

## Water Waste

The District is committed to preventing water waste. A Water Savings Team has been established to promptly investigate and eliminate 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 continue to waste water and fail to take corrective action will receive a written warning. If they fail to stop they may have their service suspended or their water flow restricted.

[www.ccwater.com](http://www.ccwater.com) این اطلاعات به زبان فارسی در این وبسایت داده شده است

請瀏覽 [www.ccwater.com](http://www.ccwater.com), 查閱中文版本內容。

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

Ang impormasyon na ito sa Tagalog ay makukuha sa [www.ccwater.com](http://www.ccwater.com)

## Excess Use Charges

If you use more water during a specific billing period than your average historical use for that billing period, you will be billed excess use charges for the excess water you use. Excess use charges are four times the existing quantity charge for water. Excess use charges are based on the District's cost of purchasing market-priced supplemental water supplies during the drought.

### Prohibited Uses of District Water

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

Full text of the District's Drought Management Program ordinance is available at [www.ccwater.com](http://www.ccwater.com).



**Contra Costa Water District**

1331 Concord Avenue  
Concord, CA 94520

## Customer Alert

### Drought Management Program



# Water Use Reductions & Excess Use Charges

### A Guide for Multi-Family Customers

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

## Water Savings Needed

California is experiencing a serious drought, and your help is needed. The Contra Costa Water District needs you to reduce your water use by at least 15 percent.

The District's Drought Management Program is designed to:

- Consider customers using 125 gallons per day or less to be efficient and already conserving.
- Not raise rates
- Minimize its impact on the local economy
- Encourage reductions in outdoor water use

**Important:** Customers will be billed for excess use if they use more water than they have in the past. Details can be found in the section titled *Excess Use Charges*.

For help conserving water and water supply updates, please visit [www.ccwater.com](http://www.ccwater.com).



### Contra Costa Water District

1331 Concord Avenue  
Concord, CA 94520

**Drought Help Line:**  
(925) 688-8009

[www.ccwater.com](http://www.ccwater.com)

## How the Program Works

Water is in short supply this year, so a water budget has been provided for your property. To stay on budget, you need to cut your water use by at least 15 percent compared to your historical use.

If you are the manager or owner of a multi-family residential property, you will need to communicate with your residents to encourage conservation.

It is important for customers to manage their water use and stay within their water budget. This will help the District stretch its water supply until the drought ends.

All customers have been notified by letter of their water budgets for May 2009 – April 2010. In addition, each bill will provide customers with their water budgets for the current billing period, as well as the next two billing periods.

To calculate the water budget for a specific billing period, the District has averaged the actual amount of water used per day at the service address during that billing period in 2005, 2006 and 2007. The average is then reduced by 15 percent. (The year 2008 is not included because it was a dry year and the District asked customers to conserve.)

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

## Exception Requests

Customers whose circumstances have changed recently, resulting in changed water use patterns, may qualify for an exception. To request an exception, you can download a request form at [www.ccwater.com](http://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. 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 home visits with conservation experts who will show you the best ways to save water. Please visit [www.ccwater.com](http://www.ccwater.com) or call the Conservation Department at (925) 688-8320.