

## Postwood MUD's Conservation and Drought Management Policy

PROGRAM	LONG TERM	CONDITION I
<b>1. TRIGGER CONDITIONS</b>	Permanent conservation measures put into place to protect our most valuable resource. The goal is to avoid the need to implement drought condition restrictions.	Water use from District's well is @ 70% of capacity for a 24 hour period. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.
<b>2. NOTIFICATION</b>	Notification of water restrictions in times of drought or emergency situations in MUD newsletter.	Special letter mailed to all customers &/or notification posted at all entrances to District. End of condition posted at all entrances and notice on bill.
<b>3. EDUCATION / COMMUNICATIONS</b>		
<b>Welcome Package (distributed to new customers)</b>	New customers receive water step rates and conservation tips.	New customers also receive information on drought plan, restrictions, penalties, and current condition.
<b>District Newsletter / Mail Outs (with or w/out bill)</b>	Publish newsletter at least annually - include conservation tips. Also include conservation tips on bills and mail out additional conservation material periodically to customers.	Mail out drought condition steps including restrictions & penalties. Also distribute conservation recommendations, may be in the form of a conservation brochure.
<b>High Users (Top 20% of residential water users and commercial customers who use 40% or more over their base.)</b>	Hand out or mail to high users or those customers requesting information: brochures on conservation, water leak detection, and toilet leak tablets.	Hand out or mail to high users or those customers requesting information: brochures on conservation, retrofit benefits, water leak detection, and toilet leak tablets.
<b>4. CONSERVATION RATES</b>	Conservation rates established Sept. 1994 increased step prices in 1999. Top residential step is \$4.50 at 23,001 gals. Goal is for customers to be aware of their water usage & practice conservation.	Review rates for effectiveness. Compare current GPCD with base months and previous years.
<b>5. WATER ACCOUNTABILITY Goal: 98% plus</b>	Monitor no consumption list & replace meter when appropriate. Continual meter replacement at 1.8 million gallons. Master meter and commercial meter test & recalibrate annually.	Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 96%.
<b>Leak Repair Goals</b>	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 7 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 7 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.
<b>6. RESTRICTIONS &amp; TARGETS</b>	<b>LONG TERM</b>	<b>CONDITION I</b>
<b>TARGETS</b>	<b>Goal is to match or reduce 2004 total gpcd of 74.70 with summer to base residential water use of 1.27 (2004 was a wet year.)</b>	<b>Calculate current summer to base residential water use and work to reduce it to 1.4 or less.</b>
<b>OUTDOOR WATER USE</b>		
<b>2004 summer gpcd 81.68</b>		
<b>Residential .....outdoor watering</b>	Educate proper watering of lawns, plants and trees. Encourage use of mulch & drought tolerant plantings. Reinforce with conservation rates.	<b>Voluntary: Max 2 x wk</b> , only between 10 pm & 6 am: <i>Sect 1, 3, Glen, Oaks, &amp; Green on Wed. &amp; Sat.</i> <i>Sect. 4 &amp; Sunbury on Thurs. &amp; Sun.</i> Can extend time to 10 am as long as hose is held in hand.
<b>Commercial / Tax-exempt .....outdoor watering</b>	Encourage proper watering and outdoor use with conservation rates.	<b>Mandatory:</b> Water limited to once a week - between 10 pm & 6 am Mondays.
<b>Car Washing</b>	Educate and encourage the using of sprayers & buckets when washing vehicle. <b>Commercial car wash must always recycle water.</b>	<b>Mandatory:</b> Non-commercial car washing must be done with a sprayer &/or bucket. Commercial car wash must always recycle water.
<b>Pools, Spas, Fountains, &amp; Ponds</b>	Educate & encourage recirculation of water and good pool management with conservation rates.	<b>Mandatory:</b> No filling of pools, spas, fountains, or ponds but topping off is OK. Fountains must be recirculating - not using additional water.
