

Article 230 Water Use Efficiency and Drought Response Program

Sec. 230.1 Declaration of Necessity and Intent

- (a) This Article establishes water management requirements necessary to sustain reliable water resources by encouraging reasonable water use efficiency and conservation measures and practices, impose water use restrictions to implement the District's adopted Water Shortage Contingency Plan, when appropriate, and enable effective water supply planning. It will assure the reasonable and beneficial use of water, prevent waste of water, prevent the unreasonable use of water, and as to a suspected or actual leak, prevent the unreasonable method of use of water within the District. It will also serve to balance short and long-term water demands with available supplies and further the public health, safety, and welfare, recognizing that water is and will always be a valuable, scarce and limited natural resource that requires careful management at all times, irrespective of water supply availability or hydrologic conditions.
- (b) This Article establishes regulations to be implemented during times of normal water supply and hydrologic conditions, as well as declared water shortages, or declared water shortage emergencies. It establishes six levels of water use efficiency and drought response actions to be implemented; with increasing restrictions on water use for the District's customers and the District itself in response to worsening water supply conditions and decreased short-term, intermittent, and long-term water supply availability.

Sec. 230.2 Definitions

- (a) The following words and phrases whenever used in this chapter shall have the meaning defined in this Article:
 - 1. "Agricultural Water Use" refers to water used for the growing or raising, in conformity with recognized practices of husbandry, for the purpose of personal use, donation, commerce, trade, or industry, or for use by public, educational or correctional institutions, for agricultural, horticultural or floricultural products, and produced: (1) for the market, (2) for the feeding of fowl or livestock produced for human consumption or for the market, (3) for the feeding of fowl or livestock for the purpose of obtaining their products for the market, (4) for personal consumption, or (5) donation for consumption. Except where stated, provisions of this Article do not apply to Agricultural Water Use as defined herein.

Per Ordinance No. 2021-07; Adopted 06/28/21 (Article 230 Title - *changed from "Water Supply Management and Shortage Condition Response Program"*; to: *"Water Use Efficiency and Drought Response Program"*) (§230.1 (a) and (b); (c) and (d) removed).

Per Ordinance No. 2015-06; Adopted 04/20/15 (Article 230)

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Sec. 230.2 Definitions (cont'd)

2. “Board of Directors” – refers to the duly elected Board of Directors of the Valley Center Municipal Water District.
3. “District” – refers to the Valley Center Municipal Water District.
4. “Construction Water” – means water used for construction purposes; including, but not limited to grading, compaction, dust control, cleanup, and hydroseeding, or other uses as determined by the General Manager.
5. “Immediate Emergency” – means a short-term operational limitation due to breakage or failure of dam, reservoir, aqueduct, pump, treatment system, pipeline, conduit, a natural or man-made disaster, or any other disruption of the District’s water supply or delivery system.
6. “Person” – means any natural person, corporation, public or private entity, public or private association, public or private agency, government agency or institution, educational institutions, or any other user of water provided by the District.
7. “State” – means the state of California, including any department or regulatory agency thereof.
8. “Water Authority” – means the San Diego County Water Authority.
9. “Water Shortage Emergency” – means a condition existing within the District in which the ordinary water demands and requirements of the persons within the District cannot be satisfied without depleting the water supply of the District to the extent that there would be insufficient water for human consumption, sanitation and fire protection. A water shortage emergency includes a threatened water shortage, in which the District determines that its supply cannot meet an increased future demand.

Sec. 230.3 Application

- (a) The provisions of this Article apply to any person in the use of any water provided by the District.
- (b) This Article is intended solely to further the conservation of water. It is not intended to implement any provision of federal, State, or local statutes, ordinances, or regulations relating to protection of water quality or control of drainage or runoff. Refer to the local land use jurisdiction or Regional Water Quality Control Board for information on any storm water ordinances and storm water management plans.

