

# CENTERVILLE COMMUNITY SERVICES DISTRICT

## Water Shortage Contingency Plan



**June 2023**

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# CHAPTER 1: Water Shortage Contingency Plan

## 1.1 Purpose

The Centerville Community Services District's (District) Water Shortage Contingency Plan (WSCP) details the review of triggering mechanisms as well as the stages of action relative to constraints upon the available water supply, either due to reductions in the District's available contractual water supply during drought years, or due to catastrophic interruptions due to flooding, major fire emergencies, earthquake, regional power outages, water contamination or other situations that could impact the District's water supply. The goal is to have a procedure for managing and mitigating shortages allowing the District to respond in an efficient and timely manner. This WSCP may be amended as needed at any time. In the event any provision of this WSCP conflicts or overlaps with any mandatory State regulation related to water conservation, the most stringent shall apply.

## 1.2 Application

The provisions of this WSCP shall apply to all persons, customers, and property served by the District, wherever situated within the boundaries of the District. In situations where a property is serviced by both the District and a private well, no District water may be used for activities that are prohibited by any regulations set forth in this WSCP. The prohibited uses of water are not applicable to water necessary for public health and safety.

## 1.3 Authorization

The WSCP has been adopted by the Board of Directors of the Centerville Community Services District and it may declare a water shortage emergency and impose voluntary or mandatory water conservation restrictions as identified in the applicable stage.

## 1.4 Enforcement

The District Manager is authorized to administer and enforce all provisions of this WSCP, including the issuance of citations.

## 1.5 Definitions

The following words and phrases as used in this WSCP have the following meanings:

**Automatic irrigation system:** Any system of one or more devices controlled by any means other than a manually operated, momentary action, valve or switch, which emits water into the air more than one inch from the discharge port of the device(s). For the purposes of this Chapter, momentary action shall mean a device that permits the flow of water only so long as a person manually holds the valve or switch in the open or on position.

**Billing Cycle:** The District is on a monthly billing cycle. Billings will be processed with the intent of commencing delivery as close as possible to the last day of the month. There will be an allowance to adjust for weekends, holidays and unusual or unforeseen conditions.

**Board:** Shall mean the Board of Directors of the Centerville Community Services District.

**Bureau of Reclamation (“Reclamation”):** Shall mean the United States Department of the Interior Bureau of Reclamation.

**District Manager:** The person holding or acting in the capacity of the General Manager, or District Manager, of the Centerville Community Services District as appointed by the Board.

**Conservation:** Those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

**Customer:** Any person, company, or organization using water supplied by the District using a District-provided meter.

**Domestic water use:** Water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

**Drip irrigation system:** A permanently installed automatic watering system which applies water directly to or under the surface of the soil or, porous (soaker) hoses fitted with both a pressure reducing device set at ten psi maximum and an accurate pressure monitoring gauge. In no case shall any such system emit water more than one inch into the air from any discharge port or orifice.

**Landscape irrigation use:** Water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, and rights-of-way and medians.

**Non-essential water use:** Water uses that are not essential, nor required for the protection of public, health, safety, and welfare, including:

- (a) Irrigation of landscape areas, including parks, athletic fields, and golf courses, except as otherwise provided under this Plan;
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;
- (c) Use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- (d) Use of water to wash down buildings or structures for purposes other than immediate fire protection;
- (e) Flushing gutters or permitting water to run or accumulate in any gutter or street;
- (f) Use of water to fill, refill, or add to any indoor or outdoor swimming pools or jacuzzi-type pools;

- (g) Use of water in a fountain or pond for aesthetic or scenic purposes;
- (h) Failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- (i) Use of water from hydrants for construction purposes or any other purposes other than fire-fighting.

**Normal Year Supply:** Water source allocation has not been reduced or negatively impacted.

**State Water Resources Control Board:** The agency designated by the Legislature of the State of California to regulate and manage surface water diversions and water rights within the state. The State Water Resources Control Board may have the authority to reduce or suspend water diversion rights under certain conditions.

**Vehicle wash facility:** A business that washes vehicles with water or a water-based product, including self-service car washes, full-service car washes, roll-over/in-bay style car washes, and fleet maintenance wash facilities.

**Waste:** Causing or permitting a flow of water from a District water main or service line, to run into any river, creek or other natural watercourse or drain, superficial or underground channel, or into any sanitary or storm sewer, any street, road or highway, or upon the lands of another person or upon public lands except as necessary for the proper operation of any public water supply system.

**Water Year:** Is defined by the Bureau of Reclamation as beginning March 1<sup>st</sup> of any given year and extends to the end of February of the following calendar year. This period is used for scheduling contractual water.



## CHAPTER 2: Water Supply and Reliability Analysis

### Background

The District's water service area is located at the northern end of California's Central Valley and is generally west of the City of Redding, south of Old Shasta, north of Happy Valley and east of Igo/Ono. At present, the District has approximately 1,300 water service accounts servicing an estimated population of 4,200.

