

The Drought Affects Everyone

Fontana Water Company's Drought Response Plan



Tuesday, June 16 at 5:30 pm
Steelworkers Auditorium
Fontana, CA

Overview



- Governor orders a mandatory 25% conservation goal
- State-mandated water restrictions
- Our drought response plan
- Current water situation in Fontana
- History of conservation efforts
- How we can help



Governor Brown Mandates State-Wide Water Use Restrictions

The Statewide goal is an average 25% reduction in water use.

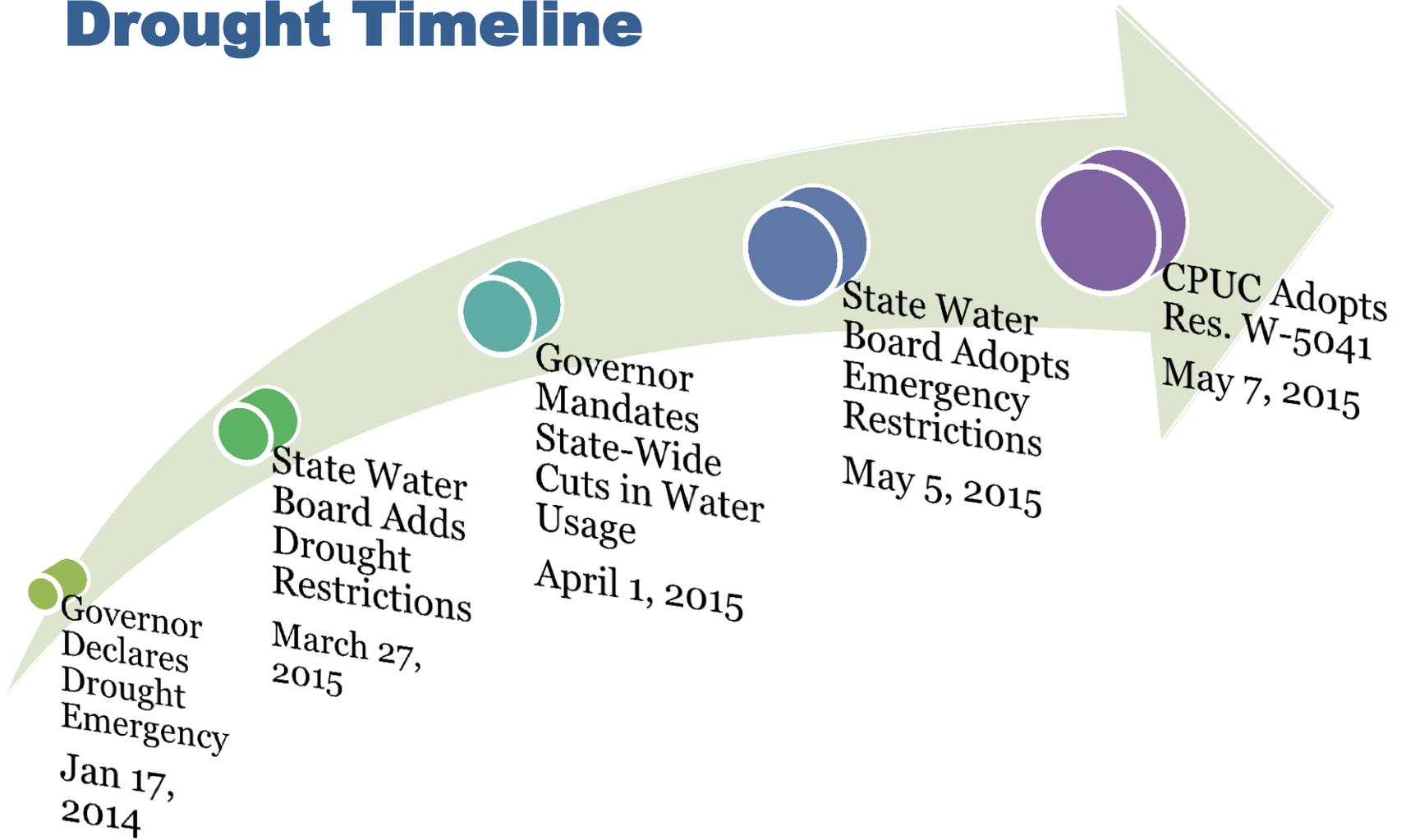
Key elements are:

- Restrictions on outdoor watering
- Enforcement includes surcharges and penalties for excess water use

The State Water Resources Control Board has set specific, mandatory reduction requirements for each utility.

Fontana Water Company's requirement is a 28% reduction.

