

## **APPENDIX O**

### **WASTE OF WATER POLICY**

Palmdale Water District is engaged in the production, transmission, storage and distribution of water to its Customers in accordance with California law.

California law prohibits the waste or unreasonable use of water and requires that the District take all appropriate actions to prevent such waste and unreasonable use of this finite resource.

Water waste includes but is not limited to:

- Application of potable water to outdoor landscapes in a manner that causes runoff.
- Failure to repair water leaks or to adjust sprinkler overspray in a timely manner.
- Hosing of hardscape surfaces, except where health and safety needs dictate.
- The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system.
- Irrigation with potable water of ornamental turf on public street medians.
- Watering of outdoor landscapes within 48 hours of measurable rainfall.
- Car washing and outside cleaning activities except when performed with buckets and automatic hose shutoff devices.
- The serving of drinking water other than upon request in eating or drinking establishments.
- Failure of operators of hotels and motels to provide guests with the option of choosing not to have towels and linens laundered daily. (The hotel or motel shall prominently display notice of this option in each guestroom.)
- Inefficient use of water for construction purposes.
- Irrigation with potable water outside of newly constructed homes and buildings not delivered by drip or microspray is prohibited.

**Categories of Water Waste:**

The District recognizes that water waste can vary significantly in severity and for this reason will classify and deal with three levels of water waste.

**Level 1 Water Waste:**

This is the least severe category of water waste which includes any violation of the Water Waste Policy and any other form of water waste that leads to minor but avoidable water loss. Examples of this would be overspray from improperly adjusted sprinklers or small leaks leading to wetting of the sidewalk.

**Penalties for Level 1 Water Waste:**

Penalties for Level 1 waste violation will be an initial warning. Failure to repair the violation will result in a \$50 fine. An additional new \$50 fine will be assessed if the follow up inspection shows that the violation is unrepaired. Follow up inspection will occur no more frequently than once every 14 days. If a Level 1 water waste violation continues unrepaired for greater than 60 days, then the District may elevate the penalties to Level 2 fines as described below.

**Level 2 Water Waste:**

This category includes any form of water waste where water is visibly and measurably flowing off the property. Examples of this would be a sheared off sprinkler or an irrigation system that is stuck on. Follow up inspection will occur no more frequently than once every 7 days.

**Penalties for Level 2 Water Waste:**

The penalties will mirror the penalties found in the Water Shortage Contingency Plan. These penalties are currently as follows:

- 1st Notice of Violation- The customer shall be notified in writing. The notice shall include a warning that further violations could result in stricter penalties.
- 2nd Notice of Violation- is punishable by a fine of up to \$50.
- 3rd Notice of Violation- is punishable by a fine of up to \$250.
- 4th Notice of Violation- is punishable by a fine of up to \$500.
- 5th Notice of Violation- may result in termination of service.

**Level 3 Water Waste:**

This category includes any form of water waste where water leaving the property appears uncontrollable or poses a threat to public safety. Examples of this would be a broken water line flowing unrestrained off the property or water leaving the property causing a public safety threat due to icing or flooding.

**Penalties for Level 3 Water Waste:**

Level 3 water waste will result in the shutdown of service until the repair has been successfully accomplished. Repeat incidences of severe water waste will mirror the penalties found in the Water Shortage Contingency Plan.

**District Process:**

1. Upon notification or observation of waste or misuse of water, the District shall:
  - (a) Make a photographic record of such activity;
  - (b) Provide notice to the Customer in writing or by means of a door tag; and
  - (c) Log the warning on the Customer's service record.
  
2. In the event of a recurring violation, the District shall:
  - (a) Assess the appropriate fine upon the Customer for each notification of violation occurring after the warning has been given;
  - (b) Give notice to the Customer in writing that if such waste or misuse continues, the Customer may be subject to increased penalties up to and including disconnection of service.
  
3. Upon determination that a violation is still unresolved and a final notice needs to be issued, the District shall:
  - (a) Give written notice to the Customer that disconnection of the service will occur within five (5) working days of the date of the notice;
  - (b) Disconnect the Customer's service after the appropriate time has been allotted; and
  - (c) Charge the Customer a disconnection charge for waste or misuse of water as set forth in Appendix D and a turn-on fee as set forth in Appendix D if service is later restored. Service will be restored only when the Customer has provided evidence satisfactory to the District that waste and unreasonable use of water will no longer occur.

The District recognizes that there may be mitigating or intervening circumstances that bear upon a Customer's apparent misuse of water. Upon receipt of any notice regarding purported misuse or waste of water, the Customer shall have five (5) working days within which to file a written request for reconsideration with the General Manager. If the Customer is not satisfied with the General Manager's decision, the Customer shall have fifteen (15) days after the General Manager's decision within which to file a written appeal with the Board. The Board shall conduct a hearing on the appeal at the next Board meeting immediately following the appeal. The Board's decision following such hearing shall be final and conclusive.

ADOPTED BY THE BOARD OF DIRECTORS OF PALMDALE WATER DISTRICT AT A REGULAR MEETING HELD OCTOBER 11, 2017