The District is a Municipal and Industrial (M&I) Contractor with the United States Department of the Interior Bureau of Reclamation (Reclamation). The District holds a Repayment Contract of water that is subject to Reclamation's M&I Water Shortage Policy. This water is from Reclamation's Central Valley Project Clear Creek South Unit facilities. In addition, it also holds an Exchange Contract in lieu of its water rights which are not subject to the Water Shortage Policy. The supplies are summarized as follows:

M&I Contract	2,900 acre-feet (AF)
Exchange Contract	900 acre-feet (AF)

The District receives its water from Whiskeytown Lake from contracts with Reclamation. The surface water is treated in the nearby Clear Creek Water Treatment Plant (WTP). The District has a dedicated capacity in the WTP dating back to 1994 and pays its proportional share of expenses. The original contract will continue for 30 years from the date of completion of the expansion of the WTP (believed to be around October 1997) and will automatically renew for an additional 20 years absent a written notice being provided at least one year prior to the expiration of the initial term.

Once treated, the water is transmitted to the District via Reclamation's Muletown Conduit and enters the Muletown Zone at three master meters (Santa Claus, Kanaka and Potosi Road) as well as at the Turn-Out which has three master meters for the remainder of the District. Centerville also has three inter-ties with the City of Redding. The Record Lane location has a pump installed in order to provide water to Centerville. The Rainer location is capable of flowing in both directions. The Clear Creek location provides benefit to the City's power generation plant and can be of limited benefit to the District when isolating this area from the upper portions of Zone D.

The District service area is approximately 17.6 square miles and provides potable water service to predominantly rural residential customers. Approximately, 10-percent of the customer base is located within the City of Redding with the remainder being located within Shasta County. The District also serves potable water to a small number of institutional, industrial, and commercial customers including Grant Elementary School.

The District's water supply is comprised of its contractual relations with Reclamation and any additional water that is purchased as a temporary, supplemental water supply. Unlike other neighboring water agencies, the District does not have any municipal wells nor does it have any long-term agreements for supplemental water supplies.



## Water Supply & Reliability Analysis

Annually, the District reviews its water supply based upon all available resources. In advance of the new Water Year (starting March 1<sup>st</sup> of any given year) the District submits a Request for M&I Water Schedule which shows each of the contractual water supplies. This schedule is based upon the allocation provided by Reclamation. On, or about, February 20<sup>th</sup> Reclamation announces the water allocation made available for the pending Water Year. This announcement directly impacts the needs analysis since it is necessary to review the amount of water available relative to the projected amount needed which is based upon current usage trends, historical averages, weather trends, growth potential, and other influencing factors that may impact supply (including both the hydrological and regulatory environments). Considerations for the capacities of existing infrastructure and plausible constraints are also evaluated.

The defined set of locally applicable evaluation criteria include:

- Estimated demand based upon historical and recent trends.
- Review of anticipated and known water supplies.
- Review of the Water Shortage Contingency Plan for applicable stage review.

Below are various analysis scenarios:

### **Normal Water Supply**

During this scenario, the District has received its full contractual M&I allocation from Reclamation. As a result, an adequate water supply is available.

### **Reduced Water Supply (Dry conditions)**

The District's primary water supply is contractual water from Reclamation. In times of drought and dry conditions it is likely that the District will receive a reduced M&I allocation. In times of reduced allocation, Reclamation uses a three-year average of previous unconstrained Water Years consistent with the Water Shortage Policy.

Based upon the total available water, the District may explore supplemental water supplies. In reviewing the total water supply available (including supplemental water) staff will then project the water needs based upon anticipated supply needed. The resulting analysis will then better define the required conservation levels necessary to remain within the available water supply.

### **Extremely Reduced Water Supply (severe drought conditions – multiple years)**

In February 2022, the District was faced with an unprecedented event where it did not receive any of its contractual M&I water from Reclamation. While in the third year of a significant drought the District received notice that it would not receive an M&I allocation from Reclamation. Due to the continued drought conditions, Reclamation had issued water allocations based upon public health and safety (PHS) needs. In evaluating the District's water supply needs Reclamation calculated the PHS allocation and had determined that a zero M&I allocation would be provided since the District already had the Exchange Water contract (900 AF) which exceeded the PHS needs. As a result, the District needed to seek additional supplemental water for its customers.

The annual consumption has ranged from 1,336 AF to 1,935 AF from 2004 to 2022. As a result of the limited water supplies available in Water Year 2022, the District entered Stage III of its Drought Contingency Plan with a mandatory 50% reduction. Following this water emergency declaration, the District was able to acquire additional water supplies which enabled a less restrictive drought stage having no penalties. Unfortunately, the improved water supplies did not occur in time to impact the summer outdoor irrigation patterns. As a result, the annual consumption for the 2022 Water Year created a new historical low usage of 1,137 AF. This is the lowest consumption in over two decades and demonstrates both the customer's ability to conserve water when necessary as well as the impactful ripple effects that result from highly restrictive conservation requirements which include considerable overage penalties.

In times of multiple restricted years, it is necessary for the District to evaluate all available resources as well as look for ways to encourage customer to fix leaks and to conserve.