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Sec. 230.3 Application (cont'd)

- (c) Nothing in this Article is intended to affect or limit the ability of the District to declare and respond to an emergency, including an emergency that affects the ability of the District to supply water or limit the ability of the District to prevent what is determined to be a wasteful or unreasonable use of water even though it may not specifically be identified as such in this Article.
- (d) The provisions of this Article do not apply to use of water from private wells, surface sources or to reclaimed water.
- (e) Nothing in this article shall apply to use of water that is subject to a special supply program, such as the Water Authority's Permanent Special Agricultural Water Rate (PSAWR) Program. Violations of the conditions of special supply programs are subject to the penalties established under the applicable programs. A person using water subject to a special supply program and other water provided by the District is subject this article in the use of the other water.
- (f) If the State or a wholesale water provider, through executive action, emergency legislation or other actions, imposes conditions, requirements, or procedures that are not included in this Article, the General Manager is authorized to implement such other actions, conditions, requirements or procedures as are reasonably required to bring the District, in each Water Supply Level, into functional conformity with such conditions, requirements, or procedures. In such an event, the General Manager shall notify the Board of Directors of any such implemented actions, conditions, requirements or procedures at the next regular Board Meeting unless a special meeting is warranted and called for by the Board President or Vice President in the President's absence.

Sec. 230.4 Permanent Water Use Efficiency Measures

- (a) The District has adopted permanent water use efficiency measures that prohibit wasteful water use, which are in effect at all times and irrespective of the availability of water supplies or hydrologic conditions, and all persons using District supplied water shall comply with the following practices:
 - 1. Not hosing off sidewalks, driveways, and other hardscapes ; except when it is necessary to alleviate safety or sanitation hazards.

Per Ordinance No. 2021-07; Adopted 06/28/21 (§ 230.3(e) and § 230.4(a-1.) and *title changed from "Water Supply Management Watch Condition – Level 1" to "Permanent Water Use Efficiency Measures"*)
Per Ordinance No. 2015-15; Adopted 10/05/15 (§ 230.3(c) & (e))

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Sec. 230.4 Permanent Water Use Efficiency Measures (cont'd)

2. Not watering lawns in a manner that causes runoff, or watering within 48 hours after measurable precipitation.
3. Not using non-recirculated water to operate ornamental fountains or other decorative water feature.
4. Not washing vehicles with hoses not equipped with a shut-off nozzle. Avoid washing during hot conditions when additional water is required due to evaporation.
5. Not irrigating ornamental turf on public street medians.

Sec. 230.5 Drought Response Level 1 – Reduction Up to 10%

- (a) A Drought Response Level 1 condition applies when the Water Authority notifies its member agencies that due to drought or other supply reductions, there is a reasonable probability there will be supply shortages and that a consumer demand reduction of up to 10% is required in order to ensure that sufficient supplies will be available to meet anticipated demands. The General Manager shall declare the existence of a Drought Response Level 1 and take action to implement the Level 1 conservation practices identified in this article.
- (b) During a Drought Response Level 1 condition, the District will increase its public education and outreach efforts to emphasize increased public awareness of the need to implement the following water conservation practices. The same water conservation practices become mandatory if the District declares a Level 2 Drought Alert condition:
 1. Irrigate residential and commercial landscape before 10:00 a.m. and after 4:00 p.m. **only**. Watering is permitted at any time when a drip/micro-irrigation system/equipment is used. This section shall not apply to Agricultural Water Use.
 2. Use a hand-held hose equipped with a positive shut-off nozzle or bucket to water landscaped areas; including trees and shrubs located on residential and commercial properties that are not irrigated by a landscape irrigation system.
 3. Irrigate nursery and commercial grower's products before 10:00 a.m. and after 4:00 p.m. **only**. Watering is permitted at any time with a hand-held hose equipped with a positive shut-off nozzle, a bucket, or when a drip/micro-irrigation system/equipment is used. Irrigation of nursery propagation beds is permitted at any time. Watering of livestock is permitted at any time.

Per Ordinance No. 2021-07; Adopted 06/28/21 (§230.5 title changed from "Water Supply Shortage Alert Condition – Level 2", to "Drought Response Level 1 – Reduction Up to 10%")

Per Ordinance No. 2015-15; Adopted 10/05/15 (§ 230.4(b)2.—5. & 8.)

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Sec. 230.5 Drought Response Level 1 – Reduction Up to 10% (cont'd)

4. Serve and refill water in restaurants, bars, and other food service establishments only upon request.
5. Hotels, motels, time shares and resort facilities and other commercial lodging establishments should offer guests the option of not laundering towels and linens daily.
6. Repair all water leaks within five (5) days of notification by the District, unless other arrangements are made with the General Manager. This applies to any person using any water provided by the District including Agricultural Water Use.

