

Water Waste

The District is committed to preventing water waste. A Water Savings Team has been established to promptly investigate and stop water waste. Typical examples of water waste include broken sprinkler heads, irrigation system leaks and runoff caused by overwatering.

To report water waste, call (925) 688-8044 day or night. A team member will answer the call, take the report and coordinate an immediate response. Customers who are reported for water waste will be contacted to make them aware of the waste, offered a list of qualified repair contractors and advised on ways they can conserve water.

Customers who waste water will receive a written warning. If they fail to stop, they may have their service suspended or their water flow restricted.

این اطلاعات به زبان فارسی در این وبسایت داده شده است www.ccwater.com

請瀏覽 www.ccwater.com, 查閱中文版本內容。

Esta información se encuentra disponible en www.ccwater.com o llamando a Frank al (925) 688-8044.

Ang impormasyon na ito sa Tagalog ay makukuha sa www.ccwater.com



Contra Costa Water District

1331 Concord Avenue
Concord, CA 94520

Excess Use Charges

There are two ways to incur excess use charges:

1. Customers Who Use More Than 1,000 gpd – Exceed Your Water Budget

If your historical average water use for a billing period is more than 1,000 gpd, you will be charged excess use fees for any water used in excess of your water budget. Please pay close attention to your water budget because it will typically change with each billing period.

2. Customers Who Use 1,000 gpd or Less – Increase Your Water Use

If your historical average water use for a billing period is 1,000 gpd or less and you increase your water use, you will be charged excess use fees for any water used in excess of your historical average use.

Excess use charges are four times the existing quantity charge for water. Excess use charges are based on the cost of purchasing market-priced water during the drought.

Full text of the District's Drought Management Program ordinance is available at www.ccwater.com.

Customer Alert

Drought Management Program



Water Use Reductions & Excess Use Charges

A Guide for Irrigation Customers

Please read this document carefully and save it for future reference.

Water Savings Needed

California is experiencing a serious drought. As a result, the Contra Costa Water District needs irrigation customers to reduce their water consumption by at least 45 percent.

The District's Drought Management Program is designed to:

- Not raise rates
- Minimize its impact on the local economy
- Encourage reductions in outdoor water use

Important: Irrigation customers will be billed excess use charges if they use more water than their historical average or, in many cases, if they exceed their assigned water budget. **Details can be found in the section titled *Excess Use Charges*.**

For help conserving water and water supply updates, please visit www.ccwater.com.



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Water Savings Hotline:
(925) 688-8009

www.ccwater.com

How the Program Works

Water budgets have been assigned to all irrigation customers. These water budgets are set at 55 percent of the customer's average historical use for 2005, 2006 and 2007. The year 2008 is not included because it was a dry year and the District asked customers to conserve.

All customers have been notified by letter of their water budgets for billing periods from May 2009 to April 2010. In addition, each bill will show customers their water budgets for the current billing period and the next two billing periods.

It is important for customers to manage their water use to stay within their water budget and not use more water than they have historically.

The District's program does not increase water rates. In fact, customers can lower their bills by reducing their water use.

Prohibited Uses of District Water

- Filling decorative lakes, ponds or non-recirculating fountains.
- Washing a vehicle without using a hose-end shut-off nozzle.
- Washing paved or other hard-surfaced areas.
- Irrigation through any new connection to the Contra Costa Canal or lateral system.
- Outdoor watering that results in excessive runoff.

Exception Requests

To request an exception, you can download a request form at www.ccwater.com, obtain one by calling (925) 688-8009, or visit District Center at 1331 Concord Avenue, Concord. Complete the form explaining your circumstances and submit it following the directions on the back of the form. In some cases, you will be required to submit the square footage of your landscape. You will receive a written response, typically within five business days after the District receives the request.

Ways to Save Water

To help you save water, the District offers many Water Conservation services and incentives. They include rebates on water-saving toilets and clothes washers, free conservation devices, water-saving tips, and visits with conservation experts who will show you the best ways to save water. Please visit www.ccwater.com or call the Water Savings Hotline at (925) 688-8009.