

Abridged Water Shortage Contingency Plan for Public Water Systems



Heber Public Utility District

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Section I: Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) supply facilities, with particular regard for domestic water use, sanitation, and fire protection, and to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the Heber Public Utility District hereby adopts the following regulations and restrictions on the delivery and consumption of water through a resolution.

Water uses regulated or prohibited under this Water Shortage Contingency Plan (the Plan) are considered to be non-essential. Continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water which subjects the offender(s) to penalties as defined in Section XI of the Plan.

Section II: Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by the Heber Public Utility District by means of emails and text notifying the public of the opportunity for public input at a public meeting that occurred November 17, 2022 *Notices were sent to the public through our website, social media platforms, email and texts, as well as a public notice posted at the District's office.*

Section III: Public Education

The Heber Public Utility District will periodically provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage. This information will be provided by means of emails, press release dated November 7, 2022, and a public meeting that occurred November 17, 2022

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Section IV: Coordination with Regional Water Planning Groups

The service area of the Heber Public Utility District is located within the Imperial Region and Heber Public Utility District has provided a copy of this Plan to Imperial Regional Water Quality Control Board, and Imperial Water Board District Office.

Section V: Authorization

The general manager, or his/her designee is hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The general manager (*designated official*), or his/her designee shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan.

Section VI: Application

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by the Heber Public Utility District. The terms “person” and “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities.

Section VII: Definitions

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as schools, hospitals, clinics, retail establishments, hotels and motels, restaurants, and office buildings.

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 your water supplier

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.

Even number address: street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

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, 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 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 except where necessary to support aquatic life;
- (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 firefighting.

Odd numbered address: street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

Section VIII: Criteria for Initiation and Termination of Drought Response Stages

The general manager, or his/her designee, shall monitor water supply and/or demand conditions on a monthly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified “triggers” are reached.

The triggering criteria described below are based on: projected strain on water capacity limits and source vulnerabilities based on current / projected drought conditions, and/or elected official announcement (e.g., *Governor E.O.*).

This table summarizes each water shortage stages as well as PWS-specified triggers, and response actions. Additional information for each response action and communication action can also be provided if desired in subsequent pages.

Response Stage	Shortage Range	Trigger	Response Action	Termination Action
Stage 1 WATCH	Up to 10%	<i>e.g., projected lack of normal regional rain patterns</i>	<i>e.g., initiate conversations with the water operator about current water usage levels</i>	<i>e.g., normal rain patterns</i>
Stage 2 WARNING	Up to 20%	<i>e.g., TBD; elected official declaration</i>	<i>e.g., initiate preventative best management practices and water level monitoring</i>	<i>e.g., normal rain patterns; elected official declaration</i>
Stage 3 ACUTE	Up to 30%	<i>e.g., county drought declaration</i>	<i>e.g., limit irrigation by 30%, or as required by law; intensive water conservation efforts</i>	<i>e.g., end of county drought declaration</i>
Stage 6 CATASTROPHIC WATER LOSS	> 50%	<i>Pump failure, water outage, critically low water pressure, etc.</i>	<i>Shut-off irrigation. Contact operator immediately. Determine if water supply is adequate for drinking and sanitation needs.</i>	<i>Normal water pressure resumed.</i>

Section IX – Drought Response Triggers

Stage 1 Triggers – Water Shortage WATCH Conditions

Requirements for Initiation

Customers shall be requested to voluntarily conserve water and adhere to the prescribed restrictions on certain water uses, defined in Section VII-Definitions, when:

When, pursuant to requirements specified in the Heber Public Utility District water purchase contract and other applicable documents associated with water purchase from the Imperial Irrigation District, notification is received requesting initiation of Stage 1 of the Plan.

Requirement for termination

Stage 1 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days, and notice has been received of that effect from the Imperial Irrigation District.

Stage 2 Triggers –WARNING Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section IX of this Plan when notification is received requesting initiation of Stage 2 of the Plan.

Requirement for termination

Stage 2 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days, and notice has been received that elected officials have declared a drought and notice is received from the Imperial Irrigation District. Upon termination of Stage 2, Stage 1 becomes operative.

Stage 3 Triggers –ACUTE Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Stage 3 of this Plan when notification is received requesting initiation of Stage 3 of the Plan and a local emergency drought conditions has been declared.

Requirement for termination

Stage 3 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days, and notice has been received of that effect from the Imperial Irrigation District. Upon termination of Stage 3, Stage 2 becomes operative.

Stage 6 Triggers –CATASTROPHIC Water Shortage Conditions

Requirements for Initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses for Stage 6 of this Plan when experiencing complete water loss, critically low water pressure, infrastructure failure.