Sec. 230.6 Drought Response Level 2 – Reduction up to 20%

- (a) A Drought Response Level 2 condition applies when the Water Authority notifies its member agencies that due to cutbacks caused by drought or other reduction of supplies to the Water Authority, or when water supply conditions specific to the District, and a consumer demand reduction of up to 20 percent is required in order to have sufficient supplies available to meet anticipated demands, or as otherwise determined by the District's Board of Directors in its reasonable discretion. The District's Board of Directors shall declare the existence of a Level 2 and implement the mandatory Level 2 water conservation measures identified herein. Additionally, if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in California Water Code section 350 *et seq.*, during a Level 2 condition, such declaration shall remain in effect during the period of emergency and until the supply of water available for distribution within the District has been replenished or augmented.
- (b) During a Level 2, all persons using District supplied water shall comply, on a mandatory basis, with conservation practices and measures required during a Level 1 and shall also comply with the following additional mandatory conservation measures to achieve up to a 20 percent reduction in demand:
 1. Repairing all leaks within three (3) days of notification by the District of a suspected or actual leak unless other arrangements are made with the General Manager. This applies to any person using any water provided by the District including Agricultural Water Use.
 2. Using recycled or non-potable water for construction purposes when available and economically feasible.

Per Ordinance No. 2021-07; Adopted 06/28/21 (§230.6 *title changed from "Water Supply Shortage Alert Condition – Level 3", to "Drought Response Level 2 – Reduction Up to 20%"*)

Per Ordinance No. 2015-15 Adopted 10/05/15 and (§ 230.5(b)1 & 3)

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Sec. 230.6 Drought Response Level 2 – Reduction up to 20% (cont'd)

3. Limiting residential and commercial landscape irrigation, outside ornamental landscape or turf grass, to three (3) or fewer assigned days per week, as specified on a schedule established by the General Manager and posted by the District; provided however, that landscape irrigation systems using weather efficient devices, including but not limited to: weather based controllers, using a drip/micro-irrigation system/ equipment and stream rotor sprinklers are not subject to the ten (10) minute restriction. *This section shall not apply to Agricultural Water Use.*
4. Water landscaped areas, including trees and shrubs located on residential and commercial properties, and not irrigated by a landscape irrigation system governed by Section 230.6(b)(3), on the same schedule set forth in Section 230.6(b)(3) by using a bucket, hand-held hose with positive shut-off nozzle, or low-volume non-spray irrigation.
5. Stop operating ornamental fountains or similar decorative water features unless recycled water is used.

Sec. 230.7 Drought Response Level 3 – Reduction Up to 30%

- (a) A Drought Response Level 3 condition applies when the Water Authority notifies its member agencies that due to increasing cutbacks caused by drought or other reduction of supplies to the Water Authority, or when water supply conditions specific to the District , and a consumer demand reduction of greater than 30 percent is required in order to have sufficient supplies available to meet anticipated demands, or as otherwise determined by the District's Board of Directors in its reasonable discretion. The District's Board of Directors shall declare the existence of Level 3 and implement the mandatory Level 3 conservation measures identified herein. Additionally, if the District's Board of Directors declares a Water Shortage Emergency in a manner and on the grounds provided in California Water Code Section 350 *et seq.*, during a Level 3 condition, such declaration shall remain in effect during the period of the emergency and until the supply of water available for distribution within the District has been replenished or augmented.
- (b) During a Level 3 all persons using District supplied water shall comply, on a mandatory basis, with conservation practices and measures required during Level 1 and Level 2, and shall also comply with the following additional mandatory conservation measures to achieve a 30 percent reduction in demand:

Per Ordinance No. 2021-07; Adopted 06/28/21 (§230.7 title changed from "Water Supply Shortage Alert Condition – Level 4", to "Drought Response Level 3 – Reduction Up to 30%")
Per Ordinance No. 2015-15 Adopted 10/05/15 (§ 230.6(b)1 & 2) and (§ 230.6(b)5)

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Sec. 230.7 Drought Response Level 3 – Reduction Up to 30% (*cont'd*)

