of the Board of Directors that there exists rainfall total as of March 31st: less than or equal to thirty-two (32) inches for over two (2) years or less than or equal to forty-eight (48) inches over three (3) years or sixty-five 65 inches over four (4) years or eighty-one (81) inches over five (5) years, the following measures shall take effect immediately:
  - (a) Each residential unit shall be limited to 174 gallons per day per household or 58 gallons per day per occupant
  - (b) Use of water from fire hydrants shall be limited to fire suppression and/or other activities immediately necessary to maintain health, safety and welfare of residents within the boundaries of the Los Osos Community Services District.

- (c) The use of District potable water for construction projects shall be prohibited.
- (d) The washing of automobiles, trucks, trailers, boats and other types of mobile equipment not occurring upon the immediate premises of a commercial car wash and/or commercial service station shall be prohibited unless residents have an automatic shut-off hose nozzle and do not allow water to run off their property.
- (e) The use of potable water to irrigate lawns, landscape plantings, groundcovers, and shrubs shall be limited to prescribed days and hours. Irrigation shall only occur between dusk and dawn, and shall only occur on Wednesday and Sunday for even numbered addresses, and Tuesday and Saturday for odd numbered addresses. Community recreational facilities shall be exempt from this prohibition.
- (f) Water main flushing shall only occur in emergency situations as declared by the District General Manager.

- 2. In addition to those measures stated in 2.06.01.B1 above, the Board of Directors, by resolution and/or ordinance, may adopt additional water conservation measures on an urgency basis.

C. Stage III Conservation.

- 1. In addition to the water conservation measures established in Stage I and Stage II above, upon a determination of the Board of Directors that there exists, rainfall total as of March 31 is: less than or equal to 29 inches for over two (2) years or less than or equal to forty-three (43) inches over three (3) years or fifty-eight (58) inches over four (4) years or seventy-two (72) inches over five (5) years, or chloride triggers at 8<sup>th</sup> Street or 10<sup>th</sup> Street wells is equal to 150 milligrams per liter (mg/L), or Total Dissolved Solids (TDS) triggers at 8<sup>th</sup> Street or 10<sup>th</sup> Street wells is equal to 700 mg/L the following measures shall take effect:
  - (a) Each residential unit shall be limited to 150 gallons per day per household or 50 gallons per day per occupant based on the information on the Occupancy Form on file with the District.
  - (b) Each commercial customer shall be limited the amount in section 2.06.C.1(a) above or the water shortage contingency rate adopted by the Board of Directors.
  - (c) Irrigation of community recreational facilities and residential edible crops shall be exempt from this prohibition.
  - (d) Penalties up to two (2) times the established rate for usage above allocation, may be applied. District will notify customer of usage

above allocation, if the customer fails to modify usage, penalties may be applied.

- (e) No new intent-to-serve applications will be considered.
- (f) No allocations may be transferred to another property.

- 2. In addition to those measures stated in Section 2.06.01.C1 above, the Board of Directors, by resolution and/or ordinance, may adopt additional water conservation measures on an urgency basis.

D. Stage IV Conservation.

- 1. In addition to the water conservation measures established in Stages I, II, and III above, upon a determination of the Board of Directors that there exists, rainfall total as of March 31st: less than or equal to twenty-six (26) inches for over two (2) years or less than or equal to thirty-eight (38) inches over three (3) years or fifty-one (51) inches over four (4) years, or sixty-four (64) inches over five (5) years, or chloride triggers at 8th Street or 10th Street wells is equal to 250 mg/L, or TDS triggers at 8th Street or 10th Street wells is equal to 850 mg/L the following measures shall take effect:
  - (a) Each residential unit shall be limited to 135 gallons per day per household or 45 gallons per day per occupant based on the information on the Occupancy Form on file with the District.
  - (b) Commercial allocation will be set at 10% below baseline.
  - (c) Penalties up to four (4) times established rate may be applied.
  - (d) No allocations may be transferred to another property.
- 2. In addition to those measures stated in Section 2.06.01.D1 above, the Board of Directors, by resolution and/or ordinance, may adopt additional water conservation measures on an urgency basis.

