



Since 1910

Western Heights Water Company

WESTERN HEIGHTS WATER COMPANY
Abridged Water Shortage Contingency Plan

May 2023

1.0 Water Shortage Contingency Plan

Water supplies may be interrupted or reduced significantly in a number of ways, such as a drought which limits supplies, an earthquake which damages delivery or storage facilities, or a regional power outage. This section focuses on water shortage contingency planning for Western Heights Water Company.

TABLE 1-1 WATER SHORTAGE CONTACT

Western Heights Water Contacts

Name/Title	Phone Number	Email
Mark Iverson/General Manager	(951) 206 - 1567	M.Iverson@westernheightswater.org
Debbie Patrick/Office Manager	(909) 519 - 8552	D.Patrick@westernheightswater.org
Bill Brown/Superintendent	(909) 478 - 4249	W.Brown@westernheightswater.org
Brooke Shorey/Assistant Engineer	(909) 712 - 2940	B.Shorey@westernheightswater.org

Local Public Safety Partner Contacts

Name/Title	Phone Number	Address
Ted Burton's Underground	(951) 769 - 0647	244 Maple Ave., Beaumont
Don Peterson Contracting, Inc.	(888) 858 - 3724	1833 Diamond St. #102, San Marcos

State and Local Emergency Contacts

Name/Title	Phone Number	Address
CalMutuals	(714) 449 - 8403	1370 N Brea Blvd. #132, Fullerton

*CalMutuals is the reporting agency for WHWC. CalMutuals will put WHWC in contact with state and local officials when necessary, in a shortage emergency.

Regional Water Groups/Mutual Aid Network Contacts

Name/Title	Phone Number	Address/Email
CalMutuals	(714) 449 - 8403	1370 N Brea Blvd. #132, Fullerton
CalWARN	(619) 375 - 6226	ezuniga@otaywater.gov
Yucaipa Valley Water District	(909) 797 - 5117	12770 2 nd St., Yucaipa
City of Redlands Water	(909) 798 - 7516	35 Cajon St. #15a, Redlands

1.1 Coordinated Planning

Disasters, such as earthquakes, can and will occur without notice. In order to minimize confusion and service interruptions, Western Heights has developed an emergency plan. This emergency plan provides guidelines for actions to be undertaken by personnel during an emergency.

In an emergency, personnel are required to meet at a reporting location for the assignment of duties. Personnel who are unable to report because of downed structures or other obstacles are authorized by the company to offer their services to local water providers if those providers are also experiencing an emergency. Once damages have been identified, the plan provides for the dispatch of repair personnel. In cases where water service is diminished due to such emergencies, the company has the option of notifying the public through press releases, company web site, flyers, and telephone depending on the severity of the emergency.

1.2 Stages of Action to Respond to Water Shortages

In order to minimize the social and economic impact of water shortages, the company will manage water supplies prudently. As the shortages become evident to the General Manager, the General Manager will stay in contact with the Board of Directors. Shortages may evoke a stage at any time. The four-stage rationing plan to be undertaken by the Company in response to water supply shortages is listed in table 1-2 and is described in the “Water Conservation Provisions of stages 2, 3 and 4.

Table 1-2
WATER CONSERVATION PROVISIONS

Stage	Percent Shortage	Conservation Measures	Expected Overall Reduction
1	Normal	Voluntary	10%
2	10% to 25%	Voluntary/Mandatory	25%
3	25% to 35%	Mandatory	35%
4	35% to 50%	Mandatory	50%+

1.3 Stage 1 – Normal Conditions

During times of normal supply, it is recommended that water conservation be practiced within the home or business to prevent the waste of unreasonable use of water. These include, but are not limited to, the following:

- No water shall be used to clean, fill, operate or maintain levels in decorative fountains unless the water is part of a recycling system.
- Leaking plumbing fixtures shall be repaired in a timely manner so as to not waste water.
- Water use which results in flooding or run-off should be prevented and controlled.
- The use of sprinklers for any type of irrigation during high winds is prohibited.