Requirement for termination

Stage 6 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist.

Section X: Drought Response Stages

The general manager (*designated official*), or his/her designee, shall monitor water supply and/or demand conditions on a daily basis and, in accordance with the triggering criteria set forth in Section VIII of this Plan, shall determine if a water shortage condition exists and the severity of any such water shortage conditions (e.g., 1-Watch, 2-Warning, 3-Acute, 6-Catastrophic Water Loss), and shall implement the following notification procedures accordingly:

Notification

Notification of the Public:

The general manager (*designated official*), or his/her designee, shall notify the public by means of one or more of the following:

- publication in a newspaper of general circulation,
- direct mail to each customer,
- public service announcements

Additional Notification:

The general manager (*designated official*), or his/ her designee, shall notify directly, or cause to be notified directly, the following individuals and entities:

Examples:

- State Water Resources Control Board or County LPA (Environmental Health Dept)
- President and members of the Utility Board
- Fire Chief(s)
- County Emergency Management Coordinator(s)
- Board of Supervisors
- State Disaster District / Department of Public Safety
- Major water users
- Critical water users, e.g., hospitals
- Parks / street superintendents & public facilities managers

Note: *The Plan should specify direct notice only as appropriate to respective Response Stages (i.e., direct notice at Response Stage 1 may not be appropriate whereas direct notice at Response Stage 6 would be considered absolutely necessary.)*

Stage 1 Response -- Water Shortage WATCH Conditions

Target: Achieve a voluntary 10% percent reduction in total water usage (e.g., total water use, daily water demand, etc.).

Best Management Practices for Supply Management:

discontinued flushing of water mains, reduced or discontinued irrigation of public landscaped areas; use of an alternative supply source(s); use of reclaimed water for non-potable purposes.)

Voluntary Water Use Restrictions for Reducing Demand:

- (a) Water customers are requested to voluntarily limit the irrigation of landscaped areas to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of midnight and 10:00 a.m. and 8:00 p.m. to midnight on designated watering days.
- (b) All operations of the Heber Public Utility District shall adhere to water use restrictions prescribed for Stage 2 of the Plan.
- (c) Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes.

Stage 2 Response -- Water Shortage WARNING Conditions

Target: Achieve a 20% percent reduction in total water usage (e.g., total water use, daily water demand, etc.).

Best Management Practices for Supply Management:

Discontinued flushing of water mains, reduced or discontinued irrigation of public landscaped areas; use of an alternative supply source(s); use of reclaimed water for non-potable purposes.)

Water Use Restrictions for Demand Reduction:

Under threat of penalty for violation, the following water use restrictions shall apply to all persons:

Examples:

- (a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 12:00 midnight until 10:00 a.m. and between 8:00 p.m. and 12:00 midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a hand-held hose, a faucet filled bucket or watering can of five (5) gallons or less, or drip irrigation system.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rinses. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- (c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight.
- (d) Operation of any ornamental fountain or pond for aesthetic or scenic

purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.

- (e) Use of water from hydrants shall be limited to firefighting, related activities, or other activities necessary to maintain public health, safety, and welfare, except that use of water from designated fire hydrants for construction purposes may be allowed under special permit from the Heber Public Utility District.
- (f) Use of water for the irrigation of golf course greens, tees, and fairways is prohibited except on designated watering days between the hours 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight. However, if the golf course utilizes a water source other than that provided by the *Heber Public Utility District*, the facility shall not be subject to these regulations.
- (g) All restaurants are prohibited from serving water to patrons except upon request of the patron.
- (h) The following uses of water are defined as non-essential and are prohibited:
 - 1. washdown of any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
 - 2. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 - 3. use of water for dust control;
 - 4. flushing gutters or permitting water to run or accumulate in any gutter or street; and
 - 5. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

Stage 3 Response -- ACUTE Water Shortage Conditions

Target: Achieve a **30%** percent reduction in **total water usage** (e.g., total water use, daily water demand, etc.).

Best Management Practices for Supply Management:

discontinued flushing of water mains, reduced or discontinued irrigation of public landscaped areas; use of an alternative supply source(s); use of reclaimed water for non-potable purposes.)

Water Use Restrictions for Demand Reduction:

All requirements of Stage 2 shall remain in effect during Stage 3 except:

Examples:

- (a) Irrigation of landscaped areas shall be limited to designated watering days between the hours of 12:00 midnight and 10:00 a.m. and between 8 p.m. and 12:00 midnight and shall be by means of hand-held hoses, hand-held buckets, drip irrigation, or permanently installed automatic sprinkler system only. The use of hose-end sprinklers is prohibited at all times.
- (b) The watering of golf course tees is prohibited unless the golf course utilizes a water source other than that provided by the *Heber Public Utility District*.
- (c) The use of water for construction purposes from designated fire hydrants under special permit is to be discontinued.

