

**Crestline Village Water District  
Water Conservation Program Summary**

**Current Water Conservation Level  
Phase I.a - Effective September 1, 2014**

At their Board meeting of August 19, 2014, the Board of Directors of the Crestline Village Water District changed the Phase of Water Conservation from Phase I to Phase I.a, effective September 1, 2014. This action was taken as a result of the statewide drought conditions and the Emergency Regulations for Statewide Water Conservation adopted by the State Water Resources Control Board, effective August 1, 2014.

The District does not have enough local water sources to supply all of the water needs of its customers. Occasionally, the State experiences severe droughts. In the past during these times of drought, the District has had to purchase more than 80% of its water supply from the Crestline-Lake Arrowhead Water Agency (Agency). The Agency purchases water from the State Water Project at Silverwood Lake, treats it and then resells it to water districts and companies, such as the District.

In addition to possible restrictions of the amount of imported water available, the District's local water wells, which supplies the rest of the District's water needs, also decrease production during dry years.

On February 21, 1991, the Board of Directors of the Crestline Village Water District adopted Ordinance No. 29, which established a District Water Conservation Program. The program became effective March 1, 1991. Portions of Ordinance No. 29 were amended by Ordinance No. 30 on August 27, 1992. The Water Conservation Program was further modified by Ordinance No. 35 on August 19, 2014.

The normal phase of water conservation is Phase I. This may change from time to time depending on the District's water supply. The District will notify all customers if there is a change to the water conservation phase.

The Board adopted Ordinance No. 29 in order to (1) protect the health, safety, and welfare of the District's customers, (2) assure the maximum beneficial use of the District's water supplies, and (3) ensure that there will be sufficient water supplies to meet the basic needs of human consumption, sanitation and fire protection.

**Following is a summary of the District's Water Conservation Program. The complete text is available at the District's office for review or on its web site: [www.cvwater.com](http://www.cvwater.com)**

**GENERAL PROVISIONS**

No consumer will make, cause, use or permit the use of water received from the District for any purpose in a manner contrary to any provision of this program or in an amount in excess of the use permitted by the conservation phase in effect.

Each customer is required to install a shut-off valve on the customer's side of the meter, outside the meter box, to allow on-site plumbing to be drained as necessary to prevent loss of water from frozen or broken pipes. It is the customers' responsibility to maintain their on-site plumbing and operate these valves as necessary to prevent water loss, especially during periods of freezing conditions when the premises are unoccupied.

**PHASES OF WATER USE REDUCTION**

Each Phase of Water Use Reduction is generally divided into three areas. (1) The first area defines the basic allocation of water for each customer. The customer may request an increase in the basic

allocation as provided for in Section 3 of the Ordinance, which is described later in this summary. (2) The second area defines the surcharge for water used in excess of the basic allocation as compared to the basic rate. As of July 2004, the basic rate is \$4.20 per 100 cubic feet of water used. The basic rate is adjusted, as needed, from time to time by the Board of Directors. (3) The third area defines prohibited uses of water for each phase. Any prohibited use in each phase is also prohibited in each more restrictive phase.

Phases I.a through VI are designed to achieve a percentage reduction of the amount of water used by all, and every consumer should eliminate the waste and non-essential use of potable (safe for drinking) water from the District in an effort to aid the District in achieving the reduction.

**CUSTOMER CURTAILMENT AND SURCHARGE FOR EXCESS CONSUMPTION**

Phase	Basic Allocation (Per Month)	Surcharge (Times Basic Rate)
I - General	1,300 cf	1 1/2 times
I.a - 5% Reduction	1,300 cf	1 1/2 times
II - 10% Reduction	1,200 cf	2 times
III - 20% Reduction	1,100 cf	2 1/2 times
IV - 30% Reduction	900 cf	3 times
V - 40% Reduction	800 cf	3 1/2 times
VI - 50% Reduction	700 cf	4 times

**PROHIBITED USES**

**Phase I - General Reduction:** Every consumer shall eliminate the waste of potable water from the District in an effort to conserve District water supplies.

**Phase I.a - 5% Reduction:** As above, and;

- (a) The washing of sidewalks, walkways, driveways, parking lots and all other hard-surfaced areas by direct hosing, except as otherwise necessary to prevent or eliminate materials dangerous to the public health and safety.
- (b) The escape of water through breaks, leaks or dripping faucets within the consumer's plumbing or private distribution system for any substantial period of time within which such break or leak should reasonably have been discovered or corrected. Each break or leak should be corrected within 48 hours of the time that the consumer discovers or is notified of such a break or leak.
- (c) The use of running water during freezing weather to prevent the freezing of water lines. Water lines should be protected by other means.
- (d) Using a hose to wash cars, trucks, boats, trailers or other vehicles unless it has a spring-release shut-off nozzle.
- (e) Lawn or garden watering, or any other irrigation or water use, in a manner which results in water runoff or over spray of the areas being watered. Every consumer is deemed to have under control at all times its water distribution lines and facilities, and to know the manner and extent of its water use and any runoff.
- (f) Sprinkling for dust control.
- (g) Any water use that results in the runoff of water in the street, gutters, driveways or other waterways.
- (h) Lawn or garden watering, or any other irrigation, beyond what is needed to sustain plant life.
- (i) In a fountain or other decorative water feature except where the water is part of a recirculating system.