1.4 Stage 2 – Water Alert Conditions

In addition to the prohibitions contained in Stage 1, Stage 2 includes, but is not limited to, the following:

- The washing of automobiles, trucks, trailers, boats, and other mobile equipment is prohibited unless done with a hand held device equipped with an automatic shut off trigger nozzle. This does not apply to commercial car washes utilizing a recycling system or when the health and safety of the public is affected by such actions.
- Commercial nurseries shall water only between 11 P.M. and 6 A.M. using hand held devices or drip irrigation.
- School grounds shall prevent run-off from irrigation activities
- All publicly owned lawns and landscape shall prevent run-off from irrigation activities.
- All residential lawn watering shall prevent run-off from irrigation activities.
- There shall be no washing of driveways or sidewalks.
- Irrigation limited to crops presently planted.
- All restaurants prohibited from serving water to their customers except upon specific request.

1.5 Stage 3 – Water Warning Conditions

Stage 3 includes, but is not limited to, the following aspects, in addition to the prohibitions and actions under Stage 2:

- Commercial nurseries shall water only between 11 P.M. and 6 A.M. using hand held devices or drip irrigation. Consumption shall be reduced by a minimum of 35%.
- School grounds to be watered on a Company approved schedule for hours and days of the week. Consumption shall be reduced by a minimum of 35%.
- All publicly owned lawns, landscape watering to be performed on a Company approved schedule for hours and days of the week. Consumption shall be reduced by a minimum of 35%
- All residential lawn watering to be performed on a Company approved schedule for hours and days of the week.
- All agricultural water users shall irrigate only at time approved by the company.
- Swimming pools and fountains are not to be refilled after draining.

1.6 Stage 4 – Water Emergency Conditions

Stage 4 is the most restrictive stage. Under this stage water use is limited to essential household, commercial, manufacturing or processing uses. No lawn or landscape water will be allowed. No construction water use to be allowed, construction meters to be locked off or removed.

1.7 Actions to Prepare for Catastrophic Interruption

Extended multi-week supply shortages due to natural disasters or accidents which will damage all water sources are unlikely. The company's three (3) storage reservoirs hold approximately five and a half (5.5) million gallons, which is sufficient water to meet health and safety requirements of 50 gallons per day per capita for the approximate 2,300 customers for approximately 60 days. This assumes zero non-residential

use. The company also has interconnections with an adjacent agency for emergency supplies (contacts listed in Table 1-1).

Western Heights has portable back-up generators that can be used in the event of an area wide power outage. These generators can be located on both wells and booster stations throughout the system to continue water production.

1.8 Penalties and Consumption Reduction Methods

Penalties for noncompliance can range from warning notices to monetary surcharges or fines. For extreme cases, the placement of flow-restricting devices or complete shutoff of water service may be necessary.

1.9.Warnings &Violations

- First Warning – issuance of written warning to the water user by placement of door-hanger message.
- Second Warning – issuance of written warning to the water user by placement of door hanger with message stating that failure to comply will result in a Notice of Violation being issued together with a fine or surcharge of \$50 imposed on the water account.
- First Notice of Violation – a fine or surcharge of \$50 is imposed on the water account.
- Second Notice of Violation – a fine or surcharge of \$150 is imposed on the water account.
- Third Notice of Violation – a fine or surcharge of \$250 and/or the installation of a flow restricting device on the water meter at the Board of Directors discretion.

1.9.10 Financial Impacts of Actions during Shortages

During stages 2 through 4 of the Company’s Water Shortage Contingency Plan, water consumption will decrease based on each individual stage and the amount of reduction goal achieved. The impacts of these reductions will result in a reduction in water sales revenues and a reduction of water production expenditures. In order to mitigate the financial impacts of a water shortage, the Company maintains sufficient funds within their account. These funds could be used to stabilize water rates during periods of water shortage or disasters affecting the water supply. Even with these reserves, rate increases may be necessary during a prolonged water shortage.

1.9.11 Customer Communications

Customers of Western Heights Water Company will be notified of shortage conditions, as well as necessary actions, through multiple communication pathways. The primary mode of communication will be through door hanger messages. In addition, communications will be posted on the Western Heights Water Company website, notated on customer billing, and distributed through phone calls when necessary.

1.9.12 Mechanism to Determine Reductions in Water Use

The mechanism for determining actual reductions in water use pursuant to the urban water shortage contingency plan will be the review of the daily production figures and the bi-monthly water meter

readings. The General Manager or his designee shall access all available water supply data and shall make a report of the findings to the Board of Directors at the next regular meeting or at a special meeting called for that purpose. The Board of Directors at that time will determine and declare which of the four previously discussed conditions the Company's water supply is in and the extent of water conservation required to prudently plan for and supply water to the Company's customers.