

**WATER WASTE PROHIBITION AND WATER SHORTAGE PLAN
PROPOSED ORDINANCE PROVISIONS**

Section I. Title:

This chapter will be known as the City of Pasadena Water Waste Prohibition and Water Shortage Plan

Section II. Findings:

- a. A reliable minimum supply of potable water is essential to the public health, safety and welfare of the people and economy of Pasadena and the southern California region.
- b. Southern California is a semi-arid region and is largely dependent upon imported water supplies. A growing population, climate change, environmental concerns and other factors in other parts of the state and western United States make the region highly susceptible to water supply reliability issues.
- c. Careful water management that includes active water conservation measure not only in times of drought, but at all times, is essential to ensure a reliable minimum supply of water to meet current and future water supply needs.
- d. Article X, Section 2 of the California Constitution declares that the general welfare requires that water resources be put to beneficial use, waste or unreasonable use or unreasonable method of use of water be prevented and conservation of water be fully exercised with a view to the reasonable and beneficial use thereof.
- e. Article XI, Section 7 of the California Constitution declares that a city or county may make and enforce within its limits all local, police, sanitary and other ordinances and regulations not in conflict with general laws.
- f. California Water Code Section 375 authorizes water suppliers to adopt and enforce a comprehensive water conservation program to reduce water consumption and conserve supplies.
- g. The adoption and enforcement of a water conservation and supply shortage program is necessary to manage the City of Pasadena's potable water supply in the short and long-term and to avoid or minimize the effects of drought and shortage within the City of Pasadena and its service territory. Such program is essential to ensure a reliable and sustainable minimum supply of water for the public health, safety and welfare.

Section III. Declaration of Purpose and Intent:

- a. The purpose of this chapter is to establish a water conservation and supply shortage program that will reduce water consumption within the City of Pasadena

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and its service territory through conservation, enable effective water supply planning, assure reasonable and beneficial use of water, prevent waste of water and maximize the efficient use of water within the City of Pasadena and its service territory to avoid and minimize the effect and hardship of water shortage to the greatest possible extent.

- b. This chapter establishes permanent water waste conservation standards intended to alter behavior related to waste use efficiency at all times and further establishes four levels of water supply shortage response actions to be implemented during times of declared water shortage or declared water shortage emergency, with increasing restrictions on water use in response to worsening drought or emergency conditions and decreasing supplies.

Section IV. Definitions:

- a. The following words and phrases whenever used in this chapter have meaning defined in this section:
 - 1. "Person" means any individual person or persons, corporation, public or private entity, governmental agency or institution, including all agencies and departments of the City of Pasadena, or any other user of water provided by the department.
 - 2. "Department" means the City of Pasadena Water and Power Department.
 - 3. "Landscape irrigation system" means an irrigation system with pipes, hoses, spray heads, or sprinkling devices that are operated by hand or through an automated system.
 - 4. "Large landscape areas" means a lawn, landscape, or other vegetated area, or combination thereof, equal to or greater than one (1) acre of irrigable land.
 - 5. "Single pass cooling systems" means equipment where water is circulated only once to cool equipment before being disposed.
 - 6. "Potable water" means water which is suitable for drinking.
 - 7. "Recycled water" means the reclamation and reuse of non-potable water for beneficial use as defined in Title 22 of the California Code of Regulations.
 - 8. "Billing unit" means the unit of water used to apply water rates for purposes of calculating water charges for a person's water usage and equals one hundred cubic feet (HCF) or 748 gallons.

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Section V. Application:

- a. The provisions of this chapter apply to any person in the use of any potable water provided by the Department.
- b. The provisions of this chapter do not apply to uses of water necessary to protect public health and safety or for essential government services, such as police, fire and other similar emergency services.
- c. The provisions of this chapter do not apply to the use of recycled water.
- d. The provisions of this chapter do not apply to the use of water by commercial nurseries and commercial growers to sustain plants, trees, shrubs, crops or other vegetation intended for commercial use.
- e. This chapter is intended solely to further the conservation and efficient use 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 jurisdiction or Regional Water Quality Control Board for information on any storm water ordinances and storm water management plans.

Section VI. Permanent Water Conservation Requirements – Prohibition against Waste:

The following water conservation requirements are effective at all times and are permanent. Violations of this section will be considered waste and an unreasonable use of water.

