



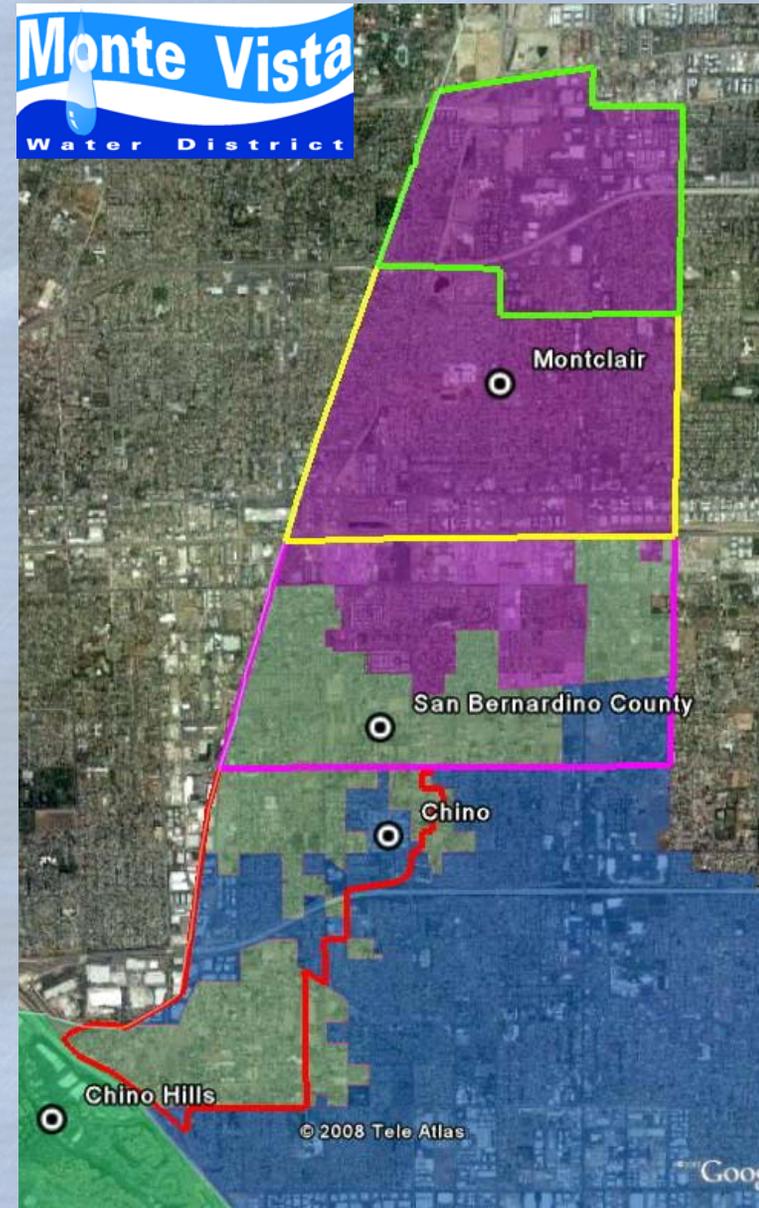
# Local Response to Statewide Water Shortage

**2009 Urban Drought Workshop**

**March 23, 2009**

# The District

- Service Population: 134,000
  - Retail: Montclair, Chino (portions)  
Unincorporated San Bernardino County
  - Wholesale: Chino Hills
- Sources of Water Supply
  - Local Groundwater: ~55%
  - Imported Surface Water: ~45%
  - Recycled Water: New Source
- Annual Demand: 27,000 AF



# District Water Supply Planning

- 💧 Significant Increase in Local Supply Capacity
- 💧 Aquifer Storage & Recovery
- 💧 Recycled Water Distribution System
- 💧 Conservation & Education
- 💧 Water Shortage Contingency Ordinance



