



# ADAPTING TO DROUGHT

## Frequently Asked Questions

### **Why do I need to reduce my water use?**

Due to extremely low 2013-14 precipitation, the Tri-Valley region has approximately 75% of the area's typical water supply for the year. To help ensure we have enough water supply to make it to the next heavy/normal precipitation season, Pleasanton is requiring a 25% reduction in water use.

### **What is the 25% reduction in water use compared to?**

Your property will be compared to its 2013 water use over the comparable billing period after the first complete water meter read post the May 6<sup>th</sup>, 2014 City Council 25% reduction mandate.

### **How can I reduce my water use, I am already a low water user?**

Visit [www.PleasantonWaterConservation.com](http://www.PleasantonWaterConservation.com) for a bulleted list of water-efficiency actions you can compare your household water use to. If you have done everything on this list, you are very likely an extremely efficient water user. City Council has direct City staff to ensure low-volume water users will not be assigned penalties if they are unable to achieve a 25% water reduction. City staff will hand review all potential customers that fall under the potential of being assigned a penalty to ensure those making conservation efforts are not assigned overuse penalties.

### **How should I program my irrigation controller; it can't do an odd/even schedule?**

Simply set your controller to operate a maximum of 2 non-consecutive days per week and you will be in compliance with the watering frequency restriction. The odd/even schedule will not be enforced.

### **There are more people living in my house this year compared to last year, what happens?**

Look for extra ways to improve the water-efficiency profile of our home; such as installing High-Efficiency Toilets and showerheads, as well as outdoor watering improvements to help offset the extra water use. If you are assigned a penalty on your bill and you believe it is unfair, you may seek an adjustment to your bill by filling an application for adjustment after the penalty has been assessed. The Adjustment Request form and process will be posted at [www.PleasantonWaterConservation.com](http://www.PleasantonWaterConservation.com).

### **I recently moved into my house and don't have 2013 water use history, what should I do?**

The water use at your property will be compared to the water use that occurred in 2013, regardless of who was responsible for the account at that time. If you are new to the home, call the Water Conservation Hotline at 931-5504 and ask for the water use history during last summer and fall for your new home.

### **How can I track my water use?**

Step 1) Know your 2013 water use: You can obtain this information by logging onto your water account online at <https://cityofpleasanton.epayub.com>, or call our Water Conservation Hotline to request this information, 931-5504. Step 2) Learn how to read your meter: The following link created by other water agencies demonstrates how to read your water meter and use your meter to check for leaks:

[http://www.youtube.com/results?search\\_query=how+to+read+a+water+meter](http://www.youtube.com/results?search_query=how+to+read+a+water+meter)

Step 3) Take the difference between your current water read and your last billed read, and now you have the number of units used so far (to convert this volume to gallons: 1 Unit = 748 gallons).

### **I noticed a water use violation. How do I report it?**

You have 2 options: 1) use the Mobile Citizen App for your smart phone and take a picture of it (downloadable from Apple iTunes Store or Google Play Store), or 2) Call the City's Water Conservation Hotline at 931-5504 to report what you have seen.

### **I have a pool, what should I do?**

Cover it! Pool covers are extremely effective at reducing evaporation. Talk to your local pool store for help.

**Thank you for your efforts in adjusting your water use to help our community through this drought. Practicing efficient water use as a way of life is the right thing to do.**

# SEVERE DROUGHT IN PLEASANTON

## 25% Mandatory Reduction

### WHAT CUSTOMERS SHOULD KNOW:

*We need your help to protect our most precious resource! The City requests all customers eliminate water waste as a way of life! Reduce 10% indoor + 40% outdoor = 25% less water consumption.*

#### Water Waste Prohibitions

- Prohibited: Outdoor watering between 9 am - 6 pm (hand-watering & drip irrigation are excluded).
- Prohibited: Outdoor watering that results in any water runoff.
- Prohibited: Hosing down driveways, sidewalks, or other hardscape.
- Prohibited: Allowing water to escape from pipe breaks for more than 8 hours upon notification.
- Prohibited: Outdoor watering during periods of rain.
- Restaurants: Requested to serve water only upon customer request.

#### Water Use Restrictions

- ALL lawn and landscape irrigation is limited to *no more than 2 nonconsecutive days per week*.
- No hose washing of hard-surfaced areas.
- Wash cars, trucks, etc., at commercial car wash facilities. These facilities recycle and filter the wash water.
- Use pool covers when pool is not in use; and do not drain/refill swimming pools (exceptions apply).
- Commercial customers: Post water conservation message on bathroom lavatories.
- Potable water may not be used for decorative water features such as fountains.

***Penalties for excess water use during Stage 3 Water Shortage: Penalties apply if 25% reduction is not achieved.***

Water Use Reduction Goal Exceeded:			
1 time	2 times	3 times	4 or more times
\$4 per unit used in addition to normal rate fees + \$50	\$8 per unit used in addition to normal rate fees + \$100	\$12 per unit used in addition to normal rate fees + \$250	\$16 per unit used in addition to normal rate fees + \$500

Need assistance reducing your water use? Visit [PleasantonWaterConservation.com](http://PleasantonWaterConservation.com) or call 925-931-5504