

State Water Resources Control Board Approves Emergency Drought Regulations



In response to historic drought conditions in California, the State Water Resources Control Board (State Water Board) approved new regulations targeting a reduction in statewide water use. The regulations were approved by the California Public Utilities Commission (CPUC) and will take effect for Golden State Water customers on May 11, 2015.

Golden State Water is adhering to the State Water Board's regulations, and we are asking customers to review all regulations listed below to ensure they are in compliance and are making informed decisions regarding water use.

The mandatory regulations, approved on March 17, 2015, target both individual water users and local water suppliers to reduce water demand in their communities. The regulations prohibit each of the following, except in case of health or safety needs or to comply with a term or condition in a permit issued by a state or federal agency:

Renewed Regulations

- Watering outdoor landscapes in a way that causes water to "runoff" onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
- Washing a vehicle, with a hose without a shut-off nozzle or other device that will immediately stop the flow of water when not in use.
- Using drinking water to wash driveways and sidewalks.
- Using drinking water in a fountain or other decorative water feature, except where the water is recirculated.

Added Regulations

- Customers are not allowed to irrigate turf or ornamental landscapes during and 48 hours following measurable precipitation.
- Restaurants and other food service establishments can only serve water to customers on request.
- Operators of hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.
- Customers will be informed by their water utility when the utility is aware of leaks that are within the customer's control.

Outdoor Irrigation Days/Times

- In compliance with orders from the State Water Board, Golden State Water customers may not irrigate outdoor landscapes or turf with potable water more than two days per week. Customers are encouraged to check the back of their water bill for updates. Information regarding specific outdoor irrigation days will be posted when it becomes available. All outdoor irrigation must occur before 8 am or after 7 pm.

Violation of any of these prohibited or restricted water-use activities may be subject to a fine of up to five hundred dollars (\$500) for each day in which the violation occurs. A public agency representative may issue a citation in accordance with locally adopted municipal codes, adopted ordinances, or in cooperation with Golden State Water.

Governor's Executive Order and Mandatory Water-Use Reductions

On April 1, 2015, California Governor Jerry Brown issued an Executive Order that included a directive to implement mandatory water reductions across California to cut water usage by 25 percent compared to 2013.

Details regarding how the State Water Board and CPUC will direct water agencies to reduce demand are currently pending approval. The state's water-use reduction targets for communities have not been finalized at this time, but will range from 8-36 percent depending on the community and past conservation achievements.

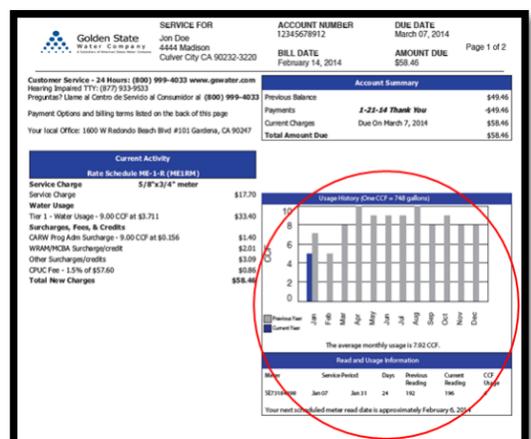
Golden State Water will work closely with state agencies and the communities we serve to meet the goals that are approved. Customers are asked to continue using water responsibly. We will provide an update to customers as additional information becomes available.

Resources for Golden State Water Customers

Golden State Water always encourages customers to use water efficiently, and we offer resources to promote water-use efficiency.

Customers are encouraged to monitor their water use and measure their reductions using the "Usage History" graph on their Golden State Water bill. This tool gives customers a month-by-month account of their water use and allows them to compare monthly totals with the same period from the prior year.

Our friendly and knowledgeable Customer Service Representatives are available 24 hours a day at 800-999-4033 to help customers analyze their usage and identify opportunities to improve water-use efficiency.



Golden State Water and our partners offer several [programs and incentives](#) to help customers improve their water-use efficiency. Programs and incentives vary by community, and can include: water audits, rebates for high-efficiency toilets, appliances and outdoor irrigation equipment, and a landscape turf removal program*.

Customers seeking updated drought-related information, as well as resources and tools to help improve their water-use efficiency are encouraged to visit gswater.com/drought.

Reporting Water Waste

Customers wanting to report water waste in their community can file a report [online](#) or contact Golden State Water's 24-hour Customer Service Center by calling 800-999-4033.

* Golden State Water reminds customers to please "Call 811 Before You Dig," in advance of any digging to install drought-tolerant plants or remove turf, trees or other landscaping.