# New Facilities

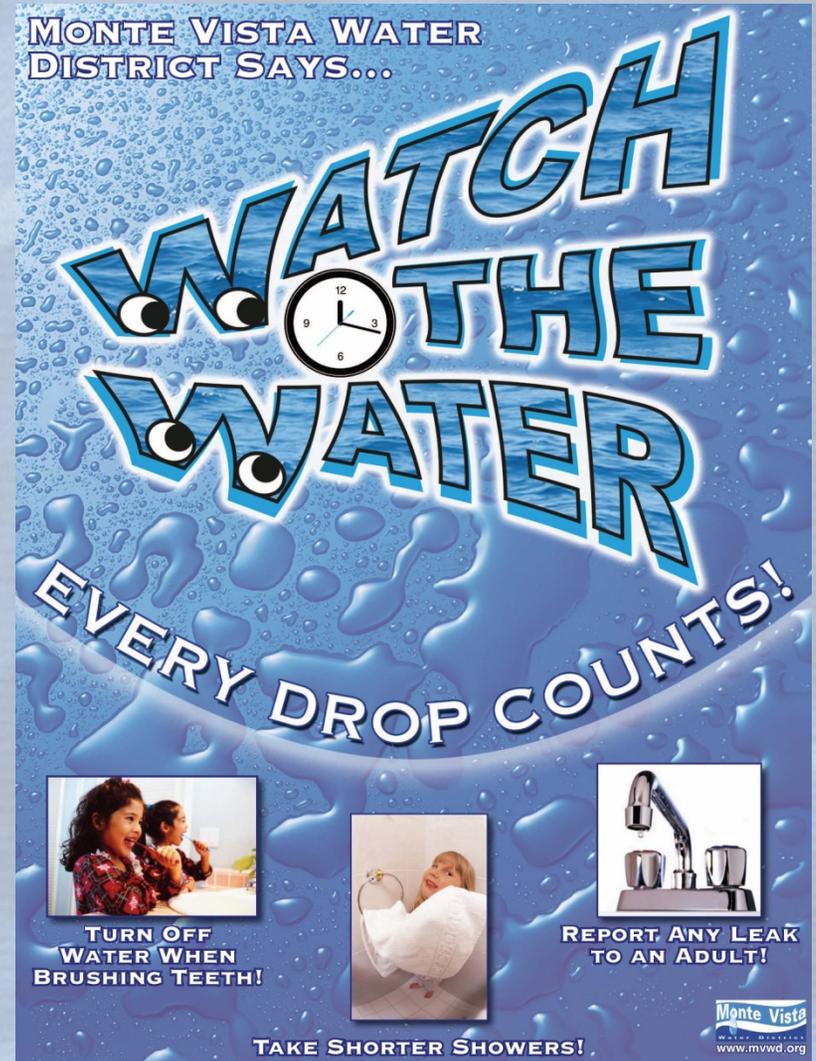
## 💧 Since 1998...

- 7 New Wells
  - 21 MGD Added Capacity
  - 4 Injection Wells
- Water Quality Blending and Treatment Facilities
- Recycled Water System
- Feeder System to Chino Hills



# “Watch the Water” Outreach Program

- Logo
- Materials, Posters, Decals, Bags
- Website
- Events
- Presentations
- Education Resources



# “Water Supply Alert”



- 🔹 Governor Declares Statewide Drought
- 🔹 MWD Issues Water Supply Alert
- 🔹 Regional Response (Logo, Press Coverage, Newspaper Ads)
- 🔹 District Response (Direct Mail, Door Hanger, Lobby Poster)

**Water Supply Alert!**

*The Water We Save Today Is the Water We'll Need Tomorrow!*

**Why Conserve Water Now?**

- ◆ Governor declared a **Statewide Drought**
- ◆ **Water Supply Alert** issued for Southern California by main imported water supplier
- ◆ Two years of **unprecedented dry conditions**
- ◆ Court-ordered pumping reduction from Northern California resulting in **30% less imported water supply**
- ◆ Local region **imports 30-50%** of its water supply from Northern California
- ◆ **Depleted water reserves** stored in surface reservoirs and underground aquifers
- ◆ If conditions get worse, the District may declare a **water shortage** and require cut-backs in water use

For more information on how to save water, and available rebate programs for residential and commercial customers, call the "Watch the Water" hotline at (909) 267-2130, or visit our website at [www.mvwd.org](http://www.mvwd.org).