### **Long-Term Analysis**

In review of water stability for the next 20 years in 5-year increments it is important to consider precipitation trends. The District reviews NOAA data as well as other resources when analyzing the available water supply. In 2022, it was noted that the Northern California region was in its third year of La Nina conditions. Regionally, La Nina equates to lower-than-average rainfall. Equally important is recognizing historical trends. While three years of La Nina conditions may not be as common as lesser drought periods, there has never been four years of La Nina in a row in the recorded history. This yielded a greater potential for improved conditions resulting from increased precipitation which improves water supplies.

In January 2023, the Northern California region experienced significant atmospheric rivers which helped improve the water supply. Spring rains continued to improve the water supplies and resulted in the water allocation being a full 100% allocation from the initial 75%. The following fall 2023 is now forecasted to be an El Nino weather pattern, which provides a higher chance for above-average precipitation.

Moving forward, the District will continue to review the available water supply in evaluating its water needs. It will also explore opportunities to expand its available water supply wherever there is a feasible potential.

## CHAPTER 3: Annual Water Supply & Demand Assessment Procedures

The annual water supply and demand assessment identifies key data and methods for determining the supply reliability each Water Year.

The annual supply and demand assessment will include:

- Review of all available contractual supplies.
- Anticipated shortage.
- Review of all available supplemental water supplies.
- Triggered shortage response actions.
- Compliance and enforcement actions.
- Communication actions.
- Review of assets.

### 3.1 Water Conservation

The mission of the Centerville Community Services District is to provide a reliable, adequate supply of high-quality water, at the lowest reasonable price, and in an environmentally responsible manner. An important part of this mission is to ensure that the water supply is available for beneficial use; inherent to this is that the water be conserved whenever possible.

The District Manager shall review and evaluate the status, condition, and availability of the District's water supplies and make recommendation to the Board of Directors concerning the water supply reliability of surface water, the District's ability to purchase or transfer water, the system's ability to produce and distribute water to its customers, shortage levels (also referred to as stages), and declaration of a water shortage emergency.

Outdoor irrigation has the greatest opportunity for water conservation. Restricting its use has also been a useful tool in reducing consumption. Another resource for water conservation is simply confirming and repairing leaks.



### 3.2 Timeline

The proposed timeline for the annual supply and demand assessment is listed below and is subject to change. The United States Bureau of Reclamation (Reclamation) Water Year begins on March 1<sup>st</sup> and concludes at the end of February of the following calendar year. As required by the Reclamation contract, the District submits its annual water schedule in February prior to the start of Reclamation's Water Year. Below is a summary of important milestones:

- Preparation of Draft Water Schedule (M&I & Exchange) – January/February.
- Reclamation provides notice of available water – on or about February 20<sup>th</sup>.
- Review of available contractual water supplies.
- Negotiate additional supplemental supplies as needed.
- Make recommendation for stage adjustment based upon water supply as needed.

### 3.3 Decision-Making Process

The steps in the decision-making process that the District Manager will use are listed below.

1. District Manager shall:

- a. Draft a water schedule for both the M&I and Exchange Water based upon the previous water year's demand in comparison to the 3-year and 5-year averages to identify Projected Demand.
- b. The water schedule for both the M&I and Exchange Water Contracts are submitted to Reclamation based upon actual M&I allocation received.
- c. The Manager will pursue terms and availability for supplemental water if needed.
- d. The Manager will present all related information to the Board of Directors if a water shortage exists.

### 3.4 Key Data and Assessment Methodologies

The key data inputs and assessment methodologies used to evaluate the water supply reliability includes the following:

- \* Current year unconstrained demand, considering weather, growth, and other influencing factors, such as policies to manage current supplies to meet demand objectives in future years, as applicable.
- \* Current year available supply, considering hydrological and regulatory conditions in the current year and one dry year. The annual supply and demand assessment may consider more than one dry year solely at the discretion of the District.
- \* Existing infrastructure capabilities and plausible constraints.
- \* A defined set of locally applicable evaluation criteria that are consistently relied upon for each annual water supply and demand assessment.
- \* A description and quantification of each source of water supply.



### 3.5 Water Supply

The District has an Exchange Contract with Reclamation for 900 AF for its pre-1914 water rights. This resource is a great asset for the District and is a reliable water supply since it is not subject to any reduced allocations. The District also has a repayment M&I contract with Reclamation for 2,900 AF which is subject to reduced allocations based upon the M&I Shortage Policy. In 2022, an unprecedented Public Health and Safety (PHS) allocation was provided to M&I contractors due to the on-going drought conditions. As a result of the District having an Exchange Contract with Reclamation it did not receive any additional M&I contractual water since the Exchange Water exceeded what would have been provided for PHS purposes.

In water years where available contractual water supplies are less than the projected demands, the District Manager would pursue additional supplemental water supplies whenever it is available as well as review the need to adjust the stage.

### 3.6 Other Factors

State legislation in 2017 made Accessory Dwelling Units (ADU) legal in all California cities. Homeowners can now decide to build either a detached ADU in their backyard, an attached JADU that is part of a home addition, or an ADU conversion. Although the State has determined ADU's contribute no additional stress upon utilities, the addition of another dwelling unit, another family occupant, on a single-family property does impact overall water usage and capacity requirements.

