

Drought Response– FAQs

1. What was the Governor’s mandate to conserve more water?

The State is in the fourth year of a historic drought that has depleted the State’s water reservoirs. The governor is looking to cut urban water use by 25 percent by the end of next February. There are 411 urban water districts in the California, and the 25 percent reduction will be drawn from all of them combined.

2. Will I have to reduce my water use by 25%?

The City is being mandated to cutback its’ overall water use by 20% instead of 25% because it already has a low per-person water use in terms of gallons (or per-capita). The City will target outdoor water waste to achieve the savings. The State can fine the City \$10,000 per day if we do not reduce our demand by 20 percent or 3.3 billion gallons by March 2016.

3. What is the City doing about the drought?

City Council adopted Plan III of the Water Reduction Ordinance on May 19th to implement additional mandatory water conservation measures and provide the Public Utilities Department the ability to fine water wasters up to \$500 per incident. The City is also providing several rebates to help customers reduce their outdoor water use.

4. What are the mandatory water use restrictions?

- No watering of outdoor landscapes or turf that cause excess runoff.
- Must use a shutoff nozzle to wash a motor vehicle.
- No washing down of driveways and sidewalks with water except to address an immediate health and safety need.
- Turn off fountains or decorative water features unless the water is recirculated.
- Must irrigate landscape before 9 a.m. and/or after 6 p.m. Spot watering with a hose and shutoff nozzle, or irrigation system testing for maintenance and repairs is allowed.
- Outdoor irrigation is limited to two days per week.
- Restaurants will only serve water when requested by patrons.
- Hotels/motels will limit laundering linens (upon guest request only).

5. What is the new watering (two days per week) schedule?

The watering schedule is separated between odd and even numbered addresses.

- Odd numbered addresses can water on Tuesdays or Saturdays.
- Even numbered addresses can water on Thursdays or Sundays.
- Street addresses ending in ½ or any fraction will use the last whole number in the address to determine watering days.
- **No irrigation on Mondays, Wednesdays and Fridays.**
- Spot watering with a hose to maintain trees or plants (other than turf) is allowed.
- Drip irrigation is exempt.

6. Why were these days chosen?

The distribution of outdoor watering days will avoid concentrating irrigation use on certain days, which could otherwise impact water mains.

7. How long can I water on the two days?

- Irrigation duration is limited to 8 minutes per station for standard spray head sprinklers and bubblers.
- Irrigation duration is limited to 15 minutes per cycle and up to two (2) cycles for irrigation systems with high efficiency nozzles.

8. What happens if I'm unable to water on the designated days?

In the event of special circumstances, the Public Utilities Department can approve alternate irrigation days. The customer may request an alternative compliance plan from Al Shaikh, Principal Civil Engineer at 714.765.5268.

9. What happens if I don't reduce my water usage? Will there be penalties?

Fines will be imposed on customers that continue to waste water outdoors and do not follow the mandatory water use restrictions. The Public Utilities Department will be working with Code Enforcement to provide a courtesy warning first and a second notice prior to assessing any fines. Fines may be up to \$500 in accordance with the new State regulations.

10. Does the City have enough water?

Currently, the answer is yes, because the City has planned for droughts by investing in local water supply projects and regional water storage programs. The City has enough water for all customers and fire protection. However, we are in the fourth year of a historic drought, and the concern is whether or not the next winter will provide new supplies. Therefore, we are asking customers to conserve more in order to protect our water supplies in case this drought continues.

11. Will my water bill go up?

The City of Anaheim's water rates are based on the cost to serve customers, which includes water supplies, operation of the system, capital investments, and any penalties assessed by the state. If water agencies like Anaheim are assessed penalties, or are subject to increases in water supply costs from its wholesale providers, those costs are ultimately paid by customers. Please be assured that Anaheim is one of the lowest cost providers in Orange County, and our average bill is over 20% lower than the average of other OC water agencies.

12. Don't we get most of our water from underground? Are we still required to conserve?

Even though Anaheim is fortunate to receive about 70% of its water from the groundwater basin, we are still subject to the regional issue of reducing water supplies across the state, so the state mandates apply to all water agencies, regardless of their source of water.

13. I see a business or neighbor watering all the time. What should I do – report them?

We encourage neighbors to talk to each other about the drought in a positive manner. If some neighbors or businesses are non-compliant, you are welcome to use Anaheim Anytime <http://user.govoutreach.com/anaheim/faq.php> or call 311 (714.765.4311) to anonymously report excessive water waste. PLEASE MAKE SURE TO PROVIDE EXACT ADDRESS LOCATION AND IDENTIFY WATER WASTE ISSUE.

14. Am I allowed to fill my pool?

Yes. Currently, there are no restrictions against filling or refilling swimming pools. However, we highly recommend that you consider installing a pool cover to reduce evaporation. Rebates for pool cover are not available, but we are reviewing with Metropolitan (they manage the SoCal WaterSmart rebate program) the possibility of offering a rebate in the future.

15. Am I allowed to use a water slide or kiddie pool?

Yes. Currently, there are no restrictions against water play, however water running down the driveway and sidewalk is considered waste and not allowed.

16. What can I do to reduce my watering?

The City offers a number of programs and rebates to help customers save water. Start with scheduling a FREE Home Utility Checkup for your home that includes an evaluation of your indoor/outdoor water and energy use. A landscape watering schedule and a personalized report on potential water/energy saving opportunities and available rebates will be provided. Please call 714.939.9020 for your first time appointment.

17. Does the City offer rebates to save water outdoors?

Yes, current rebates include weather-based irrigation controllers, rotating nozzles, and turf removal. In addition you may schedule a free Home Utility Checkup for your home that includes water saving devices, a watering schedule and a personalized report on potential water saving opportunities. Please call 714.939.9020 for your first time appointment.

18. Where can I get more information on water rebates?

Please visit www.anaheim.net/savewater and www.socalwatersmart.com

Who to Contact

Customer Service: 714.765.3300 or 714.765.4311

Anaheim Anytime: <http://user.govoutreach.com/anaheim/faq.php>

Email: savewater@anaheim.net