Drought Timeline



Mandatory Water Restrictions

- Targets landscape irrigation. Most water used by residential customers is for landscaping.
- The 28% requirement goes into effect once the CPUC approves our request and continues through February 2016 (9 months).
- No irrigation of ornamental turf with potable water on public street medians
- Enforcement measures include surcharges, penalties and discontinuance of service in the worst cases.
- New construction must meet strict new state standards.
- All customers are affected.

Fontana Water Company's Drought Plan

Restrictions in effect since August 2014 include:

- Residents must not use potable water to wash sidewalks and driveways
- No runoff allowed when irrigating with potable water
- Hoses must be equipped with automatic shutoff nozzles to wash cars



Fontana Water Company's Drought Plan

Restrictions in effect since August 2014 include:



- Residents must not use potable water in decorative water features that do not recirculate
- No outdoor watering during and within 48 hours following measureable rainfall
- Restaurants are not to serve water to their customers unless the customer requests it

Stage 2 Goes Even Further

Once approved by the CPUC:

Watering landscape will be limited to two days per week.

Watering days are determined by your address:

- Those ending with even numbers will water on Monday and Wednesday
- Those ending with odd numbers will water on Tuesday's and Thursdays



Stage 2 Goes Even Further

Once approved by the CPUC:

Watering landscape will be limited to:



- No watering between 9:00 am and 5:00 pm.
- Limits watering duration to no more than 10 minutes of watering per day/per station.

Stage 2 Goes Even Further

Drought Emergency Surcharge

For residential customers on the existing conservation tiered rate:

- The first 20 ccf per month (approximately 500 gallons per day) are not subject to the surcharge.
- Above 20 ccf, there will be a \$2.88 surcharge per ccf.
- Non-residential customers will see a 10% Drought Emergency Surcharge on their total water use.



Stage 2 Goes Even Further



Progressive Enforcement – If we see a problem we will:

- Leave door hangers and make direct customer contact
- Require customer to repair leaks within 72 hours
- Leave written notice, including potential penalties for non-compliance
- Install customer requested real time meter device
- Install flow restrictors
- Discontinue service

Stage 2 Goes Even Further

Penalties will include:

- First and second offenses – written warning, including an explanation of the penalty for subsequent offenses
- Third offense - \$100 penalty
- Fourth offense - \$250 penalty
- Fifth offense - \$500 penalty
- Sixth and later offenses - \$500 penalty, installation of a flow restricting device or discontinuance of service
- Penalties are assessed and retained by local enforcement agencies



Stage 2 Goes Even Further



Who will enforce the new restrictions?

- Fontana Water Company will refer all violations to city and county code enforcement officials

There will be a process for customers to appeal or seek a variance from some of the rules, however they will be considered only in cases of health and safety.

Stage 2 Goes Even Further

What happens to Surcharge funds?

- Fontana Water Company will track all funds collected and keep them in a special account
- The CPUC will determine at a later date how the money will be used
- One possible use of the funds might be to help offset the cost of running the conservation and enforcement programs



Our Current Water Supply Situation

Fontana relies on several sources of supply:

- Groundwater - About 85% of the water we serve comes from locally managed, sustainable renewable groundwater supplies, including the Chino Basin, Rialto-Colton Basin and other sources
- Local surface water from Lytle Creek
- The State Water Project water.

The drought affects ALL of these sources. Lack of rain and snow pack has reduced local ground water levels and deliveries from the State Water Project.

Our Current Water Supply Situation

- There is currently adequate water to meet basic needs but it is important that we take a long-term approach to addressing the drought and supply sustainability through water conservation
- We don't know when the drought will end. There is evidence of decades-long droughts in California's not-too-distant past.
- The drought affects EVERYONE. We all need to do our part.

Our Current Water Supply Situation

Fontana Water Company has been investing in water sustainability and conservation for years:

- Currently building a recycled water system that will reduce the use of potable water for landscaping
- Completed conservation audits and major retrofit of local schools
- Offering classes in drought-tolerant landscaping and providing free weather-based irrigation controllers
- Low-flow toilets and shower heads are being provided to customers

Water conservation efforts have saved millions of gallons of drinking water.

We Have Tools That Can Help You Achieve Your Goals

We also offer:

- Rebates on toilets and clothes washers, sprinkler nozzles, weather-based irrigation controllers, rain barrels and turf removal
- Energy savings and water assistance program with So Cal Gas Company
- Direct mail toilet program
- Toilet installation assistance for CARW customers
- Free water conservation kits
- Gardening workshops
- Landscape audits
- Water surveys

Contact Us

Fontana Water Company

15966 Arrow Route
Fontana, CA 92335

Hours:

8:00 am - 5:00 pm (M-F)

Customer Service:

(909) 822-2201

Website:

FontanaWater.com

Email:

Conservation@FontanaWater.com

More information:

SoCalWaterSmart.com



Questions & Answers