Related to this subject, the District cannot assess an additional Capacity Charge for an ADU or JADU with the square footage being under 1,200 square feet as set forth under California Government Code section 65852.2.

## CHAPTER 4: Six Standard Water Shortage Levels

The following section describes the District's water shortage levels, the required conservation measures employed, and the triggering mechanisms.

No customer shall make, cause, use, or permit the use of water from the District for any residential, commercial, institutional, industrial, governmental, or any other purpose in a manner contrary to any provision of this WSCP or in an amount in excess of that use permitted by the Shortage Level then in effect.

The WSCP has been adopted by the Board of Directors of the Centerville Community Services District. Based upon recommendation of the District Manager, the Board of Directors will consider declaring a water shortage emergency and then move to the appropriate water shortage level utilizing the factors contained in the annual water supply and demand assessment. Any shortage level shall be effective upon declaration.

### 4.1 Shortage Levels

There shall be six shortage levels in response to water supply shortages. The six levels, including greater than 50 percent reduction in water supply are summarized in Table 4.1. The percent shortage is evaluated in comparison of the water available relative to the projected demand. The existence of each conservation level may be declared and adopted by the District in accordance with California State law.

Table 4.1: Water Shortage Contingency Plan Levels		
Shortage Level	Percent Shortage Range	Water Shortage Condition
1	Up to 10%	Year Round/Voluntary Water Conservation Measures
2	Up to 20%	Moderate Water Shortage Conditions
3	Up to 30%	Medium Water Shortage Conditions
4	Up to 40%	Severe Water Shortage Conditions
5	Up to 50%	Critical Water Shortage Conditions
6	>50%	Emergency Water Shortage Conditions

## 4.2 Triggering Mechanisms for Shortage Levels

The triggering mechanisms used as guidelines for the shortage levels are summarized in Table 4.2. The State of California may determine needed conservation levels which are independent of the water supplies available to Centerville. The District may impose any of the following conservation stages based upon its actual available water supplies which may also include facts and circumstances that have not been otherwise anticipated in this plan.

**Table 4.2: Water Shortage Level Trigger**

Shortage Level	Water Shortage Condition
1 Up to 10%	Effective year-round and are independent of any calculated supply deficiency. <u>Voluntary</u> elimination of water wasting acts is considered to be the most basic, common-sense approach to reducing waste of water resources. Customers of the District are asked to always be mindful of the value of all natural resources and to use water wisely.
2 Up to 20%	<u>Mandatory</u> water use restrictions between ten percent (10%) and twenty percent (20%) conservation (or as imposed by the State of California), when a water supply emergency is determined by the District Manager and the Board of Directors - adopt this stage as appropriate to address the emergency.
3 Up to 30%	<u>Mandatory</u> water use restrictions between twenty percent (20%) and thirty percent (30%) conservation (or as imposed by the State of California), when a water supply emergency is determined by the District Manager and the Board of Directors - adopt this stage as appropriate to address the emergency.
4 Up to 40%	<u>Mandatory</u> water use restrictions between thirty percent (30%) and forty percent (40%) conservation (or as imposed by the State of California), when a water supply emergency is determined by the District Manager and the Board of Directors - adopt this stage as appropriate to address the emergency.
5 Up to 50%	<u>Mandatory</u> water use restrictions between forty percent (40%) and fifty percent (50%) conservation (or as imposed by the State of California), when a water supply emergency is determined by the District Manager and the Board of Directors - adopt this stage as appropriate to address the emergency.
6 >50%	<u>Mandatory</u> water use restrictions greater than fifty percent (50%) (or as imposed by the State of California), when a water supply emergency* is determined by the District Manager and the Board of Directors - adopt this stage as appropriate to address the emergency.
* Note: Water supply emergency including flooding, major fire emergencies, earthquake, regional power outages, water contamination, and emergencies other than water shortage.	



## CHAPTER 5: Shortage Response Actions

The following rules and regulations associated with the shortage levels, described below, will be effective immediately upon declaration of a water shortage emergency and adoption of a stage change by the Board of Directors based upon recommendation of the District Manager. The water shortage response actions include: demand reduction, supply augmentation, operational changes, and mandatory prohibitions to address shortage levels. Violations are considered wasteful and an unauthorized use of water, which result in penalties as outlined in Section 7.4, as amended from time to time.

### 5.1 Permanent Restrictions

The District enforces permanent State water conservation restrictions that are required regardless of the water supply condition. There are no additional local permanent water conservation restrictions.

### 5.2 Shortage Restrictions

The reduction measures for each water shortage level are detailed in the following tables (Tables 5.1 through 5.6).

### 5.3 Stage 1 – Year-Round/Voluntary Conservation Measures

In Stage 1, there is a reduction of up to 10-percent in the District's available water supply. Voluntary conservation measures are anticipated to be adequate to accommodate the reduction.