- (d) Irrigation of landscaped areas shall be limited to designated watering days between the hours of 6:00 a.m. and 10:00 a.m. and between 8:00 p.m. and 12:00 midnight and shall be by means of hand-held hoses, hand-held buckets, or drip irrigation only. The use of hose-end sprinklers or permanently installed automatic sprinkler systems are prohibited at all times.
- (e) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle not occurring on the premises of a commercial car wash and commercial service stations and not in the immediate interest of public health, safety, and welfare is prohibited. Further, such vehicle washing at commercial car washes and commercial service stations shall occur only between the hours of 6:00 a.m. and 10:00 a.m. and between 6:00 p.m. and 10 p.m.
- (f) The filling, refilling, or adding of water to swimming pools, wading pools, and Jacuzzi-type pools is prohibited.
- (g) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life or where such fountains or ponds are equipped with a recirculation system.

Stage 6 Response -- CATASTROPHIC Water Shortage Conditions

Target: Achieve a **greater than 50%** percent reduction in **total water usage** (e.g., total water use, daily water demand, etc.).

Best Management Practices for Supply Management:

Discontinued flushing of water mains, reduced or discontinued irrigation of public landscaped areas; use of an alternative supply source(s); use of reclaimed water for non-potable purposes.

Water Use Restrictions for Reducing Demand:

All requirements of Stage 3 shall remain in effect during Stage 6 except:

Examples:

- (a) Irrigation or watering landscape is prohibited
- (b) Determine if water supply is adequate for drinking and sanitation needs and implement water hauling or other potable water delivery as possible

Optional Response – Water Allocation

In the event that water shortage conditions threaten public health, safety, and welfare, the general manager (*designated official*) is hereby authorized to allocate water according to the following water allocation plan:

Single-Family Residential Customers

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

Persons per Household	Gallons per Month
1 or 2	6,000
3 or 4	7,000
5 or 6	8,000
7 or 8	9,000
9 or 10	10,000
11 or more	12,000

“Household” means the residential premises served by the customer’s meter.

Master-Metered Multi-Family Residential Customers

The allocation to residential water customers billed from a master meter which jointly measures water to multiple permanent residential dwelling units (e.g., *apartments, mobile homes, etc.*) shall be allocated as follows:

Master-Metered Dwelling Units	Gallons per Month per Unit
2	6,000

Commercial Customers

A monthly water allocation shall be established by the general manager (*designated official*), or his/her designee, for each nonresidential, non-industrial commercial water customer who uses water for processing purposes. The allocation to nonresidential, non-industrial commercial water customers shall be as follows: (e.g., *percentage of customers' water usage in past 12 billing months*)

Industrial Customers

A monthly water allocation shall be established by the general manager (*designated official*), or his/her designee, for each industrial customer, which uses water for processing purposes. The allocation to industrial water customers shall be as follows: (e.g., *percentage of customers' water usage in past 12 billing months*)

Section XI: Enforcement

- (a) No person shall knowingly or intentionally allow the use of water from the Heber Public Utility District for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by general manager (*designated official*), or his/her designee, in accordance with provisions of this Plan.
- Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person is in repeated violation of this Plan, the general manager (*designated official*) shall, upon due notice to the customer, be authorized to discontinue water service to the premises where such violations occur. Services discontinued under such circumstances shall be restored only upon payment of a re-connection charge, hereby established at the current *charge/fee for re-connection set by HPUD*, and any other costs incurred by the Heber PUD in discontinuing service. In addition, suitable assurance must be given by the connected site property manager (*connected site designated official*) that the same action shall not be repeated while the Plan is in effect.
- (b) Any person, including a person classified as a water customer of the Heber PUD, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person's property shall constitute a rebuttable presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.
- (c)

Section XII: Variances

The general manager (*designated official*), or his/her designee, may, in writing, grant temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

- (a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.
- (b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Resolution shall file a petition for variance with the Heber PUD within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the general manager (*designated official*), or his/her designee, and shall include the following:

- (a) Name and address of the petitioner(s).
- (b) Purpose of water use.
- (c) Specific provision(s) of the Plan from which the petitioner is requesting relief.
- (d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Resolution.
- (e) Description of the relief requested.
- (f) Period of time for which the variance is sought.
- (g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.
- (h) Other pertinent information.