**THANK YOU FOR DOING YOUR PART TO CONSERVE OUR PRECIOUS WATER SUPPLY!**

**We've Noticed...**

Southern California is in a "Water Supply Alert" (see reverse side for details). Therefore, Monte Vista Water District is requesting that all customers use water as efficiently as possible this summer and for the rest of 2008. For more information, visit [www.mvwd.org](http://www.mvwd.org) or call (909) 267-2130.  
*Para traducir este aviso de información por favor llame a (909) 624-0035 Ext. 0*

- Watering During the Day**  
**Recommended Action: Water in Early Morning**  
The best time to water is in the pre-dawn hours, or anytime at night. Watering in the day causes unnecessary water loss due to evaporation and wind dispersal.
- Runoff from Property**  
**Recommended Action: Adjust Watering Cycles**  
Any cycle over 5 minutes may result in runoff. Re-adjust watering schedules to allow for two shorter cycles with 30 to 45 minutes in between. Also, adjust watering seasonally to avoid overwatering.
- Hosing Down Pavement**  
**Recommended Action: Use a Broom**  
Cleaning sidewalks and driveways with a hose wastes water, and washes pollutants into our waterways. Use a broom to keep pavement clean and get some exercise!
- Broken, Misaligned Sprinklers**  
**Recommended Action: Watering System Tune-Up**  
Give your automatic watering system a "tune up" by checking for broken and misaligned sprinkler heads and leaks. If you water at night, you may not be aware of problems with your watering system.

**Monte Vista Water District**  
21870 Central Expressway, Menlo Park, CA 94028  
(909) 624-0035 • [www.mvwd.org](http://www.mvwd.org)

# District Water Shortage Planning

## The Seven Steps



<b>ONE</b>	Establish a Water Shortage Response Team	<b>November 2007</b>
<b>TWO</b>	Forecast Supply in Relation to Demand	<b>November 2007 – Present</b>
<b>THREE</b>	Balance Supply and Demand: Assess Mitigation Options	
<b>FOUR</b>	Establish Triggering Levels	<b>January – February 2008</b>
<b>FIVE</b>	Develop Staged Demand Reduction Program	
<b>SIX</b>	Adopt the Water Shortage Contingency Plan	<b>February 2008</b>
<b>SEVEN</b>	Administer and Implement the Water Shortage Contingency Plan	<b>February 2008 – Present</b>

*Urban Drought Guidebook* (California Department of Water Resources, 2007-2008)

# District Water Shortage Ordinance

Declared Water Supply Shortage Stage	Required Demand Reduction	General Description of Conservation Provisions
 Stage I Water Supply Shortage	5-10%	Voluntary Conservation Practices
Stage II Water Supply Shortage	10-25%	Mandatory Conservation Practices
Stage III Water Supply Shortage	25-40%	Enhanced Mandatory Conservation Practices
Stage IV Emergency Water Supply Shortage	40+%	Emergency Mandatory Conservation Practices

# Stage I Water Supply Shortage

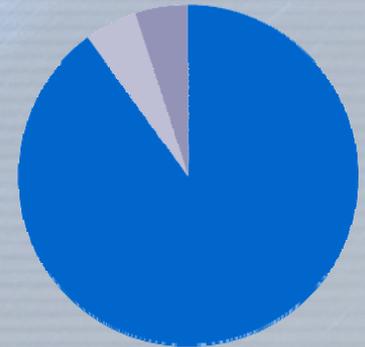
## 💧 Voluntary Provisions

- Irrigation: 6pm-7am
  - Exceptions: Watering by Hand, New Landscaping, Water-Dependent Industries

- Restrictions:
  - Runoff
  - Leak Repair (48 hours)
  - Vehicle Hand Wash
  - Restaurant Water Service
  - Pavement Hosing
  - Water Features