The water conservation requirements in Table 5.1 are mandated by the State of California regardless of drought stages in an effort to prevent waste and unreasonable use of water and to promote water conservation, where each of the following actions are prohibited, except where necessary to address an immediate health and safety need or to comply with a term or condition in a permit issued by a State or Federal agency:

Table 5.1: Stage 1 – Year-Round/Voluntary Conservation Restrictions		
Type Use	Restriction	Compliance Status
Landscape	Prohibit runoff from landscape irrigation that causes flow onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots or structures.	Voluntary
Landscape	Prohibit irrigation application of potable water to outdoor landscapes during <b>and</b> within 48 hours of a measurable rainfall.	Voluntary
Other	Prohibit use of potable water in a fountain, decorative water feature or swimming pool except where it is part of a recirculation system	Voluntary



Other	Prohibit use of hoses without automatic shut-off nozzles	Voluntary
Other	Prohibit use of potable water for washing hard surfaces (driveways, sidewalks, etc.)	Voluntary

#### 5.4 Stage 2 – Moderate Water Shortage Condition

In Stage 2, there is a 10 to 20 percent reduction in the District's available water supply.

The water conservation requirements in Table 5.2 apply during a declared Stage 2 in an effort to increase conservation by 10 percent above Stage 1. All measures from Stage 1 become mandatory in Stage 2 unless noted as more restrictive.

Table 5.2: Stage 2 – Moderate Water Shortage Condition		
Type Use	Restriction	Compliance Status
Other	All actions in Stage 1 (Table 5.1) become mandatory in Stage 2	Mandatory – Penalties for Violation per Section 7.4
Landscape	Landscape restriction or prohibition – Customers are limited to days and watering times in order to maximize greater soil adsorption (no watering between 10 am – 6 pm) based upon street address being:  <b>Even</b> – Tuesday / Thursday / Saturday <b>Odd</b> – Wednesday / Friday / Sunday	Mandatory
Temp Services	Are reviewed and may be approved by the District Manager	Mandatory
New Services	May be granted 1,500 cf per month by the District Manager	Mandatory

Water Allocations (See Section 7.8 Special Conditions & Exceptions for more information)

1. Each Customer will be allocated a minimum Base Amount of water as shown in the table below:

Table 5.2.A: Base Amount of Water	
Months	Cubic-Feet per Billing Cycle
March – April	1,000 cubic-feet
May – June	2,500 cubic-feet
July, August, September	3,000 cubic-feet
October, November, December	1,000 cubic-feet
January – February	1,000 cubic-feet

2. In addition to the Base Amount, each Customer shall receive 80% of their Base Water Year monthly consumption that is in excess of the Base Amount. This is the Water Allocation.
  - a. Base Water Year – This is the last water year where Reclamation provided an unrestricted water allocation. This will be used as the basis to determine allocations available to each service address as specified in each stage. The consumption remains with the service address.
3. New service applications may be granted 1,500 cubic-feet of water for each Billing Cycle upon the condition that the water shall be used for internal household purposes only and that landscape must be delayed until the drought conditions are lifted.
4. Allocation Overage Penalties of \$2.00 per hundred cubic-feet shall be assessed for consumption exceeding allocation.
5. Temporary water service applications for construction projects require a written request which details the water needs, time of use, etc. Final approval may be granted by the District Manager.

### 5.5 Stage 3 – Medium Water Shortage Condition

In Stage 3, there is a 20 to 30 percent reduction in the District's available water supply.

The water conservation requirements in Table 5.3 apply during a declared Stage 3 in an effort to increase conservation by 10-percent above Stage 2. All measures from Stages 1 and 2 become mandatory in Stage 3 unless noted as more restrictive.

Table 5.3: Stage 3 – Medium Water Shortage Restrictions		
Type Use	Restriction	Compliance
Other	All actions in Stage 2 are continued in Stage 3.	Mandatory
Water Feature	Restrict water use for decorative water features, such as fountains; Prohibit operation of any ornamental fountain, pond or other ornamental water feature.	Mandatory

#### Water Allocations (See Section 7.8 Special Conditions & Exceptions for more information)

1. Each Customer will be allocated a minimum Base Amount of water as shown in Table 5.2.A.
2. In addition to the Base Amount, each Customer shall receive 70% of their Base Water Year monthly consumption that is in excess of the Base Amount.
3. New service applications may be granted 1,500 cubic-feet of water for each Billing Cycle upon the condition that the water shall be used for internal household purposes only and that landscape must be delayed until the drought conditions are lifted.
4. Allocation Overage Penalties of \$2.50 per hundred cubic-feet shall be assessed for consumption exceeding allocation.
5. Temporary water service applications for construction projects require a written request which details the water needs, time of use, etc. Final approval may be granted by the District Manager.

## 5.6 Stage 4 – Severe Water Shortage Condition

In Stage 4, there is a 30 to 40 percent reduction in the District's available water supply.

The water conservation requirements in Table 5.4 apply during a declared Stage 4 in an effort to increase conservation by 10 percent above Stage 3. All measures from Stages 1, 2, and 3 become mandatory in Stage 4 unless noted as more restrictive.