- a. **Limits on Watering Hours:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited between the hours of 9:00 a.m. and 6:00 p.m. on any day, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
- b. **No Watering during Periods of Rain:** Watering or irrigating of lawn, landscape or other vegetated area during periods of rain is prohibited.
- c. **No Excessive Water Flow or Runoff :** Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch is prohibited.
- d. **No Washing Down Hard or Paved Surfaces:** Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except where necessary to alleviate safety or sanitary hazards and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a water shut-off nozzle or device, a low-volume,

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high-pressure cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom.

- e. **Obligation to Fix Leaks, Breaks or Malfunctions:** Excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing, or distribution system for any period of time after such escape of water should have reasonably been discovered and corrected and in no event more than seven (7) day of receiving notice from the Department, is prohibited.
- f. **Re-circulating Water Required for Water Fountains and Decorative Water Features:** Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.
- g. **Limits on Washing Vehicles:** Using potable water to wash a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not is prohibited, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.
- h. **Drinking Water Served Upon Request Only:** Eating or drinking establishments, including but not limited to a restaurant, hotel, café, cafeteria, bar or other public place where food and drinks are sold, served or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.
- i. **Restaurants Required to Use Water Conserving Dish Wash Spray Valves:** Food preparation establishments, such as restaurants, cafes and cafeterias, are prohibited from using non-water conserving dish wash spray valves.
- j. **Commercial Lodging Establishments Must Provide Guests Option to Decline Daily Linen Services:** Hotels, motels and other commercial lodging establishments must provide customers the option of not having towels and linens laundered daily. Commercial lodging establishment must prominently display notice of this option in each bathroom using clear and easily understood language.
- k. **No Installation of Single Pass Cooling Systems:** Installation of single pass cooling systems is prohibited in buildings requesting new water service.
- l. **No Installation of Non-recirculating equipment in Commercial Car Wash and Laundry Systems:** Installation of non-recirculating water systems is prohibited in new commercial conveyor car wash and new commercial laundry systems.
- m. **Commercial Car Wash Systems:** Effective on July 1, 2011, all commercial conveyor car wash systems must have installed operational re-circulating water systems or must have secured a waiver of this requirement from the City of Pasadena.

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Section VII. Water Shortage Plan Implementation:

The Department shall monitor and evaluate the projected supply and demand for water by its customers. In the event of a water shortage, the Department shall recommend to the City Council such water shortage plan or plans as provided in this chapter which permit the Department to prudently plan for and supply water to its customers. Prior to implementation of a water shortage plan as provided in this chapter, the City Council shall hold a public hearing for the purposes of determining: (i) whether a water shortage exists; (ii) the Water Conservation Target that will be used for the purposes of calculating Water Shortage Rates; and, (iii) which Level of Water Supply Shortage as provided in this chapter which it deems appropriate to address the water shortage. Notice of the time and place of said public hearing shall be published not less than 10 days before the hearing in a newspaper of general circulation within the city. The City Council may, upon finding that a water shortage exists, order implementation of such water shortage plan or plans as provided in this chapter which it deems appropriate to address the water shortage. Said order shall be made by public proclamation and shall become effective immediately upon such publication. At any time during the water shortage period, the city council may discontinue any plan or may implement another plan as provided in this chapter. Upon a finding by the City Council that a water shortage no longer exists, any water shortage plan then in effect shall terminate.

Section VIII. Level 1 Water Supply Shortage:

- a. A level 1 Water Supply Shortage exists when the City Council determines in its sole discretion, that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by the City Council of a Level 1 Water Supply Shortage condition, the Department will implement the mandatory Level 1 conservation measures identified in this section.
- b. **Additional Water Conservation Measures:** In addition to the prohibited uses of water identified in Section VI, the following water conservation requirements apply during a declared Level 1 Water Supply Shortage:
 1. **Limits on Watering Days:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to three (3) days per week from April 1 through October 31, and no more than one (1) day per week from November 1 through March 31, on a schedule established and posted by the Department. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a

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water shut-off nozzle or device or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification by the Department, unless other arrangements are made with the Department.