1. Limiting residential and commercial landscape irrigation, outside ornamental landscape or turf grass, to before 10:00 a.m. or after 4:00 p.m. only and to no more than ten (10) minutes or fewer per watering station for three (3) or fewer assigned days per week as specified on a schedule established by the General Manager and posted by the District provided however, that landscape irrigation using a drip/micro-irrigation system/equipment is not subject to the ten (10) minute restriction. This section shall not apply to Agricultural Water Use.
 2. Watering landscaped areas, including trees and shrubs located on residential and commercial properties, and not irrigated by a landscape irrigation system governed by section 230.7(b)(1), on the same schedule set forth in section 230.7(b)(1) by using a bucket, or hand-held hose with a positive shut-off nozzle or low-volume non-spray irrigation.
 3. Not washing vehicles except at commercial carwashes that recirculate water, or by high pressure/low volume wash systems.
 4. Repairing all leaks within two (2) days of notification by the District unless other arrangements are made with the General Manager. This applies to any person using any water provided by the District *including* Agricultural Water Use.
 5. Using recycled or non-potable water for construction purposes as defined in Section 230.2 (a)(1) of this Article.
- (c) Unless the water supply shortage is associated with an Immediate Emergency as determined by the General Manager, upon declaration of Level 3, all non PSAWR meters without pre-existing allocations shall be provided an allocation of 10 Hundred Cubic Feet (HCF) per equivalent $\frac{3}{4}$ -inch meter, per month for months in the base period for which there is no usage history or a usage history of less than 10 HCF. Such allocation shall be subject to future reductions as determined necessary by the Board of Directors as well as the appeal process provided for in Section 230.14 of this Article. Water allocations for meters in the PSAWR program shall be based upon water supply reduction plans adopted by the Board for those specific programs.
- (d) The following shall apply if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in California Water Code Section 350, *et seq.*, during a Level 3, unless the water supply shortage is associated with an Immediate Emergency as determined by the General Manager.

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Sec. 230.7 Drought Response Level 3 – Reduction Up to 30% (*cont'd*)

1. Only existing and new annexation proposals which can provide to the District additional water resources offsetting the net water demand impact for the specific projects in the annexing area and providing 0.5-acre feet per year of additional supply per unit of development in the annexing area to meet firm Municipal and Industrial demands within the existing District service area will continue to be processed or have applications considered by the District. For the purposes of this subsection, “additional water resources” shall be defined as:
 - A. Water resources originating from outside the current service area of the District; and
 - B. Water resources resulting from financial support from the annexing lands for local water resource development opportunities within the District determined to be available for annexing territories. Local resource development opportunities available for annexing lands shall be identified after first determining the level of local resource development opportunities which may be required to accommodate development on lands currently within the District boundaries.

Sec. 230.8 Drought Response Level 4 – Reduction up to 40%

- (a) A Drought Response Level 4 condition applies when the Water Authority notifies its member agencies that due to increasing cutbacks caused by drought or other reduction of supplies to the Water Authority, or when water supply conditions specific to the District, and a consumer demand reduction of 40 percent is required in order to have sufficient supplies available to meet anticipated demands, or as otherwise determined by the District's Board of Directors in its reasonable discretion. The District's Board of Directors shall declare the existence of a Level 4 and implement the mandatory Level 4 water conservation measures identified herein. Additionally, if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in the California Water Code Section 350, *et seq.*, during a Level 4 condition, such declaration shall remain in effect during the period of emergency and until the supply of water available for distribution within the District has been replenished or augmented.
- (b) During a Level 4, all persons using District supplied water shall comply on mandatory basis with conservation practices and measures required during Level 1, Level 2 and Level 3 and shall also comply with the following additional mandatory conservation measures to achieve a reduction of more than 40 percent in demand:

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Sec. 230.8 Drought Response Level 4 – Reduction up to 40% (cont'd)