Table 5.4: Stage 4 – Severe Water Shortage Restrictions		
Type Use	Restriction	Compliance
Other	All actions in Stage 3 are continued in Stage 4.	Mandatory
New Services	May be granted 1,400 cf per month by the District Manager.	Mandatory

### Water Allocations (See Section 7.8 Special Conditions & Exceptions for more information)

1. Each Customer will be allocated a minimum Base Amount of water as shown in Table 5.2.A.
2. In addition to the Base Amount, each Customer shall receive 60% of their Base Water Year monthly consumption that is in excess of the Base Amount.
3. New service applications may be granted 1,400 cubic-feet of water for each Billing Cycle upon the condition that the water shall be used for internal household purposes only and that landscape must be delayed until the drought conditions are lifted.
4. Allocation Overage Penalties of \$3.50 per hundred cubic-feet shall be assessed for consumption exceeding allocation.
5. Temporary water service applications for construction projects require a written request which details the water needs, time of use, etc. Final approval may be granted by the District Manager.



## 5.7 Stage 5 – Critical Water Shortage Condition

In Stage 5, there is a 40 to 50 percent reduction in the District's available water supply.

The water conservation requirements in Table 5.5 apply during a declared Stage 5 in an effort to increase conservation by 10 percent above Stage 4. All measures from Stages 1, 2, 3, and 4 become mandatory in Stage 5 unless noted as more restrictive.

Table 5.5: Stage 5- Critical Water Shortage Restrictions		
Type Use	Restriction	Compliance
Other	All actions in Stage 4 are continued in Stage 5.	Mandatory
Temp Services	Are reviewed and may be approved by the District Manager	Mandatory
New Services	May be granted 1,300 cf per month by the Board of Directors	Mandatory
Variance	Variance Requests are reviewed and approved by the Board of Directors	Mandatory

### Water Allocations (See Section 7.8 Special Conditions & Exceptions for more information)

1. Each Customer will be allocated a minimum Base Amount of water as shown in Table 5.2.A.
2. In addition to the Base Amount, each Customer shall receive 50% of their Base Water Year monthly consumption that is in excess of the Base Amount.
3. New service applications may be granted 1,300 cubic-feet of water for each Billing Cycle upon the condition that the water shall be used for internal household purposes only and that landscape must be delayed until the drought conditions are lifted. Board of Directors approval is required.
4. Allocation Overage Penalties of \$5.00 per hundred cubic-feet shall be assessed for consumption exceeding allocation.
5. Temporary water service applications for construction projects require a written request which details the water needs, time of use, etc. Final approval may be granted by the District Manager.
6. Landscape maintenance districts and other services which fall into this category will be reviewed and approved by the Manager. A written request detailing water needs for the current, and subsequent, Water Year will be required.

## 5.8 Stage 6 – Emergency Water Shortage Condition

In Stage 6, there is a greater than 50 percent reduction in the District's available water supply. In Stage 6, the District is experiencing an emergency interruption of water supplies including flooding, major fire emergencies, earthquake, regional power outages, water contamination, and emergencies exceeding beyond water shortage. The District is not able to meet all customer water requirements with Stage 6 measures.

The District receives its water supply from Reclamation's Muletown Conduit. It also has intertie connections with the City of Redding. Based upon the severity of the incident and the anticipated duration, the water allocations would be assigned on a monthly basis based upon the distribution system's ability as well as available water supply.

The water conservation requirements in Table 5.6 apply during a declared Stage 6.

Table 5.6: Stage 6- Emergency Water Shortage Restrictions		
Type Use	Restriction	Compliance
Other	All actions in Stage 5 are continued in Stage 6.	Mandatory
Other	No new service applications will be approved.	Mandatory
Other	No water will be provided for landscape maintenance districts.	Mandatory
Other	No temporary water services will be provided.	Mandatory

### Water Allocations (See Section 7.8 Special Conditions & Exceptions for more information)

1. Each Customer will be allocated a minimum Base Amount of water as shown in Table 5.2.A which will be further based upon the overall water supply available.
2. No addition to the Base Amount will be provided
3. No new service applications will be granted.
4. Allocation Overage Penalties of \$7.50 per hundred cubic-feet shall be assessed for consumption exceeding allocation.
5. No temporary water service will be permitted.
6. No water service for landscape maintenance districts and other services which fall into this category will be provided.

## 5.9 Supply Augmentation and Other Methods

The methods to augment supply include:

- Transfers.
- Purchases.
- Emergency interties.

Actions the District can take to reduce consumption include the following:

- Expand public information campaign.
- Decrease line flushing.
- Reduce system water loss.
- Moratorium or net zero demand increase on new connections.
- Voluntary rationing.
- Mandatory rationing.

## 5.10 Operational Changes

During times of water supply shortage, the District can:

- Reduce system flushing.
- Monitor meter information to determine where water leaks may exist.

## 5.11 Shortage Response Action Effectiveness

The effectiveness of the shortage response actions and the extent to which it reduces the gap between supply and demand can be determined through monitoring. The metered data will be analyzed on a month-by-month basis to monitor the effectiveness of reduction actions for each shortage level declaration.



## CHAPTER 6: Communication Protocols

The District Manager will evaluate supply planning, operational, financial, and communication issues related to the WSCP as needed. The information provided to customers at each shortage level will answer the following:

1. How much water is available to the District.
2. What the customers need to do to save water.
3. Why the customers need to save water.
4. What the District is doing to correct/supplement the supply issue.