- Wholesale
  - 5-10%

Demand Reduction Goal:  
5-10%



# Stage I Implementation

-  Communications
  - Billing Insert
  - Lobby Poster
  - Newspaper Ad
  - Letter to Cities, County
  - Website Section
  - Door Hangers & Follow-Up Letters

When is the best time to save water? **RIGHT NOW!**

**Adjust Your Winter Watering Schedules!** **More Ways to Save Water:**

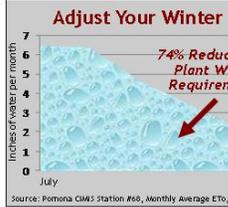
Due to record dry conditions, court-imposed reductions in water exports from northern California, and possible cut-backs in imported water deliveries next year, the Monte Vista Water District's Board of Directors on October 8, 2008 declared a...

## STAGE I WATER SUPPLY SHORTAGE

The District requests all of its customers to **voluntarily reduce water use by 5-10%** by practicing the following water use efficiency measures:

- Watering landscapes between 6 p.m. – 7 a.m. only (exceptions for hand-watering, new grass or plants, system maintenance, and nurseries)
- Avoid excessive runoff from landscape irrigation
- Repair leaks within forty-eight (48) hours of discovery
- Wash vehicles with a bucket and shut off hose nozzle, or at a car wash
- Serve water only upon request at restaurants
- Don't use a hose to clean paved areas (exception for health requirements)
- Only use decorative water features that recirculate the water

See Reverse for More Information and Ideas on How You Can Save Water! →



74% Reduction in Plant Watering Requirements

Source: Pomona CWS Station #66, Monthly Average ETO, July

Monte Vista Water District  
10575 Central Avenue  
For more ideas on how to save water, visit our website at [www.monte-vista.com](http://www.monte-vista.com)



Lake Oroville, source of the District's imported water supply, in February 2008 at 40% capacity. Currently at 37% capacity.

## STAGE I WATER SUPPLY SHORTAGE

**Voluntary Conservation Measures**

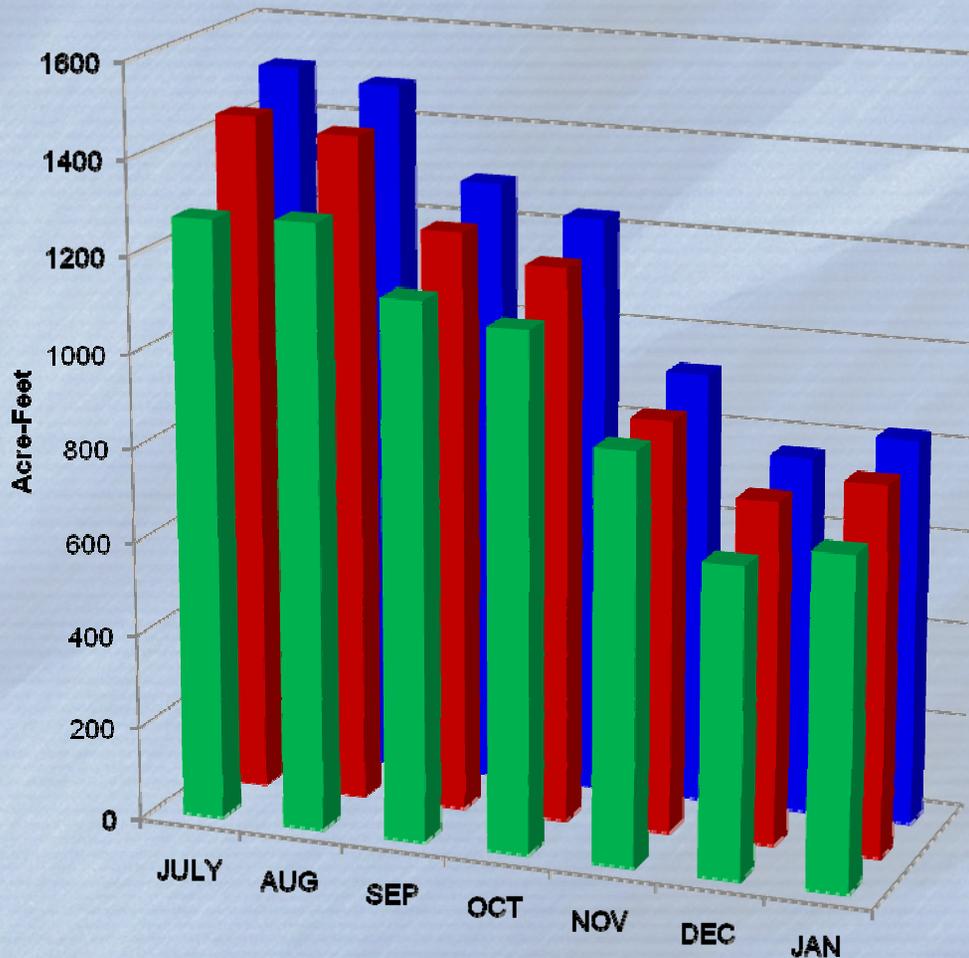
- Water Only Between 6 p.m. - 7 a.m.
- No **Runoff**
- Repair **Leaks**
- Don't **Hose** Paved Areas
- Wash **Car** with Bucket, Nozzle
- Only Recirculating **Water Features**