1. Limiting residential and commercial landscape irrigation, outside ornamental landscape or turf grass, to before 10:00 a.m. or after 4:00 p.m. only and to no more than ten (10) minutes or fewer per watering station for two (2) or fewer assigned days per week as specified on a schedule established by the General Manager and posted by the District provided however, that landscape irrigation using a drip/micro-irrigation system/ equipment is not subject to the ten (10) minute restriction. This section shall not apply to Agricultural Water Use.
 2. Watering landscaped areas, including trees and shrubs located on residential and commercial properties, and not irrigated by a landscape irrigation system governed by section 230.8 (b)(1), on the same schedule set forth in section 230.8 (b)(1) by using a bucket, or hand-held hose with a positive shut-off nozzle or low- volume non-spray irrigation.
 3. Stop filling or refilling ornamental lakes or ponds, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to declaration of a drought response level under this article.
- (c) The following shall apply if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in the California Water Code §350, *et seq.*, during a Level 4, unless the water supply shortage is associated with an Immediate Emergency as determined by the General Manager:
1. All new development processing, consisting of the issuance of new statements of ability to serve (PFA/PFC letters, Concept Approvals, or Agency Clearance letters) shall be subject to limitations. Only projects with:
 - A. Existing meter capacity; or
 - B. Those providing substantial evidence that net water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the District through:
 - i. The development of local water resources or
 - ii. Participation in a local or regional net demand offset program, will continue to be processed.

Sec. 230. 9 Drought Response Level 5 - Reduction Up to 50%

- (a) A Drought Response Level 5 condition applies when the Water Authority notifies its member agencies that due to increasing cutbacks caused by drought or other reduction of supplies to the Water Authority, or when water supply conditions specific to the District, and a consumer demand reduction of up to 50% is required in order to have sufficient supplies available to meet anticipated demands, or as otherwise determined by the District's Board of Directors in its reasonable discretion. The District's Board of Directors shall declare the existence of a Level 5 and implement the mandatory Level 5 conservation measures identified herein. Additionally, if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in the California Water Code Section 350 *et seq.*, during a Level 5 condition, such declaration shall remain in effect during the period of emergency and until the supply of water available for distribution within the District has been replenished or augmented.
- (b) All persons using water shall comply with conservation measures required during Level 1, Level 2, Level 3, and Level 4 conditions and shall also comply with the following additional mandatory conservation measures:
 - 1) Stop all landscape irrigation, except crops and landscape products of commercial growers and nurseries. This restriction shall not apply to the following categories of use unless the District has determined that recycled water is available and may be lawfully applied to the use.
 - A. Maintenance of trees and shrubs that are watered on the same schedule set forth in section 203.8 (b)(1) by using a bucket, hand-held hose with a positive shut-off nozzle, or low-volume non-spray irrigation;
 - B. Maintenance of existing landscaping necessary for fire protection as specified by the Fire Marshal of the local fire protection agency having jurisdiction over the property to be irrigated;
 - C. Maintenance of existing landscaping for erosion control;
 - D. Maintenance of plant materials identified to be rare or essential to the well-being of rare animals;

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Sec. 230. 9 Drought Response Level 5 - Reduction Up to 50% (cont'd)

- E. Maintenance of landscaping within active public parks and playing fields, day care centers, school grounds, cemeteries, and golf course greens, provided that such irrigation does not exceed two (2) days per week according to the schedule established under section 230.8 (b)(1);
 - F. Watering of livestock;
 - G. Agricultural Water Use; *and*
 - H. Public works projects and actively irrigated environmental mitigation projects.
- 2) Repair all water leaks within one (1) day of notification by the District unless other arrangements are made with the General Manager. This applies to any person in the use of any water provided by the District including Agricultural Water Use.
- (c) The following shall apply if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in California Water Code section 350 *et seq.*, during a Level 5, unless the water supply shortage is associated with an immediate Emergency as determined by the General Manager:
 - 1) Any and all development and annexation processing with associated direct water usage shall be terminated and no new temporary or permanent potable water meters shall be provided, and no statement of immediate ability to serve or provide potable water service (such as, will serve letters, certificates or letters of availability) shall be issued, except under the following circumstances:
 - A. A valid, unexpired building permit has been issued for the project; *or*
 - B. The project is necessary to protect the public's health, safety, and welfare; *or*
 - C. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of District.

This provision shall not be construed to preclude the resetting or turn-on of meters to provide continuation of water service or to restore service that has been interrupted for a period of one year or less.

