

HOW MANY ARE YOU?

Notice something new on your bill? The Water Department is now displaying the number of household residents as part of your account summary.

Why are we doing this? Well, you may have also noticed that it hasn't rained much this winter. We want to know the number of residents served by the account in order to prepare for drought. In the event of a water shortage, residential accounts will receive a water allocation designed to meet the basic indoor water needs of all the people served by the meter. (See reverse for more details)

What should you do? If the number of residents noted on your bill is missing or inaccurate, please update us by visiting <https://santacruz.watersmart.com>. Keep reading.

Residential Single Family customers – after you login, click the [Who am I compared to?](#) link, and then click [Update profile](#), to update your household size (see screenshot below). You're done.

Account Summary:

Account Number: 123-45678-910

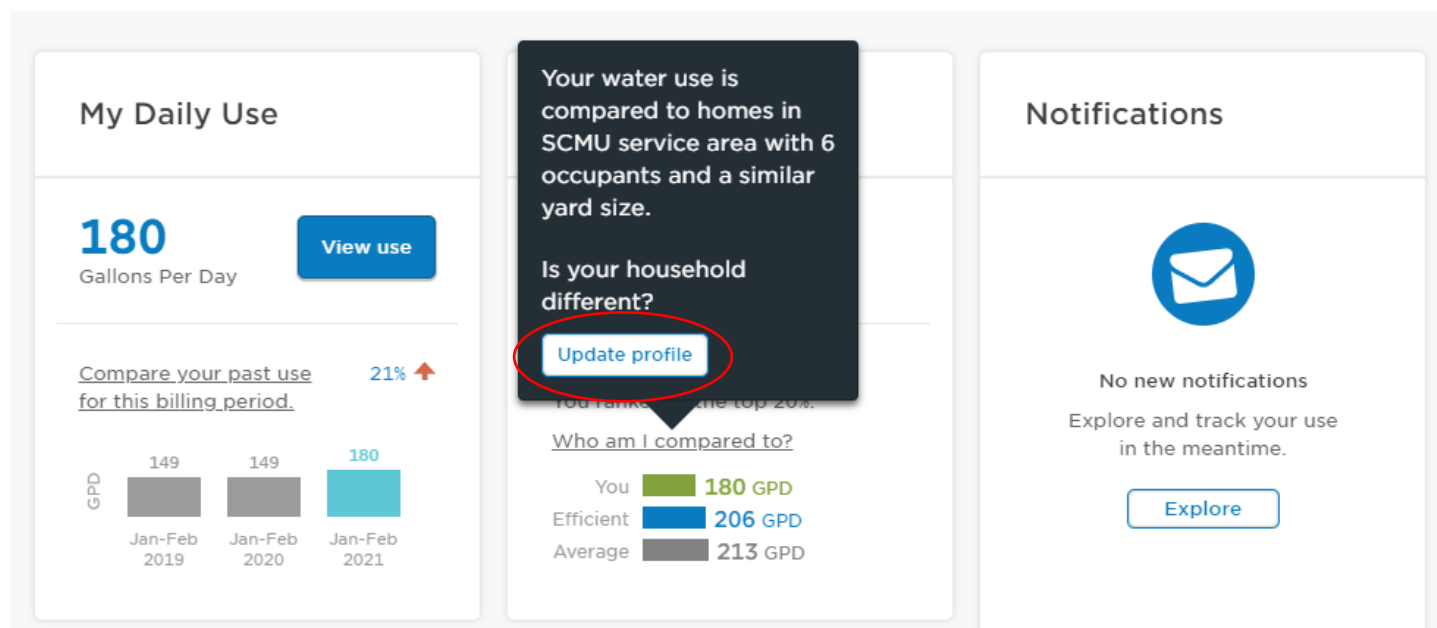
Customer Name: JOHN DOE

Service Address: 1234 ANY STREET

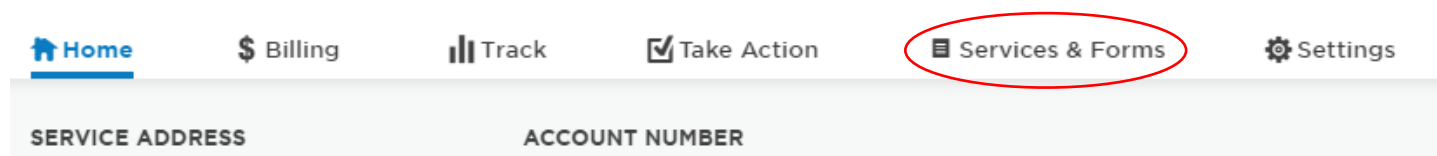
Account Type: Single Family Dwelling **3 residents**

Service Period: 1/15/2021 - 02/12/2021, 29 days

Current Charges due by 3 p.m. on 3/24/2021



Multi-Family Residential customers – after you login, click **Services & Forms** along the top of your profile page, select [Multi-Family, Total Residents Form](#), and complete the form (see screenshot below). You're done.



FREQUENTLY ASKED QUESTIONS (see reverse)

FREQUENTLY ASKED QUESTIONS regarding water shortages, monthly allotments, and other stuff

When will the Water Department know if there's a shortage? We should know by the end of April. Pending City Council approval, the water shortage would begin May 1.

When do water allotments take effect? With the June utility bill.

How much water will I get? Each account gets 5 CCF/month/dwelling unit, for an assumed household of 3 people.

| Account Type | # of dwelling units | Monthly Allotment | Assumed household | >3 people/dwelling unit |
|---------------------------|---------------------|-------------------|-------------------|-------------------------|
| Residential Single Family | 1 | 5 CCF | 3 people | 42 gallons/person/day |
| Multi-Family Residential | 2 | 10 CCF | 6 people | 42 gallons/person/day |
| Multi-Family Residential | 5 | 25 CCF | 15 people | 42 gallons/person/day |

What happens if I go over my allotment? In a Stage 1 shortage, you will be notified on your utility bill if you go over your allotment—however, there are no penalties for over-allotment use. Stage 1 is to prepare everyone for Stage 2, which does include penalties for over-allotment use. A Stage 2 declaration would be made the following year if we have another dry winter.

Can I make my household bigger than it actually is to get more water? That would be unwise. See the fine print below for more details.

What if I don't have a computer, so I can't update my household size? Just give us a call. 831-420-5220.

Do short-term vacation rentals get more water? No, sorry. Short-term vacation rentals get the basic allotment of 5CCF/month.

Is there any way to get more water above the amount allotted for people? Yes. If you provide documentation from a primary care provider that you need more water for health and safety reasons, then we'll get you more water.

Where can I get more information about all of this? We're currently putting together a comprehensive webpage to cover all the ins-and-outs of water shortages, monthly allotments, and the rest.

The fine print about declaring the number of residents at a service address...

NOTICE: A permanent resident is someone who resides at the service address for at least 21 days within each monthly service period. When you declare the number of residents for the account, you declare under penalty of perjury that the information is true and correct. Furthermore, you are responsible for notifying the City of Santa Cruz Water Department within 10 days if the number of persons who permanently reside at the residence changes. False declarations could result in discontinuation of water service and/or full prosecution as allowed under the laws of the State of California. The Water Department may ask you to provide further documentation of your household size if the declared number of residents is not in line with your average winter consumption at approximately 42 gallons per person per day.