

Exceptions

Customers whose circumstances have changed recently, resulting in changed water use patterns, may qualify for an exception. Qualifying circumstances include having more than four people in a home, having fewer than three years of historical use on record, extraordinary medical needs and livestock water needs.

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. 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 or call the Conservation Department at (925) 688-8320.

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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 promptly 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 and may have their service suspended or their water flow restricted.

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

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 Franklin Mills al (925) 688-8044.

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

Full text of the District's Drought Management Program ordinance is available at 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 Single Family Residential 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: There are two ways customers can incur excess use charges. Details are in the section of this guide titled *Excess Use Charges*.

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



Drought Help Line:
(925) 688-8009

www.ccwater.com

How the Program Works

When money is tight, many households operate on a budget. The same concept applies to water during a drought. Water is in short supply this year, so a water budget has been prepared for your household. To stay on budget, you need to cut your water use by at least 15 percent compared to your historical use.

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.

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.

To calculate the household 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's voluntary conservation program was in effect.)

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

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 average water use for a billing period is more than 1,000 gpd historically, you will be charged excess use fees if you do not stay within your water budget. Please pay close attention to your water budget because it typically changes with every billing period.

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

If you use 1,000 gpd or less, and you use more water during a specific billing period than your average historical use for that period, you will be billed excess use charges for the excess water used.

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.

Examples of Excess Use Charges for 1,000+ gpd Customers

Historical Average Water Use*	Water Budget (With 15% Reduction)	Cost Savings if Budget is Met	Excess Use Charge for No Reduction in Use
<i>(2-month bill)</i>			
1000	850	\$33	\$127
1500	1275	\$49	\$190
2000	1700	\$65	\$254

Examples of Excess Use Charges for Customers Who Increase Their Use

Historical Average Water Use*	Excess Use Charge for exceeding Historical Use by 15% <i>(2-month bill)</i>
300	\$38 for 345 gpd
800	\$101 for 920 gpd

*gallons per day (gpd)

Excess use charges are four times the existing unit charge for water. Excess use charges are based on the District's cost of purchasing market-priced supplemental water supplies during the drought.