<b>INDOOR WATER USE</b>		
<b>2004 base gpcd 64.22</b>		
<b>Toilets</b>	Low flow & toilet displacement device information included with welcome pkg. & periodically distributed. Show both water and dollar savings.	Distribute leak detection tablets, information on low flow toilets, repairing leaking toilets and new low flow toilets. Show water and dollar savings.
<b>Showers, Sink Aerators Clothes, &amp; Dish Washers</b>	Educate the water savings w/ low flow aerators and good usage methods. Sponsor the "Learning to be Water Wise & Energy Efficient" program so 5th graders receives low flow fixtures for their home.	Distribute conservation material with newsletters and mail outs.
<b>CUSTOMER LEAKS</b>	Encourage quick repairs of leaks w/ conservation rates. Provide brochures & toilet tablets. Require visible customer leaks to be repaired.	Require visible customer leaks to be repaired. Noncompliance may result in termination of service.
<b>7. PENALTIES</b>	<b>LONG TERM</b>	<b>CONDITION I</b>
<b>Courtesy Warning (observed or reported by non-district individual)</b>	Conservation rates are designed to make all customers aware of their water usage monthly. The goal is to encourage customers to voluntarily use water wisely.	The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
<b>First Warning (must be observed by operator, Director, or District Representative)</b>		Violations will be handled w/ verbal or written warnings, (left on door) from the operator &/or Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
<b>2nd Violation (must be observed by operator, Director, or District Representative)</b>		Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.
<b>Final Citation (must be observed by operator, Director, or District Representative)</b>		Violator's' water service will be disconnected. Water service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.

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CONDITION II	CONDITION III	CONDITION IV
Water use from District's well is @ 80% of capacity for a 24 hour period. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.	Water use from District's well is @ 90% of capacity for a 24 hour period. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.	Water use from District's well is @ 95% of capacity for a 24 hour period. In addition, the Board can invoke these conditions based on problems in the distribution system, water quality, or any other criteria the Board believes is prudent.
Special letter mailed to all customers & notification posted at all entrances to District. End of condition posted at all entrances and notice on bill.	Special letter mailed to all customers & notification posted at all entrances to District. Conduct special community meeting to explain current situation. End of condition posted at all entrances & on bill.	Special letter mailed or hand delivered to all customers & or notification posted at all entrances to District. Conduct special community meeting to explain current situation. End of condition posted at all entrances.
New customers also receive information on drought plan, restrictions, penalties, and current condition.	New customers both receive information explaining drought plan, restrictions, penalties, and current condition plus customer service rep. explains drought information.	New customers both receive information explaining drought plan, restrictions, penalties, and current condition plus customer service rep. explains drought information.
Mail out drought condition steps including restrictions & penalties. Also distribute conservation recommendations, may be in the form of a conservation brochure.	Mail out drought condition steps including restrictions & penalties. Also distribute conservation recommendations, may be in the form of a conservation brochure.	Hand deliver drought condition steps including restrictions & penalties. Also distribute conservation recommendations, may be in the form of a conservation brochure.
Hand out or mail to high users or those customers requesting information: brochures on conservation, retrofit benefits, water leak detection, and toilet leak tablets.	Hand out or mail to high users information comparing their usage to the base and to the average user in District. Also, offer free water audits.	Operator perform water audit for all willing high-end users. Operator to pay on-site visit to every commercial account using over their base.
Review & possible revise rates in light of current conditions & their effectiveness in encouraging conservation.	Review & possible revise rates in light of current conditions & their effectiveness in encouraging conservation.	Review & possible revise rates in light of current conditions & their effectiveness in encouraging conservation.
Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 96%..	Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 96%.	Continue "Long Term" action plus conduct leak detection effort if and when water accountability dips below 96%.
<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 5 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 4 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.	<i>Tap line leaks (minor leaks)</i> : investigated & repairs made w/in 3 work days. <i>Main line breaks</i> : water cut off w/in 1 hr. of notification & repairs made w/in 6 hrs.