Section IX. Level 2 Water Supply Shortage:

- a. A level 2 Water Supply Shortage exists when the City Council determines in its sole discretion, that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by the City Council of a Level 2 Water Supply Shortage condition, the Department will implement the mandatory Level 2 conservation measures identified in this section.
- b. **Additional Water Conservation Measures:** In addition to the prohibited uses of water identified in Section VI and VII, the following water conservation requirements apply during a declared Level 2 Water Supply Shortage:
 1. **Limits on Watering Days:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to two (2) days per week from April 1 through October 31, and no more than one (1) day per week from November 1 through March 31, on a schedule established and posted by the Department. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a water shut-off nozzle or device or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
 2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks or other malfunctions in the water user's plumbing or distribution system must be repaired within forty-eight (48) hours of notification by the Department unless other arrangements are made with the Department.
 3. **Limits on Filling Ornamental Lakes or Ponds:** Filling or re-filling ornamental lakes or ponds is prohibited, except to the extent needed to sustain aquatic life, provided that the animals have been actively managed within the water feature prior to declaration of a supply shortage level under this ordinance.

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4. **Limits on Washing Vehicles:** Using potable water to wash or clean a vehicle, including but not limited to; any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not, is prohibited except by use of a hand-held hose equipped with a self-closing water shut-off nozzle or device, by high pressure/low volume wash systems, or at a commercial car washing facility that utilizes a re-circulating water system to recapture or reuse water.

Section X. Level 3 Water Supply Shortage:

- a. A level 3 Water Supply Shortage exists when the City Council determines in its sole discretion, that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by the City Council of a Level 3 Water Supply Shortage condition, the Department will implement the mandatory Level 3 conservation measures identified in this section.
- b. **Additional Water Conservation Measures:** In addition to the prohibited uses of water identified in Section VI, VIII and IX, the following water conservation requirements apply during a declared Level 3 Water Supply Shortage:
 1. **Limits on Watering Days:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to one (1) day per week on a schedule established and posted by the Department. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a water shut-off nozzle or device or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
 2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks or other malfunctions in the water user's plumbing or distribution system must be repaired within thirty-six (36) hours of notification by the Department, unless other arrangements are made with the Department.

Section XI. Level 4 Water Supply Shortage – Emergency Condition:

- a. A level 4 Water Supply Shortage condition is also referred to as an "Emergency" condition. A Level 4 condition exists when the City Council declares a water shortage emergency and notifies its residents and businesses that a significant reduction in consumer demand is necessary to maintain sufficient water supplies for public health and safety. Upon the declaration by the City Council of a Level 4 Water

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Supply Shortage condition, the Department will implement the mandatory Level 4 conservation measures identified in this section.

- b. **Additional Water Conservation Measures:** In addition to the prohibited uses of water identified in Section VI, VIII, IX and X, the following water conservation requirements apply during a declared Level 4 Water Supply Shortage Emergency:
1. **No Watering or Irrigating:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to the following categories of use, unless the Department has determined that recycled water is available and may be applied to the use:
 - i. Maintenance of vegetation including trees and shrubs, or vegetation intended for consumption, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a self-closing shut-off nozzle or device;
 - ii. Maintenance of existing landscape necessary for fire protection;
 - iii. Maintenance of existing landscape for soil erosion control;
 - iv. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
 - v. Maintenance of landscape within active public parks and playing fields, school grounds, golf course green and day care centers, provided that such irrigation does not exceed two (2) days per week according to the schedule established in Section VIII(b)(1).
 - vi. Actively irrigated environmental mitigation projects.
 2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty-four (24) hours of notification by the Department, unless other arrangements are made with the Department.
 3. **Limits on Filling Residential Swimming Pools & Spas:** Refilling of more than one foot and initial filling of residential swimming pools or outdoor spas with potable water is prohibited.
 4. **No New Potable Water Service:** Upon declaration of a Level 4 Water Supply Shortage Emergency condition, no new potable water service will be provided, no new temporary meters or permanent meters will be provided and no statements of immediate ability to serve or provide potable water service (such

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as; will-serve letters, certificates or letters of availability) will be issued, except under the following circumstances:

- i. A valid, unexpired building permit has been issue for the project; or
- ii. The project is necessary to protect the public health, safety and welfare; or
- iii. 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 the Department.

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

5. **Discontinue Service:** The Department, in its sole discretion, may discontinue service to consumers who willfully violate provisions of this section.
6. **No New Annexations:** Upon the declaration of a Level 4 Water Supply Shortage Emergency condition, the City Council will suspend consideration of annexations to its service area. This subsection does not apply to boundary corrections and annexations that will not result in any increased use of water.