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Sec. 230.10 Drought Response Level 6 – Reduction Over 50%

- a) A Drought Response Level 6 condition applies when the Water Authority notifies its member agencies that due to increasing cutbacks caused by drought or other reduction of supplies to the Water Authority, or when water supply conditions specific to the District, and a consumer demand reduction over 50% is required in order to have sufficient supplies available to meet anticipated demands, or as otherwise determined by the District's Board of Directors in its reasonable discretion. The District's Board of Directors shall declare the existence of a Level 6 and implement the mandatory Level 6 conservation measures identified herein. Additionally, if the District's Board of Directors declares a Water Shortage Emergency in the manner and on the grounds provided in the California Water Code Section 350 *et seq.*, during a Level 6 condition, such declaration shall remain in effect during the period of emergency and until the supply of water available for distribution within the District has been replenished or augmented.
- b) All persons using District water shall comply with conservation measures required during Level 1, 2, 3, 4, and 5 conditions and shall also comply with the following additional mandatory conservation measures:
 - 1. Stop all landscape irrigation as in Section 230.8 (b)(1) except for the following categories of use:
 - A. Maintenance of existing landscaping necessary for fire protection as specified by the Fire Marshal of the local fire protection agency having jurisdiction over the property to be irrigated;
 - B. Maintenance of existing landscaping for erosion control;
 - C. Maintenance of plant materials identified to be rare or essential to the well-being of rare animals;
 - D. Watering of livestock; and
 - E. Public works projects and actively irrigated environmental mitigation projects.

Sec. 230.11 Procedures for Determination and Notification of Water Supply Shortage Condition Levels

- (a) Unless the water supply shortage is associated with an Immediate Emergency as determined by the General Manager, the existence of a Levels 2, 3, 4, 5, or 6 condition may be declared by the Board of Directors by adoption of a resolution at a regular or special meeting held in accordance with State law.

Sec. 230.11 Procedures for Determination and Notification of Water Supply Shortage Condition Levels (cont'd)

Additionally, the Board may declare a Water Shortage Emergency in accordance with the procedures specified in California Water Code sections 351 and 352. Following at least a seven (7) day notice of the meeting at which the declaration will be made, the District Board of Directors may declare the existence of a Water Shortage Emergency during a Level 2, 3, 4, 5 or 6 by the adoption of a resolution at any regular or special meeting held in accordance with State law. The mandatory conservation measures applicable to Level 2, 3, 4, 5 or 6 shall take effect on the tenth (10) day after the date the response level is declared.

The General Manager may publish a notice of the determination of the existence of a Level 2, 3, 4, 5 or 6 in one or more newspapers, including a newspaper of general circulation within the District. The District may also post notice of the condition on their website. If the District establishes a water allocation, it shall provide notice by mailing to the address to which the District customarily mails the billing statement for fees or charges for on-going water service. Water allocations shall be effective on the fifth (5) day following the date of mailing or at such later date as specified in the notice.

- (b) If the water supply shortage requiring declaration of a Level 2, 3, 4, 5, or 6 is associated with an Immediate Emergency as determined by the General Manager, the General Manager shall have the authority to implement the measures necessary to balance available water supply and demand. The General Manager shall notify the Board of Directors of the conditions leading to the call for a Level 2, 3, 4, 5 or 6 as soon as possible, but no later than 24 hours after the physical system emergency or failure. Further, the General Manager shall provide the Board with a full report on the incident leading to the implementation of a Level 2, 3, 4, 5 or 6 at the next regular Board Meeting unless a special meeting is warranted and called for by the Board President or Vice President in the President's absence.
- (c) Unless the water supply shortage is associated with an Immediate Emergency as determined by the General Manager, the District Board of Directors may declare an end to a Level 2, 3, 4, 5 or 6 by the adoption of a resolution at any regular or special meeting held in accordance with State law. In the case of water supply shortage associated with an Immediate Emergency as determined by the General Manager, the General Manager may declare an end to a Water Supply Shortage Response level based upon the assessment of the water supply conditions specific to the District. The General Manager shall notify the Board of his actions to end a Water Supply Shortage Response in a manner consistent with the provisions in subsection 230.11(b).