E. Stage V Conservation.

- 1. In addition to the water conservation measures established in Stages I, II, III and IV above, upon a determination of the Board of Directors that there exists, rainfall total as of March 31st: less than or equal to seventeen (17) inches for over two (2) years or equal than or equal to twenty-six (26) in. over three (3) yrs. or thirty-four (34) inches over four (4) years or forty-three (43) inches over five (5) years or chloride triggers at 8th Street or 10th Street wells is equal to 500 mg/L, or TDS triggers at 8th Street or 10th Street wells is equal to 1,000 mg/L the following measures shall take effect:

- (a) Each residential unit shall be limited to 126 gallons per day per household or 42 gallons per day per occupant based on the information on the Occupancy Form on file with the District.
- (b) Penalties up to four (4) times established rate may be applied.
- (c) Commercial allocation will be set at 15% below baseline.
- (d) Penalties up to four (4) times established rate may be applied.
- (e) No allocations may be transferred to another property.

2. In addition to those measures stated in Section 2.06.01.E1 above, the Board of Directors, by resolution and/or ordinance, may adopt additional water conservation measures on an urgency basis.

#### 2.06.02 Water Shortage Contingency Stages Implementation

- A. Stage I – Alert
  - 1. Customers affected are residential only
- B. Stage II – Warning
  - 1. Customers affected are residential only
- C. Stage III – Emergency
  - 1. Customers affected are residential only
- D. Stage IV – Severe
  - 1. Customers affected are residential and commercial
- E. Stage V – Critical
  - 1. All customer classifications are affected

#### 2.06.03 Water-Saving Devices

- A. All customers are encouraged to install and use the following water conservation devices:
  - 1. Low flush toilets 1.6 gallons per flush or less;
  - 2. Low flow shower heads 2.0 gallons per minutes or less; and
  - 3. Drip irrigation.

2.06.04 Violation and Enforcement. The following apply to persons violating the provisions of District's water conservation and emergency water shortage regulations.

- A. First Violation. A copy of the notice will be left with someone at the residence or establishment, or left in a conspicuous place, at the time the violation is observed.
- B. Second Violation. A twenty-five dollar (\$25.00) surcharge, in addition to any other penalties or fees owing, shall be assessed to the account of the violator, and a copy of the violation notice will be sent to the address of the violator with delivery confirmation, with a letter explaining the gravity of the situation and the penalties for future violations.
- C. Third Violation. A two hundred and fifty dollar (\$250.00) surcharge, in addition to any other penalties or fees owing, shall be assessed to the account of the violator, and a one-gallon per minute flow restriction will be installed at the violator's meter and left in place for seventy-two (72) hours. Installation and removal charges shall be established by District resolution and shall be assessed to the account of the violator.
- D. Fourth Violation. The water meter will be removed from the premises of the violator. The meter will be reinstalled, on conditions set by the District, after the payment of District reconnection charges and the payment of all other charges, surcharges and penalties owing.

#### 2.06.05 Review and Appeals

Any person who disputes the application of these Water Conservation Regulations may seek review under the following procedures:

- A. Dispute Resolution Hearings shall be conducted by the General Manager or his/her designee on the following terms and conditions:
  - 1. The applicant shall request in writing a hearing within ten (10) days of the event giving rise to the dispute.
  - 2. All fines, penalties, surcharges, and service charges shall be deposited with the District.
  - 3. The hearing shall be conducted at a mutually acceptable time, as soon as practical.
  - 4. The General Manager shall consider the evidence presented at the hearing and is authorized to render a decision in his/her discretion that is consistent with the conservation measures established in Section 2.06.01 above.
- B. Appeals: The decision of the General Manager may be appealed by making written application to the Board of Directors, in care of the General Manager, within five (5) business days of the General Manager's decision. The appeal to the Board of Directors will be held under the procedures established in Sections 1.02.03.A and 1.02.03 of this Ordinance.

- C. Judicial review of the decision of the Board of Directors shall be pursuant to Chapter I, Section 1.02.04 of this Ordinance.