**WATCH THE WATER**

**Thank You for Doing Your Part to Save Water!**

# Customer Performance



💧 District Past  
Retail Production  
(FYE 2008)

💧 5% Reduction  
(Metropolitan Water District's  
"Water Supply Alert" Goal)

💧 District Current  
Retail Production  
(FYE 2009)

**= 14% Reduction**

# District Water Shortage Ordinance

Declared Water Supply Shortage Stage	Required Demand Reduction	General Description of Conservation Provisions
Stage I Water Supply Shortage	5-10%	Voluntary Conservation Practices
<b>Stage II Water Supply Shortage</b>	<b>10-25%</b>	<b>Mandatory Conservation Practices</b>
Stage III Water Supply Shortage	25-40%	Enhanced Mandatory Conservation Practices
Stage IV Emergency Water Supply Shortage	40+%	Emergency Mandatory Conservation Practices



# Stage I Water Supply Shortage

## 💧 Voluntary Provisions

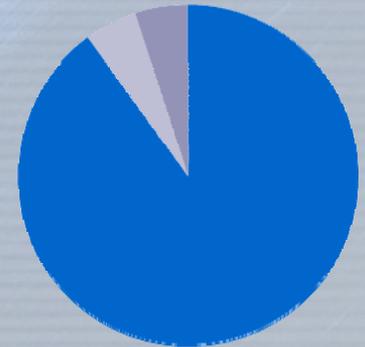
- Irrigation: 6pm-7am
  - Exceptions: Watering by Hand, New Landscaping, Water-Dependent Industries

- Restrictions:

- Runoff
- Leak Repair (48 hours)
- Vehicle Hand Wash
- Restaurant Water Service
- Pavement Hosing
- Water Features

- Wholesale
  - 5-10%

Demand Reduction Goal:  
5-10%



# Stage II Water Supply Shortage

## 💧 Mandatory Provisions

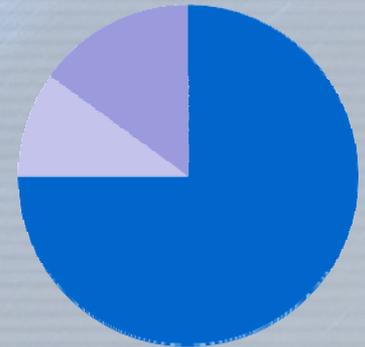
- Irrigation: 6pm-7am T, Th, Sat

- Exceptions: By Hand, Water-Dependent Industries 6pm-7am
- Landscape Meters: 75%

- Restrictions:

- Runoff
- Leak Repair (48 hours)
- Vehicle Hand Wash
- Restaurant Water Service
- Pavement Hosing
- Water Features