The degree of communication will vary based on the shortage level, supply/regulatory conditions, seasonal impacts, and other factors. The key audiences the District will communicate with include:

- Public (water customers).
- Homeowners.
- Public officials.
- Multi-family property owners/managers.
- Commercial-industrial property managers.
- Coordinating with agencies.

Depending upon conditions, some of these audiences may be prioritized for outreach.

### 6.1 Communication Protocol for Normal Water Supply Conditions

During normal water supply conditions, the District will promote water efficiency by sharing information on the District's website ([www.centervillecsd.org](http://www.centervillecsd.org)) and the monthly newsletter:

- Water conservation tips.
- Water efficiency rebate and other efficiency programs offered through the State (when available).

### 6.2 Communication Protocol for Current and Predicted Shortages

The District Manager will review the annual supply and demand assessment and determine steps to be taken for current and predicted shortages. The Manager will then present the shortage level analysis to the Resource & Planning Committee for its concurrent recommendation to the Board of Directors for an appropriate declaration.

### 6.3 Communication Protocol for Stages 1 – 5 Declarations

In the event of a shortage level declaration the District shall:

- Mail or electronically mail information to every customer and reasonably available potential water user explaining the importance of significant water use reductions.
- Provide technical information to customers on ways to improve water use efficiency.
- Enforce the permanent water conservation restrictions.

## 6.4 Communication of a Catastrophic Emergency and Stage 6 Declaration

In addition to the methods identified above, the District may use both an automated telephone messaging service as well as website notifications to communicate emergencies.

## 6.5 Media Outlets

- KRCR TV 7  
Submit: [news@krcrtv.com](mailto:news@krcrtv.com)  
Website: [www.krcrtv.com](http://www.krcrtv.com)  
Telephone: 530-232-5702
- Record Searchlight  
Submit: [rrsedit@redding.com](mailto:rrsedit@redding.com)  
Website: [www.redding.com](http://www.redding.com)  
Telephone: 530-225-8211
- KFPR – North State Public Radio  
Submit: [kmfrost@csuchico.edu](mailto:kmfrost@csuchico.edu)  
Website: [www.mynspr.org](http://www.mynspr.org)
- KIXE TV 9  
Submit: [channel9@kixe.org](mailto:channel9@kixe.org)  
Website: [www.kixe.org](http://www.kixe.org)  
Telephone: 530-243-5493
- KQMS 1670 AM  
Submit: [Steve.Gibson@smgnational.com](mailto:Steve.Gibson@smgnational.com)  
Website: [www.kgms.com](http://www.kgms.com)  
Telephone: 530-221-1400

## 6.6 Public Notice Procedures

The District has prepared a series of public notices and press releases for use during various emergency situations in accordance with State Water Resources Control Board Division of Drinking Water (DDW) guidance. If the water system is experiencing power outages, water outages, or low-pressure problems, a consumer alert may be issued to the public. The notice provides consumers with information on conserving water or pertinent water-related information.

## CHAPTER 7: Compliance and Enforcement

A violation of any requirement set forth in this WSCP shall be subject to the water service restriction or termination procedures and penalties as outlined in Section 7.2, as amended from time to time.

### 7.1 Enforcement

The District Manager is authorized to administer and enforce all provisions of the WSCP including the issuance of citations.

### 7.2 Corrective Action

Any customer who willfully neglects to adhere to the provisions of Stages 2-6 will be issued a written warning from the District Manager. If not resolved this will then be referred to the District's Board of Directors for corrective action necessary to ensure compliance.

### 7.3 Penalties

It is unlawful for any person to violate or cause or permit the violation of any of the provisions of this WSCP or provide false information to the District in response to District requests for information. The penalties for violations of any provision of this WSCP are shown in Section 7.4 while the Allocation Overage Penalties are shown within each specific stage.

### 7.4 Penalties for Violation

**Penalties for Violation:** The taking of any action prohibited in Table 5.1 (during Stages 2-6 requiring Mandatory Compliance) is an infraction punishable by a fine as described below:

1. First Violation – Verbal warning and informational door hanger requiring immediate correction.
2. Second Violation – Written warning requiring immediate correction.
3. Third Violation – Assessment of a fifty-dollar fine (\$50).
4. Fourth Violation – Assessment of a seventy-five dollar fine (\$75).
5. Fifth Violation – Assessment of a one-hundred dollar fine (\$100).
6. Sixth and Subsequent Violations – A fine not to exceed five-hundred dollars (\$500) can be assessed for each violation.

### 7.5 Restriction-Termination of Service

In addition to any penalties, the District may restrict or disconnect and/or terminate a customer's water service. If water service is disconnected, it shall be restored only upon payment of the reconnection charge determined by the Board of Directors.



## 7.6 Civil Enforcement

Violations of this WSCP may also be redressed by civil action. In addition to being subject to prosecution, any person who violates any of the provisions of this WSCP may be made the subject of a civil action. Appropriate civil action includes, but is not limited to, injunctive relief and cost recovery.