**Phase II - 10% Reduction:** As above, and;

- (a) Any irrigation, of landscaping installed after the date that this phase is effective, is prohibited.

**Phase III - 20% Reduction:** All of the above, and;

- (a) Using potable water for decorative fountains or the filling of pools, spas, decorative lakes or ponds.

**Phase IV - 30% Reduction:** All of the above, and;

- (a) Sewer or storm system flushing for normal maintenance, and fire department training, except as approved in writing by the District.
- (b) Use of potable water for construction.
- (c) The washing of motor vehicles, trailers, boats or other vehicles by hosing, or by use of water directly from faucets or other outlets, except:
  - (1) Washing such vehicles from water contained in a bucket or container not exceeding 3 gallon capacity; and
  - (2) Washing such vehicles at commercial vehicle washing facilities operated at fixed locations, which employ water recycling equipment.

**Phase V - 40% Reduction:** All of the above, and;

- (a) The use of potable water for any non-essential outdoor use. Essential uses of potable water are uses necessary for the health, sanitation, fire protection or safety of the consumer or public.

**Phase VI - 50% Reduction:** All of the above, and;

- (a) The use of potable water for any non-essential use.

**EXCEPTIONS TO BASIC ALLOCATION**

Exceptions to increase the amount of water in the basic allocation may be granted by the District Manager or his designee, upon written request for the following reasons:

- (1) Substantiated medical requirements.
- (2) Multiple family units served by a single meter.
- (3) A single family residential household exceeding six residents.
- (4) Unnecessary and undue hardship to the consumer or the public, including, but not limited to, adverse economic impacts.

**EXCEPTIONS TO PROHIBITED USES**

Exceptions to prohibited uses may be granted by the General Manager or his designee, upon written request if it is found and determined that failure to do so would cause an unnecessary and undue hardship to the consumer or the public, including, but not limited to, adverse economic impacts, or; that failure to do so would cause an emergency condition affecting the health, sanitation, fire protection or safety of the consumer or the public.

**PHASE CHANGE INITIATION**

The District will monitor and evaluate the projected supply and demand for water by its customers. The Board of Directors, by resolution, determine the base calendar year from which the amount of water reduction shall be calculated and will order that the appropriate phase of water use reduction be implemented. The effective date of the phase change will be published once in a local newspaper and a notice will be mailed to all property owners and customers of record within ten 10 days after the adoption date of the resolution changing the phase of water use reduction. Each phase will remain in effect until a different phase is initiated and made effective. The District may order more than a single phase change at a time.

**ENFORCEMENT**

Any consumer who violates the provisions of the Water Use Reduction Phases may be cited by the District or its representatives.

**(A) Excess Use.** When the requirements of Phase I.a through VI are in effect, any consumer using more than 125% of the basic allocation, for any billing period, may be warned that such use is considered waste of water, and that a reduction in use is required to avoid being subject to the enforcement provisions of section B below.

**(B) Enforcement Provisions**

**(1) First Violation.** Any consumer found by the District to be violating the regulations and restrictions on water use will receive a written warning, which describes the penalty for subsequent violations.

**(2) Second Violation.** In the event of a second violation, the District may add a single \$50 charge to the next water bill of the premises for which or upon which the violation occurred.

**(3) Third Violation.** In the event of a third violation, the District may add a fine to the next water bill for up to \$500 for each day in which the violation occurs and may discontinue the water service pursuant to the District's Rules and Regulations and the appropriate reinstatement charge will apply. Installation of a flow restrictor may be required before service is reinstated. If installation of a flow restrictor is required, the District may add a charge to the next water bill of the premises that covers the cost of the installation.

**RESTRICTIONS ON NEW CONNECTIONS**

The Board, by resolution, may from time-to-time restrict new service commitments and connections based on current and future water availability projections. .

**NOTIFICATION**

It is the responsibility of each property owner to notify any person or persons that use their premises, including, but not limited to, weekend rentals, multi-unit apartments, motels and commercial buildings, of any water use restrictions currently in effect. The District will mail a notice to all property owners and customers of record within 10 days of the adoption date of a water use reduction phase change.

**TAMPERING, DAMAGE AND UNAUTHORIZED USE OF DISTRICT PROPERTY**

It is unlawful for any person to operate, damage or tamper with the District's water meter, valves and appurtenances. Such unlawful use is governed by the District's Rules and Regulations for Water Service.

**USE OF SURCHARGE AND OTHER CHARGES**

The revenue collected by the District, as a result of consumer use of water in excess of the basic allocation and the charges added to consumer bills as a result of enforcement actions by the District, will be deposited into the operating fund as reimbursement for the District's costs and expenses of administration and enforcement of this ordinance, and to provide funding to promote, encourage and implement water conservation programs.

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