Demand Reduction Goal:  
10-25%



- Plan for Construction, Dust Control Water
- Hydrants

- Wholesale
  - 10-25%

# Stage II Implementation

## 💧 Communications

- Newspaper & Direct Mail
- Door Hangers
- Hotline & Follow-Up

## 💧 Enforcement

- Notification
- Fines, Flow Restrictor

## 💧 “Watch the Runoff”

- Agency Partnerships

## 💧 Facility Signage

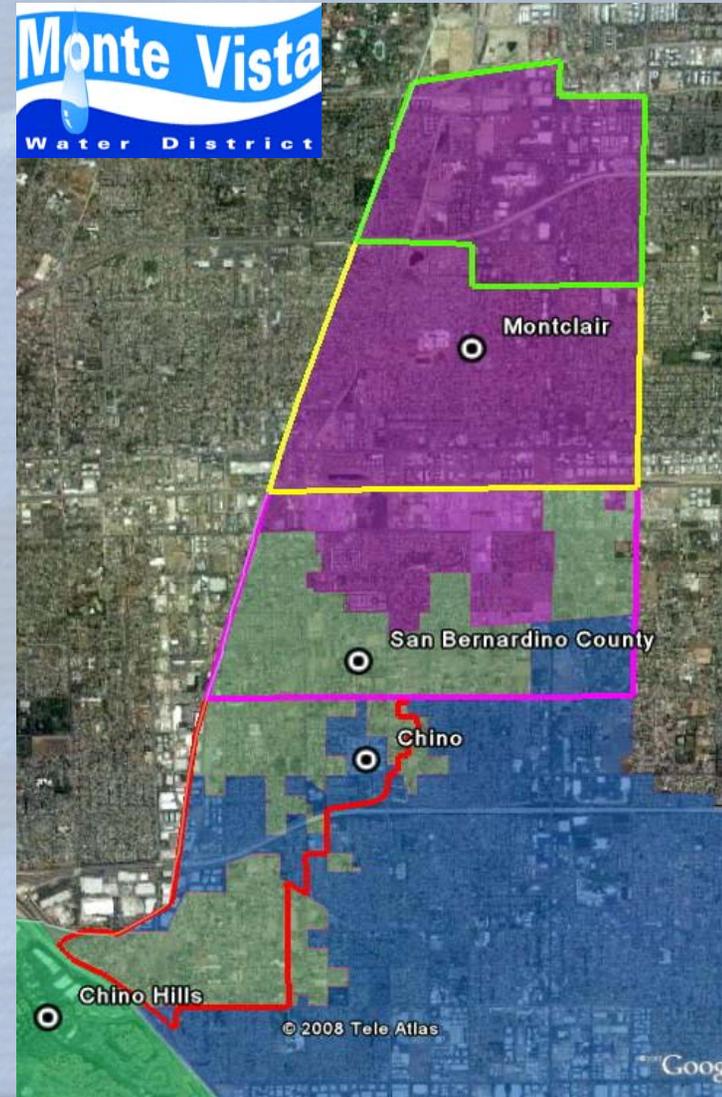


# Violations

<b>Water Supply Shortage Stage</b>	<b>First Violation</b>	<b>Second Violation</b>	<b>Third Violation</b>	<b>Fourth Violation</b>	<b>Fifth Violation</b>
<b>Stage II</b>	Written Notice	Final Written Notice	\$50 Fine	\$100 Fine	\$150 Fine; Flow Restrictor
<b>Stage III</b>	Written Notice	\$50 Fine	\$100 Fine	\$150 Fine; Flow Restrictor	---
<b>Stage IV</b>	Written Notice	\$100 Fine	\$200 Fine; Flow Restrictor	---	---

# Drought Performance Goals

- 10-20 % Demand Reduction
  - 2,500 to 5,000 AF
- Sources of Water Supply
  - Groundwater: ~75-80%
  - Imported Water: ~20-25%
  - Recycled Water: ~500 AF
- Measurements
  - District-Wide Reduction
  - Landscape Use Reduction
  - Violation Notices



Questions?