## 7.7 Remedies Cumulative

The remedies available to the District to enforce this WSCP are in addition to any other remedies available under the District Ordinances and Resolutions or any state statutes or regulations and do not replace or supplant any other remedy but are cumulative thereto.

## 7.8 Special Conditions & Exceptions

- a. No transfer of water will be permitted between billing cycles, customers, or service addresses.
- b. When available, the actual Base Water Year's usage will be used to determine allocations. For any periods when the Base Water Year's usage data is not available, the allocation will be based upon an average Base Water Year's household usage for that billing period.
- c. Allocations provided in Stages 2 – 6 are month specific; no carry-over is permitted.
- d. The District reserves the right to install a flow restrictor device for those customers whom are repeatedly exceeding the allocation amount.

## 7.9 Variances and Appeals

### Variance Process – Water Allocation

The District Manager may grant a variance to the Water Allocation based upon the customer's individual needs and the District having water available. Each request shall include the following written information:

1. Name and address of applicant(s).
2. A full description of the basis for considering the variance request including any resulting hardships.
3. A description of the relief requested.
4. The period of time for which the variance is sought.
5. Any additional information that the District Manager deems relevant and necessary in making a determination regarding the request.

Requesting a variance is not a defense. The granting of a variance shall not be a defense to a violation prior to the effective date of the variance. No variance shall be retroactive or otherwise justify any violation prior to the issuance of the variance.

## CHAPTER 8: Legal Authorities

The District Manager is authorized to administer and enforce all provisions of this WSCP, including the issuance of citations. The District Manager is authorized to grant variances from any provision of the WSCP as deemed appropriate under the circumstances as permitted by this plan. Any interested person may appeal the decision of the District Manager to the Board. The decision of the Board shall be final. The WSCP was adopted by the Board of Directors. Based upon recommendation of the District Manager, the Board shall declare and adopt a water shortage emergency condition in accordance with California State law (Water Code Section Division 1, Chapter 3, Section 350).

## CHAPTER 9: Financial Consequences Of WSCP

The District is fully metered and all District customers are billed at minimum both a Base Rate and a Consumption Rate. Therefore, the District may experience a decrease in revenue with reduced water sales during a water shortage. Annually during the budget process, the District forecasts the revenues expected for the upcoming fiscal year. At that time, shortfalls in revenues relating to water shortage will be identified and rate adjustments recommended. The District shall monitor water revenues and expenses closely to evaluate whether “water shortage” adjustments to water rates are required.

The District does charge a Rate Stabilization Fee in order to build financial reserves within policy limits to address variable costs related to maintaining the District’s distribution and associated infrastructure.

Related to the fiscal impacts of a drought, the District may determine the need to assess a Drought Surcharge in order to purchase additional supplemental water or recover impacts related to the drought.

The District does not expect to use financial reserves to address decreased water sales during a water shortage as an overall financial strategy. In order to offset financial shortages due to the decreased water sales, the District may consider adjustments to rates over time to better smooth the impacts as well as drought-related fees and charges. This evaluation would be considered during the annual supply and demand assessment as well as the annual budget review process.



## CHAPTER 10: Monitoring and Reporting

The District is fully metered, and all District customers are billed volumetrically. The District uses these meters to monitor District-wide use, individual customer use, and track actual reductions in water use. By periodic review of customer water use, the District is able to track the effectiveness of the shortage level reduction actions, educate customers regarding water use, and also identify leaks and other areas where additional conservation may be possible.

Monitoring will be used to ensure appropriate data is collected, tracked, and analyzed for purposes of determining:

- Customer compliance.
- Effectiveness of reduction actions.
- Potential leaks in the distribution system.
- Accurate monthly demand data for the annual supply and demand assessment.

Monitoring and reporting key water use metrics is fundamental to water supply planning and management and will be a critical part of the annual supply and demand assessment. Monitoring is also essential to ensure that the shortage level response actions achieve their intended water use reduction purposes or to determine if improvements or new actions are needed. Monitoring for customer compliance tracking is useful in enforcement actions. It should be noted that timing, frequency, and metrics will likely be variable, depending upon the water shortage level and enforcement action logistics.

The District can compare meter data with water use in prior months and during non-drought years to determine if it is achieving specific percentage goals for water consumption associated with the drought response levels. If the goals are not being met, the District can implement additional shortage response actions at any time.

## CHAPTER 11: WSCP Refinement Procedures

To evaluate the effectiveness of the WSCP and to ensure that procedures and practices developed under the WSCP are adequate and are being implemented properly, the District Manager will perform audits of the program on a periodic basis, at a minimum of every five (5) years. The District Manager will also assess the effectiveness of the communication plan so that it may be modified as appropriate in the future.

The District Manager will perform a thorough review of monitoring and reporting program data to determine the effectiveness of the reduction actions and whether the procedures and provisions of the WSCP need to be revised. The review will compare the expected percent demand reduction against actual reductions and shortage response actions.

District staff, customers, and other interested parties may have suggested actions or procedures to refine the WSCP. The District Manager will review any changes with the Resource & Planning Committee.

## Revisions