

11142 GARVEY AVENUE  
EL MONTE, CALIFORNIA 91733

Revised \_\_\_\_\_  
Cancelling Original \_\_\_\_\_

Cal. P.U.C. Sheet No. 3186-W  
Cal. P.U.C. Sheet No. 2466-W

**RULE NO. 14.1**  
**WATER SHORTAGE CONTINGENCY PLAN**

Due to a variety of circumstances, the supply of water may be insufficient to meet customer demands. These circumstances include drought or catastrophic events such as an earthquake or fire that damages the utility's water delivery system, a power outage that affects water treatment or the pumping of water to customers, or any number of circumstances that reduce the utility's ability to provide water service to customers. This Water Shortage Contingency Plan enables the utility to respond effectively to a wide variety of water supply conditions or catastrophic events that could from time to time cause severe water shortages.

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**A. GENERAL INFORMATION**

1. If the utility, governing agency, or regional water supplier determines that measures are needed to reduce water consumption, the utility may declare a **Water Alert** and activate voluntary conservation measures as set forth in **SECTION B** of this Rule. The utility shall provide notice to the Director of the Commission's Water Division of the activation of voluntary conservation measures. Customers shall receive information regarding the utility's voluntary conservation measures through bill inserts, direct mailings, or other customary methods.
2. The utility shall file a Tier 2 advice letter to request activation of a particular stage of Schedule No. 14.1 – **Staged Mandatory Reductions and Drought Surcharges**, as set forth in **SECTIONS C** through **F** herein, in response to the following conditions:
  - a. If the utility, governing agency, or regional water supplier declares an emergency requiring mandatory water use restrictions.
  - b. The utility determines it is unable to comply with voluntary conservation levels set by a governing agency or regional water supplier.
  - c. The utility chooses to activate a more stringent stage of Schedule 14.1- Staged Mandatory Reductions and Drought Surcharges.
3. Upon determination by the utility that water supplies are again sufficient to meet customer demands and mandatory restrictions are no longer necessary, the utility shall seek commission approval via a Tier 1 advice letter to de-activate Schedule 14.1.

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*(continued)*

(To be inserted by utility)  
Advice Letter No. 574  
Decision No. \_\_\_\_\_

Issued by  
J. M. Reiker  
NAME  
V.P. Regulatory Affairs  
TITLE

(To be inserted by Cal. P.U.C.)  
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(continued)

**B. NON-ESSENTIAL OR UNAUTHORIZED WATER USES**

The utility may declare a **Water Alert** pursuant to this Rule indicating the need for voluntary conservation. This action calls for the utility to inform customers to adopt reasonable measures to reduce water usage on a voluntary basis.

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Customers shall not use utility-supplied water for non-essential or unauthorized uses. Such wasteful water use practices include:

- a. The use of potable water for washing sidewalks, driveways, buildings, structures, patios, parking lots, or other hard surfaces areas, except in cases where health and safety are at risk.
- b. The use of potable water that results in flooding or runoff in gutters or streets.
- c. The use of potable water, except with the use of a positive shut-off nozzle, for the individual private washing of motor vehicles.
- d. The use of water to irrigate turf and ornamental landscapes during and within 48 hours after measurable rainfall of at least one-fourth of one inch of rain.
- e. The use of potable water for irrigation of ornamental turf on public street medians.
- f. The use of potable water for street cleaning or construction purposes, unless no other source of water or other method can be used or if necessary, to protect the health and safety of the public.
- g. The use of potable water for decorative fountains or filling or topping-off of decorative lakes or ponds, with the exception for those decorative fountains, lakes, or ponds that utilize recycle water.
- h. Other reasonable actions that may be required, or as directed by the Commission, governing agency, or regional water supplier.

**C. STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES**

If the utility, governing agency, or regional water supplier determines that mandatory reductions in water usage are necessary pursuant to **SECTION A.2** of this Rule, the utility shall file a Tier 2 advice letter to request activation of a particular stage of Schedule 14.1 – Staged Mandatory Reductions and Drought Surcharges, with full justification. The utility may not activate a stage of Schedule 14.1 until it has received authorization to do so by the Commission.

- a. Upon Activation of Schedule 14.1, the utility shall provide customers with information through a bill insert or a direct mailing about the Tier 2 advice letter and associated public participation hearing, if required.
- b. Utility shall comply with all requirements of Sections 350-358 of the California Water Code.