Section XII. Customer Water Conservation Reports:

The Department may, by written request, require all customers using 25,000 billing units per calendar year or more to submit a water conservation plan and to submit quarterly progress reports on such plan. The conservation plan must include recommendations for increased water savings and the reports must include progress to date on implementation of such recommendations.

Section XIII. Hardship Waiver

- a. **Undue and Disproportionate Hardship:** If, due to unique circumstances, a specific requirement of this chapter would result in undue hardship to a person using water or to property upon which water is used, this disproportionate to the impacts to water users generally or to similar property or classes of water users, then the person may apply for a waiver to the requirements as provided in this section.
- b. **Written Finding:** The waiver may be granted or conditionally granted only upon a written finding of the existence of facts demonstrating an undue hardship to a person using water or to property upon which water is used, this is disproportionate to the impacts to 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 for Waiver:** Application for a waiver from provisions described in Sections VI, VIII, IX, X and XI, must be filed in accordance with procedures set by the Department deemed necessary to resolve such application for waiver. In

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determining whether to grant a waiver and the nature of that waiver, all factors relevant to the customer's water usage will be taken into consideration. A processing fee for such applications may be established offset process costs incurred by the Department and to discourage frivolous or unwarranted applications.

2. **Supporting Documentation:** The application must be accompanied by photographs, maps, drawings and any other relevant information, including a written statement of the applicant.
3. **Required Findings for Waiver:** An application for a waiver will be denied unless the Department or its Agent 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 Department, all of the following:
 - i. That the waiver does not constitute a grant of special privilege inconsistent with the limitations upon other residents and businesses;
 - ii. That because of special circumstances applicable to the property or its use, the strict application of this chapter would have a disproportionate impact on the property or use that exceeds the impacts to residents and businesses generally;
 - iii. That the authorizing of such waiver will not be of substantial detriment to adjacent properties and will not materially affect the ability of the City of Pasadena to effectuate the purpose of this chapter and will not be detrimental to the public interest; and
 - iv. That the condition or situation of the subject property or the intended use of the property for the waiver is sought is not common, recurrent or general in nature.
4. **Approval Authority:** The General Manager (*or designee*) of the Department must act upon any completed application no later than ten (10) days after submittal and may approve, conditionally approve or deny the waiver. The applicant requesting the waiver must be promptly notified in writing of any action taken. Unless specified otherwise at the time a waiver is approved, the waiver will apply to the subject property during the period of the mandatory water supply shortage condition. The decision of the General Manager (*or designee*) will be final.

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Section XIV. Violations and Penalties – water meters less than 1-1/2”:

- a. **Violation:** It shall be a violation to fail to comply with any of the provisions of the ordinance
- b. **Penalties:** Monetary penalties imposed under this section shall be collected by adding the same to the customer’s water bill and shall be payable at the same time and in the same manners as such bills or by such other method of collection and payment as established by the Department. Penalties for failure to comply are as follows:
 1. **First Violation:** The Department will issue a written notice of violation and deliver a copy of this ordinance by mail. Said notice shall contain, in addition to the facts of the violation, a statement of the possible penalties for each violation and a statement informing the customer of his right to a hearing on the merits of the alleged violation. Notice of violation shall be sent through regular mail to the address at which the customer is billed by the Department.
 2. **Second Violation:** A second violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed one hundred dollars (\$100).
 3. **Third Violation:** A third violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed two hundred dollars (\$200).
 4. **Fourth Violation:** A fourth violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed three hundred, fifty dollars (\$350).
 5. **Fifth and Subsequent Violations:** A fifth and any subsequent violation is punishable by a fine not to exceed five hundred (\$500).
 - i. **Water Flow Restrictor:** In addition to any fines, the Department may install a water flow restrictor device of approximately one gallon per minute capacity for services up to one and one-half meter size and comparably sized restrictors for larger services after written notice of intent to install a flow restrictor for a minimum of forty eight (48) hours.
 6. **Discontinuing Service:** In addition to any fines and the installation of a water flow restrictor, the Department may disconnect a customer’s water service for willful violations of mandatory restrictions in this chapter.

Section XV. Violations and Penalties – water meters 1-1/2” or larger:

- a. **Violation:** It shall be a violation to fail to comply with any of the provisions of the ordinance.