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Sec. 230.12 Hardship Variance

- (a) If, due to unique circumstances, a specific requirement of this Article would result in undue hardship to a person using agency water or to property upon which agency water is used, that is disproportionate to the impacts to District water users generally or to similar property or classes of water uses, then the person may apply for a variance to the requirements as provided in this section.
- (b) The variance may be granted or conditionally granted, only upon a written finding of the existence of facts demonstrating an undue hardship to a person using agency water or to property upon which District water is used, that is disproportionate to the impacts to District water users generally or to similar property or classes of water use due to specific and unique circumstances of the user or the user's property.
 - 1. Application. Application for a variance shall be in a form prescribed by the District.
 - 2. Supporting Documentation. The application shall be accompanied by photographs, maps, drawings, and other information, including a written statement of the applicant.
 - 3. Required Findings for Variance. An application for a variance shall be denied unless the approving authority finds, based on the information provided in the application, supporting documents, or such additional information as may be requested, and on water use information for the property as shown by the records of the District, all of the following:
 - A. That the variance does not constitute a grant of special privilege inconsistent with the limitations upon other District customers.
 - B. That because of special circumstances applicable to the property or its use, the strict application of this Article would have a disproportionate impact on the property or use that exceeds the impacts to customers generally.
 - C. That the authorizing of such variance will not be of substantial detriment to adjacent properties, and will not materially affect the ability of the District to effectuate the purpose of this chapter and will not be detrimental to the public interest.
 - D. That the condition or situation of the subject property or the intended use of the property for which the variance is sought is not common, recurrent or general in nature.

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Sec. 230.12 Hardship Variance (cont'd)

4. Approval Authority. The General Manager or authorized designee shall exercise approval authority and act upon any completed application no later than 10 days after submittal and may approve, conditionally approve, or deny the variance. The applicant requesting the variance shall be promptly notified in writing of any action taken. Unless specified otherwise at the time a variance is approved, the variance applies to the subject property during the term of the mandatory Water Supply Shortage response.

Sec. 230.13 Enforcement

- (a) As provided in California Water Code Section 377, any violation of Sections 230.6, 230.7, 230.8, 230.9 or 230.10 Water Conservation Measures of this Article is a misdemeanor. Upon conviction thereof, such person may be punished by imprisonment in the county jail for not more than 30 days, or by fine not exceeding one thousand dollars (\$1,000) or both.
- (b) As provided in California Water Code Section 377, any person may be held civilly liable for violating Sections 230.6, 230.7, 230.8, 230.9 or 230.10 Water Conservation Measures of this Article or any emergency regulations adopted by the State Water Resources Control Board.
- (c) Each day that a violation of this Article occurs is a separate offense.
- (d) Prior to seeking criminal enforcement of the provisions of Sections 230.6, 230.7, 230.8, 230.9 or 230.10, the District may impose progressive civil penalties and restrictions for violations pursuant to the following enforcement measures for repeated violations:

First Violation: Written warning

Second Violation: Level 2 – Penalty of \$25 placed on the water bill.
Level 3 – Penalty of \$50 placed on the water bill.
Level 4 – Penalty of \$100 placed on the water bill.
Level 5 – Penalty of \$200 placed on the water bill.
Level 6 – Penalty of \$400 placed on the water bill.

Third Violation: Level 2 – Penalty of \$50 placed on the water bill.
Level 3 – Penalty of \$100 placed on the water bill.
Level 4 – Penalty of \$200 placed on the water bill.
Level 5 – Penalty of \$400 placed on the water bill.
Level 6 – Penalty of \$800 placed on the water bill.

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Sec. 230.13 Enforcement (cont'd)

Fourth Violation: For all levels, a penalty of \$1,000 placed on the water bill, and installation of a flow restriction of 5 gallons per minute for 120 hours (5 days), and the customer will be charged for the installation and removal of the flow restrictor.

Fifth Violation: For all levels, a penalty of \$2,000 placed on water bill, complaint filed with the County of San Diego District Attorney's office, flow restriction imposed and sustained to 5 gallons per minute until disposition of complaint, and the customer will be charged for the installation and removal of the flow restrictor.

Continuing Violation: After the fifth violation, the District may additionally impose a per day penalty for continuing violations as follows:

Level 2 – \$50

Level 3 – \$100

Level 4 – \$200

Level 5 – \$400

Level 6 – \$800

The above penalties are independent of, and are in addition to, any volumetric penalties imposed in accordance with any allocation adopted by the District.

