



Important Notice to All Santa Cruz Municipal Utility Customers

Limited rainfall and low runoff this year, along with ongoing changes to water supply operations intended to improve fish habitat, have reduced the amount of water available this year from the City's primary sources of supply. As a result, the Santa Cruz City Council has declared a **Stage 1 Water Shortage Alert effective May 1 through October 31, 2013**. The goal is to reduce overall water use this summer by five percent and thereby preserve storage in Loch Lomond in case of a subsequent dry year. All customers are asked to conserve water where possible. Your cooperation in abiding by these rules is appreciated.

2013 Water Restrictions:

1. **No Landscape Watering between 10 am and 5 pm.** Exceptions: Drip irrigation systems, soaker hoses and watering cans may be used any time of day. Professional gardeners may hand water where no other feasible alternative is available.
2. **Hose Nozzles Required.** All hoses must be equipped with a shut-off nozzle.
3. **No Washing Down Hard or Paved Surfaces.** Customers may not wash down sidewalks, walkways, driveways, parking lots, patios, or other paved surfaces, except to alleviate immediate safety or sanitation hazards or to prepare paved surfaces for sealing.
4. **Swimming Pools.** Residential swimming pools may not be initially filled, or drained and refilled. Water level in existing pools may be maintained to ensure continued operation of recirculation equipment.
5. **Restaurants and Commercial Food Service Establishments.** Drinking water served only upon request.
6. **Commercial Lodging Establishments.** Hotels and motels must offer patrons the option to forego daily laundering of towels, sheets, and linens.

Water Waste Restrictions - In Effect at All Times:

1. **No Excessive Irrigation:** Irrigating in a manner that causes or allows potable water to run off property onto sidewalks, gutters, streets, ditches, or storm drains is prohibited.
2. **Uncorrected Plumbing Leaks.** By law, a reasonable effort must be made to repair, or make arrangements for fixing, a plumbing leak within 24 hours of finding it.
3. **Washing of Vehicles and Structures.** Washing vehicles and structures is allowed at any time provided the hose is equipped with a shut-off nozzle.
4. **Other:** The indiscriminant running of water which is wasteful and without reasonable purpose is prohibited.

If you do see water waste, please call the **Water Conservation hotline** at (831) **420-LEAK** (420-5325). We will contact the responsible water customer and work to resolve the situation. It helps to provide specifics such as the exact location, the nature of the problem, time and date you noticed the water waste, and how long the situation has been observed.

Enforcement and Penalties

Enforcement always begins with education regarding the restrictions and an opportunity to correct the situation. Repeat violators are subject to a penalty that will be applied to the customer's next utility bill, as outlined below:

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| First offense: | Written notice and opportunity to correct the violation |
| Second offense: | \$100 penalty |
| Third Offense: | \$250 penalty |
| Fourth Offense: | \$500 penalty and installation of a flow restrictor, at customer's expense |

Penalties for large customers (over one million gallons annually) are triple the amounts listed above. In addition to any penalties and installation of a flow restrictor, water service may be terminated for willful violations of water use restrictions and regulations.

For More Information

Please call the Water Conservation Office at (831) 420-5230, or visit the Water Department website: www.cityofsantacruz.com/waterrestrictions

En Español

Para obtener información sobre restricciones del uso de agua en español, por favor llame al Departamento de Agua al 420-5220, o visite la página de Internet: www.cityofsantacruz.com/waterrestrictions