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- b. **Penalties:** Monetary penalties imposed under this section shall be collected by adding the same to the customer's water bill and shall be payable at the same time and in the same manners as such bills or by such other method of collection and payment as established by the Department. Penalties for failure to comply are as follows:
1. **First Violation:** The Department will issue a written notice of violation and deliver a copy of this ordinance by mail. Said notice shall contain, in addition to the facts of the violation, a statement of the possible penalties for each violation and a statement informing the customer of his right to a hearing on the merits of the alleged violation. Notice of violation shall be sent through regular mail to the address at which the customer is billed by the Department.
 2. **Second Violation:** A second violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed two hundred dollars (\$200).
 3. **Third Violation:** A third violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed four hundred dollars (\$400).
 4. **Fourth Violation:** A fourth violation within the preceding twelve (12) calendar months is punishable by a fine not to exceed seven hundred dollars (\$700).
 5. **Fifth and Subsequent Violations:** A fifth and any subsequent violation is punishable by a fine not to exceed one thousand (\$1,000).
 - i. **Water Flow Restrictor:** In addition to any fines, the Department may install a water flow restrictor device of approximately one gallon per minute capacity for services up to one and one-half meter size and comparably sized restrictors for larger services after written notice of intent to install a flow restrictor for a minimum of forty eight (48) hours.
 6. **Discontinuing Service:** In addition to any fines and the installation of a water flow restrictor, the Department may disconnect a customer's water service for willful violations of mandatory restrictions in this chapter.

Section XVI. Cost of Flow Restrictor and Disconnecting Service:

A person or entity that violates this ordinance is responsible for payment of the Department's charges for installing and/or removing any flow restricting device and for disconnecting and/or reconnecting service per the Department's schedule of charges in effect. The charge for installing and/or removing any flow restricting device must be paid to the Department before the device is removed. Nonpayment will be subject to the

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same remedies as nonpayment of basic water service billing. This applies to both Section XIV and Section XV.

Section XVII. Notice and Hearing:

- a. The Department will issue a Notice of Violation by mail or personal delivery at least ten (10) days before taking enforcement action. Such notice must describe and provide evidence of the violation and the date by which corrective action must be taken. A customer may appeal the Notice of Violation by filing a written notice of appeal with the Department no later than the close of business on the day before the date scheduled for enforcement action. Any Notice of Violation not appealed within the allotted time period will be final. Upon receipt of a timely appeal, a hearing on the appeal will be scheduled and the Department will mail written notice of the hearing date to the customer at least ten (10) days before the date of the hearing.
- b. Pending a receipt of a written appeal or pending a hearing pursuant to an appeal, the Department may take appropriate steps to prevent the unauthorized use of water as appropriate to the nature and extent of the violations and the current declared water Level condition.

Section XVIII. Severability:

If any section, subsection, sentence, clause or phrase in this chapter is for any reason held invalid, the validity of the remainder of the chapter will not be affected. The City Council hereby declares it would have passed this chapter and each section, subsection, sentence, clause or phrase thereof irrespective of the fact that one or more sections, subsections, sentences, clauses or phrases or is declared invalid.

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Proposed Water Conservation Group Staffing

Water Conservation Program Manager (MA V level) – Overall program management, internal & MWD interface, PR, interdepartmental coordination, manage contractors

Water Conservation Program Analyst (MA II or Program Coordinator III) Usage/customer analysis; conservation program design, development, and implementation; water audit coordination/analysis; IRP/UWMP support (demand-side water supply and conservation), etc.

Water Conservation Program Support 1 FTE (SA II/III or Program Coordinator I) - Reporting, data management, rebate coordination, events, classes, enforcement processing and activities, phone support, water waste hotline support

Field Enforcement 2-3 FTE's permanent and/or limited-duration FTE's for water waste enforcement. If permanent, these could be trained to perform simple water and power audits and other program assistance

Potential alternative field enforcement resources:

- Meter Services – Field Crews
- Code compliance (*note: 2 positions have been defunded for FY2010 – we could fund these*)
- Parking enforcement

Additional PWP Staffing Requirements

Billing Department: Add (1) CSRI FTE – phone support for influx of calls due to rate changes, water restrictions and processing of violation notices.

Additional Resources

Arbitrator: Independent party(s) appointed to hear and rule on water waste violation appeals – contract resource or volunteer position

Other associated program/enforcement costs include:

- 2 New Vehicles for field support
- Digital Cameras for field staff
- Outreach, advertising, events
- Printing/mailing – water shortage and water waste prohibition notification, violation notices