- (e) In addition, or as an alternative, the District may install flow restrictors or discontinue water service at any time.
- (f) For each of the above-noted measures, a Complaint and Citation will be issued by a designee of the District's General Manager notifying the violator of the basis for the proposed civil liability order. Unless an appeal and/or hearing is requested pursuant to the provisions of Section 230.(14)(a) of this Article, on the 31st day following the issuance of the Citation and Complaint, the District's General Manager or authorized designee, shall issue a final order ("Final Order") setting the civil penalty.
- (g) Willful violations of the mandatory conservation measures and water use restrictions as set forth in Section 230.9 and Section 230.10, and applicable during a Drought Response Level 5 and Drought Response Level 6 when a Water Shortage Emergency Condition is declared pursuant to California Water Code section 350, et seq., may be enforced by discontinuing service to the property at which the violation occurs as provided by California Water Code section 356.

Article 230 Water Use Efficiency and Drought Response Program

Sec. 230.13 Enforcement (cont'd)

- (h) All remedies provided for herein shall be cumulative and not exclusive.
- (i) All revenues collected by the District from penalties imposed pursuant to this Section 230.13 may only be used for the purposes of furthering the provisions and goals of the District's Water Use Efficiency and Drought Response Program.

Sec. 230.14 Appeal Procedures

- (a) Appeal of Section 230.13 Civil Penalties.
 - 1. Any person ("Appellant") may appeal any Citation and Complaint issued by a designee of the District's General Manager pursuant to Section 230.13 of this Article. Any such appeal shall be made in writing on a form provided by the District to the Director of Finance, or authorized designee. All appeals shall be filed within 15 calendar days of the date of the Citation and Complaint. The Director of Finance or authorized designee shall then have 30 calendar days to render a written decision, granting or denying the appeal.
 - 2. If the appeal is denied, the Appellant may, within 15 calendar days of the date of the decision of the Finance Director or authorized designee, request a hearing before the District's General Manager, or authorized designee. The hearing shall not be held sooner than 30 days after the Citation and Complaint was issued, and the Appellant may present evidence in writing or in person. The District's General Manager, or authorized designee, shall take into consideration all relevant circumstances in determining the amount of civil liability to assess, including but not limited to: (i) the nature and persistence of the violation; (ii) the extent of the harm caused by the violation; (iii) the length of time over which the violation occurs; and (iv) any corrective action taken by the violator. If a hearing is not timely requested or upon closing a completed hearing, the District's General Manager, or authorized designee, shall issue an order within 10 calendar days of the hearing.
 - 3. Within 15 calendar days of the issuance of the District General Manager's order, the Appellant may appeal to the Board of Directors. Appeals to the Board of Directors will be placed on the agenda for review and action at a subsequent meeting of the Board of Directors. A decision by the Board of Directors shall be final. If an appeal is not timely requested, the order issued by the District's General Manager is final.

Article 230 Water Use Efficiency and Drought Response Program

Sec. 230.14 Appeal Procedures (cont'd)

Any civil penalties imposed pursuant to the final decision are due and payable and shall be placed on the water bill. The provisions of Section 1094.5 of the Code of Civil Procedure of the State of California are applicable to judicial review of the final order.

4. During the appeal process, all provisions and decisions under appeal shall remain in full effect until the conclusion of the appeal process.

(b) All other appeals:

1. Decisions made by District staff can be appealed in writing on a form provided by the District to the Director of Finance, or authorized designee. All appeals shall be filed within 15 calendar days of the date of the provision or decision being appealed. The Director of Finance or authorized designee shall then have 30 calendar days to render a written decision on the appeal.
2. Decisions by the Director of Finance or authorized designee may be appealed to the General Manager, or authorized designee, within 15 calendar days of the date of the decision by the Director of Finance or authorized designee. The General Manager or authorized designee shall then have 30 calendar days to render a written decision to the appeal of decision by the Director of Finance.
3. All decisions by General Manager or authorized designee may be appealed to the Board of Directors. Requests for appeals to the Board shall be made in writing within 15 days of the date of the decision by the General Manager or authorized designee and will be placed on an agenda for review and action at a subsequent meeting of the Board. The decision by the Board shall be final.
4. During the appeal process, all provisions and decisions under appeal shall remain in full effect until the conclusion of the appeal process.