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Cal. P.U.C. Sheet No. 3188-W  
Cal. P.U.C. Sheet No. 2468-W

**RULE NO. 14.1**  
**WATER SHORTAGE CONTINGENCY PLAN**  
(continued)

**C. WATER SHORTAGE CONTINGENCY PLAN** (continued)

- c. The Tier 2 advice letter requesting activation of the proposed stage of Schedule 14.1 shall include, but not be limited to:
  - 1. Applicability.
  - 2. A detailed description of each stage of reduction as described in the utility's currently adopted Urban Water Management Plan, and the specifics of the water shortage event.
  - 3. A detailed description of each water use restriction for each stage of reduction.
  - 4. Water use violation levels, written warning levels, associated fines, if applicable, and exception procedures.
  - 5. Conditions for installation of flow restrictors.
  - 6. Charges for removal of flow restrictors.
  - 7. Other special conditions.

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**D. ENFORCEMENT OF STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES PURSUANT TO SCHEDULE 14.1**

- 1. Each stage of Schedule 14.1 establishes certain mandatory restrictions on the use of potable water. Violating the restrictions in a particular stage while it is in effect is considered a non-essential, wasteful use of potable water.
- 2. If a customer is observed using water for any nonessential or unauthorized use as defined in Schedule 14.1, the utility will work closely with local code enforcement and public agencies to enforce the mandatory water use restrictions.
- 3. The utility, after providing the customer with a written warning such as a door hanger and/or letter, may charge penalties in accordance with Schedule No. 14.1.
- 4. If the customer receives written notices and penalties and has not complied with Schedule 14.1, the utility may elect to install a flow-restricting device. The customer will be notified that the flow-restricting device may be installed for the duration of the applicable stage of Schedule 14.1.

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**D. ENFORCEMENT OF STAGED MANDATORY REDUCTIONS AND DROUGHT SURCHARGES PURSUANT TO SCHEDULE 14.1** (continued)

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- 5. The flow restrictor shall not restrict water delivery by greater than 50% of normal flow and shall be capable of providing the premises with a minimum of 3 CCF/person/month. The restricting device may only be removed by the utility, and only after payment of the applicable removal charge, as set forth in Schedule 14.1.
- 6. Tampering with the flow restriction device or further violations of prohibited uses may result in discontinuance of water service under Rule No. 11 and other actions provided by law.
- 7. A customer may request installation of a real-time water measurement device on the customer's service line. The cost of the device, including installation and ongoing operating costs, shall be billed to the customer, and nonpayment may result in discontinuance of service.

**E. APPEAL PROCEDURE**

- 1. Any customer who seeks a variance from any of the provision of this Water Shortage Contingency Plan, including any health and safety exception, or remedy for any actions by the utility in implementing or enforcing this plan, shall notify the utility in writing, explaining in detail the reason for such a variation or remedy. The utility shall respond to each such request in writing.
- 2. If the customer disagrees with such disposition, the customer shall have the right to file a formal complaint with the Commission. Except as set forth in this Section, no person shall have any right or claim in law or in equity, against the utility because of, or as a result of, any matter or action pursuant to the provisions of this Water Shortage Contingency Plan.

**F. CUSTOMER INFORMATION AND OUTREACH**

- 1. When the utility requests activation of Schedule 14.1 by filing a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public meeting to customers as directed by the Commission, including but not limited to the following:
  - a. The utility shall provide notice by both newspaper publication and bill insert or direct mailing of the details of the public meeting (date, time, place, etc.)
  - b. The public meeting shall be held after the utility files the Tier 2 advice letter, and before the Commission authorizes implementation of the tariff.

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Cal. P.U.C. Sheet No. 3190-W  
Cal. P.U.C. Sheet No. 2470-W

**RULE NO. 14.1**  
**WATER SHORTAGE CONTINGENCY PLAN**  
(continued)

**F. CUSTOMER INFORMATION AND OUTREACH** (continued)

2. The utility shall notify customers via press release, messages on the utility website, or other means of the effective date or of any change in conservation requirements. Notification will occur at least one week before any new or increased penalties or drought surcharges become effective. In addition, the utility shall maintain communication with customers regarding the ongoing water supply conditions and related water conservation requirements.

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