

Si necesita asistencia en Español, tenemos representantes de servicio al cliente disponibles para ayudarle cuando lo solicite, por favor llame al número 1-800-999-4033.

**NOTICE OF STAGED MANDATORY WATER CONSERVATION AND RATIONING  
AND PUBLIC MEETING  
WEST ORANGE SYSTEM**

Golden State Water Company (GSWC) filed an Advice Letter with the California Public Utilities Commission (CPUC) to add Schedule 14.1-WO Staged Mandatory Water Conservation and Rationing to its tariffs. Schedule 14.1-WO provides information on restrictions, water allocations, enforcement measures and surcharges that will help to achieve reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official.

In response to the Governor's Executive Order (B-29-15) the State Water Resources Control Board (Water Board) imposed restrictions to achieve a statewide 25% reduction in potable urban water usage through February 28, 2016. These restrictions will require water consumers to reduce usage as compared to the amount they used in 2013. GSWC consumers reduced usage in 2014, but will need to achieve additional water conservation in 2015-16 to achieve the statewide goal.

These restrictions are designed to strongly encourage those customers with high per capita usage to achieve proportionally greater reduction than those with low use.

The annual mandated reduction for this area is 16%. Each Stage will be implemented as needed to achieve the annual mandated reduction. The utility may implement Stage 2 and the associated Drought Emergency Surcharge without first implementing Stage 1 if warranted by the mandated reduction.

**PUBLIC MEETING**

GSWC will host a public meeting to help customers understand this filing, mandatory water use restrictions, associated enforcement mechanisms and provide information on conservation rebates, programs, and other tools GSWC offers to help customers reduce their water use.

The hearing date, time, and location follow:

**COURTYARD BY MARRIOTT  
5865 KATELLA AVENUE  
CYPRESS, CA 90630**

**MAY 20, 2015  
6:30 pm**

**MANDATORY WATER USE REDUCTION AND DROUGHT EMERGENCY SURCHARGES**

**Stage 1**

Outdoor irrigation is restricted to two days per week:

Addresses Ending In:	Watering Days
Even Numbers (0, 2, 4, 6, 8)	Sunday and Wednesday
Odd Numbers (1, 3, 5, 7, 9)	Tuesday and Saturday
All outdoor irrigation must occur between the hours of 7 pm & 8 am	

Failure to comply with these restrictions may result in the installation of a flow restrictor device along with associated fees for installation and removal.

If conditions warrant, GSWC will change the number of watering days and the specific day of watering after first notifying its customers in accordance with Rule 14.1.

Each subsequent Stage will be implemented if the preceding Stage allocations and drought emergency surcharges are deemed insufficient to achieve reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official.

In addition to the restrictions identified in Stage 1, the following allocations and drought emergency surcharges are in effect for all subsequent Stages:

1. All customers will have their baseline established using the 2013 usage data for their premise or an area wide average baseline for similar usage if 2013 data does not exist (e.g. new customer accounts).
2. The customer's allocation will be based on the 2013 baseline less 16%.
3. No allocation will be set less than eight (8) Ccf per monthly billing period or sixteen (16) Ccf per bi-monthly billing period.
4. All usage in excess of the customer's allocation will be charged at the regular rate plus a drought emergency surcharge as follows:
  - Stage 2 - \$2.50 per ccf
  - Stage 3 - \$5.00 per ccf
  - Stage 4 - \$10.00 per ccf

### **FLOW RESTRICTOR CHARGES**

The charge for installation and removal of a flow-restricting device shall be:

<b>Connection Size</b>	<b>Charges</b>
5/8" to 1"	\$150.00
1-1/2" to 2	\$200.00
3" and larger	\$300.00

The flow restrictor will remain installed for a minimum of 7 days.

### **EXEMPTION AND APPEALS PROCESS**

Any customer who seeks a variance from any of the provisions of this voluntary water conservation and mandatory rationing plan shall notify the utility in writing, explaining in detail the reason for such a variation. The utility shall respond to each such request in writing.

The appeals form is available online at GSWC website: "[www.gswater.com/appeal](http://www.gswater.com/appeal)", the Los Alamitos CSA office located at 10852 Cherry Street, Los Alamitos, CA 90720 or by calling 1-800-999-4033.

Any customer not satisfied with the utility's response may file an appeal with the Director of Division of Water and Audits.

If the customer disagrees with such disposition, the customer shall have the right to file a 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 thing done or threatened to be done pursuant to the provisions of the voluntary water conservation and mandatory rationing plan.

### **SPECIAL CONDITIONS**

1. A Tier 1 advice letter will have to be filed with the Commission to activate any of the Stages of Mandatory Water Use Reduction and Drought Emergency Surcharges listed in this schedule.
2. The active Stage of Mandatory Water Use Reduction and Drought Emergency Surcharges is to remain in effect until a Tier 1 advice letter is filed with the Commission to activate a different Stage or when Schedule 14.1-WO is deactivated.
3. Water use violation fines and/or Drought Emergency Surcharges must be separately identified on each bill.
4. All bills are subject to reimbursement fee set forth on Schedule No. UF.
5. All monies collected by the utility through water use violation fines and/or Drought Emergency Surcharges shall not be accounted for as income, but shall be accumulated in the WRAM and lost revenue portion tracked in the Water Conservation Memorandum Account (WCMA) for non-WRAM tariffs.
6. No Customer shall use utility-supplied water for non-essential or unauthorized uses as defined below:
  - a. The application of potable water to outdoor landscapes in a manner that causes runoff such that water flow onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
  - b. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
  - c. The use of potable water for washing buildings, structures, sidewalks, walkways, patios, tennis courts, or other hard-surfaced, non-porous areas.
  - d. The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system.
  - e. The use of potable water for watering outside plants, lawn, landscape, and turf area during certain hours prohibited by applicable laws, during and up to 48 hours after measurable rainfall (0.1" or more).
  - f. GSWC will promptly notify customers when aware of leaks within the customer's control; the failure to repair any leaks, breaks, or other malfunction resulting in water waste in a customer's domestic or outdoor water system within forty-eight (48) hours of notification by the utility, unless other, specific arrangements are made with and agreed to by the utility.
  - g. The serving of water, other than upon request, in eating and drinking establishments, including but not limited to restaurants, hotels, cafes, bars, or other public places where food or drink are served and/or purchased.
  - h. Hotels/motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.
  - i. The use of potable water for irrigation of ornamental turf on public street medians.
  - j. The use of potable water for irrigation outside of newly constructed homes and buildings that is not delivered by drip or micro spray systems.
  - k. Commercial, industrial, and institutional properties, such as campuses, golf courses, and cemeteries, immediately implement water efficiency measures to reduce potable water use in an amount consistent with the mandated reduction.
  - l. Further reduction in or the complete prohibition of any other use of water declared non-essential, unauthorized, prohibited, or unlawful by an authorized government or regulatory agency or official.
  - m. Use of potable water for watering streets with trucks, or other vehicles, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public.

If you need additional information, or a copy of the Advice Letter you may visit our website at [www.gswater.com](http://www.gswater.com) or call the GSWC's Customer Service Center, toll free, at 1-800-999-4033, TTY 1-877-933-9533, 24 hours a day.

**GOLDEN STATE WATER COMPANY**