CONDITION II	CONDITION III	CONDITION IV
<b>Calculate current summer to base residential water use and work to reduce it to 1.3 or less. Commercial accounts use no more than 20% more than their base. (School uses lowest month when in session.)</b>	<b>Calculate current summer to base residential water use and work to reduce it to 1.2 or less. Commercial accounts use no more than 15% more than their base. (School uses lowest month when in session.)</b>	<b>Calculate current summer to base residential water use and work to reduce it to 1.1 or less. Commercial accounts use same as their base. (School uses lowest month when in session.)</b>
<b>Mandatory: Max 1 x wk, only between 10 pm &amp; 6 am: Sect 1,3, Glen, Oaks, &amp; Green on Wed. Sect. 4 &amp; Sunbury on Thurs.</b> Can extend time to 10 am as long as hose is held in hand.	<b>Mandatory: Max 1 x wk, only between 9 pm &amp; 8 am WITH HOSE HELD IN HAND ONLY -</b> Sect 1,3, Glen, Oaks, & Green on Wed. Sect. 4 & Sunbury on Thurs. <b>NO use of sprinklers or irrigation systems</b>	<b>Mandatory: NO outdoor watering or any other outdoor water use, even for kids playing.</b>
<b>Mandatory:</b> Sprinkler / irrigation watering suspended on esplanades, community grounds or any commercial areas. <b>Watering may done on Monday only, from 6 am to 10 am as long as hose is held in one's hand.</b>	<b>Mandatory:</b> Sprinkler / irrigation watering suspended on esplanades, community grounds or any commercial areas. <b>Watering may done on Monday only, from 6 am to 10 am as long as hose is held in one's hand.</b>	<b>Mandatory: NO outdoor watering or any other outdoor water use, even for kids playing.</b>
<b>Mandatory:</b> Non-commercial car washing must be done with a sprayer &/or bucket. Commercial car wash must recycle water.	<b>Mandatory:</b> Only car washing in District at commercial entities that recycle water.	<b>Mandatory:</b> No car washing permitted including commercial.
<b>Mandatory:</b> No filling of pools &/or spas. Topping off is OK. Fountains must be recirculating - not using additional water.	<b>Mandatory:</b> No filling pools, spas, fountains, or ponds. No topping off of pools, spas, fountains, or ponds. Only exception, association pools may be topped off. Fountains must be recirculating.	<b>Mandatory:</b> No filling pools, spas, fountains, &/or ponds. No topping off of pools or spas, including community pools.
Distribute information on displacement devices, repairing leaking toilets and new low flow toilets. Show both water and dollar savings.	Continue w/education and consider retrofit program. Evaluate a retrofit program.	Continue w/education and evaluate a retrofit program.
Continue to encourage retrofit of faucets, shower heads, and toilets by communicating not only water savings but also dollar savings.	Distribute conservation material with newsletters and mail outs. Explain cost & water savings by retrofitting. Evaluate a retrofit program.	Continue educating plus evaluate cost / water savings for retrofit program. Evaluate a retrofit program.
Require visible customer leaks to be repaired. Noncompliance may result in termination of service.	Require visible customer leaks to be repaired. Conduct residential leak detection starting with the top 20% of water users.	Conduct residential leak detection starting with the top 20% of water users.
CONDITION II	CONDITION III	CONDITION IV
The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation tips will also be given or sent w/in a week.	The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation tips will also be given or sent w/in a week.	The suspected reported offender will be sent or given letter stating they have been observed violating restriction. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
Violations will be handled w/verbal or written warnings, (left on door) from the operator &/or Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.	Violations will be handled w/ verbal or written warnings, (left on door) from the operator &/or a Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.	Violations will be handled w/verbal or written warnings, (left on door) from the operator &/or a Director. A copy of restrictions & conservation recommendations will also be given or sent w/in a week.
Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.	Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.	Violators will be subject to a written citation &/or disconnection, including all disconnect penalties. Water conservation material will be given if requested.
Violator's water service will be disconnected. Water service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.	Violator's water service will be disconnected. Water service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.	Violator's water service will be disconnected. Service will not be resumed until all penalties have been paid & the violator has signed a copy of the restrictions acknowledging full knowledge of said restrictions.