

**CHAPTER 5  
Section 1**

**WATER CONSERVATION POLICY**

CHAPTER HISTORY

Prepared in 2009 in Response to Metropolitan Water District of  
Southern California's Request for Conservation Compliance

Adopted May 14, 2009, Resolution No. 2009-5-4  
Revised August 14, 2014  
Revised March 12, 2015  
Revised June 11, 2015

The current Water Conservation Policy for the Rancho California Water  
District is enclosed.

**Rancho California Water District  
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**Rancho California Water District  
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Section 1. Findings and Declaration of Policy

The Rancho California Water District (District) finds and determines that because of the prevailing conditions in the State it is necessary and appropriate for the District to adopt, implement, and enforce a Water Conservation Policy to ensure sufficient water for human consumption, sanitation, and fire protection. The District further finds the waste or unreasonable use, or unreasonable method of use of water shall be prevented and that water conservation practices shall be encouraged at all times.

In times of drought or water supply cutbacks, provisions of this Policy may be modified in accordance with State of California Regulations, the Metropolitan Water District of Southern California's Water Surplus and Drought Management and Water Supply Action Plans, as well as Rancho California Water District's Water Shortage Contingency Plan (WSC Plan). This Policy is in effect at all times and defers updates and implementation strategies, regarding water conditions and supplies to the WSC Plan for timely communications and media outreach when stage alerts are executed.

Section 2. General Provisions

In order to comply with requirements of state legislation and Best Management Practices, it shall be a violation of this Policy at any time to make, cause, or permit the use of water for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner constituting waste. Customers shall abide by all requirements outlined in the applicable Shortage Stage of the WSC Plan including, but not limited to the following requirements at all times:

1. Refrain from hosing down driveways and other hard surfaces, except for health or sanitary reasons.
2. Repair faucets, toilets, pipes and other potential sources of water leaks.
3. Irrigate landscape only between 6 p.m. and 9 a.m. This provision does not apply when:
  - a. Manually watering during the establishment period of a new landscape;
  - b. Supervised spot watering is done to address landscape issues;
  - c. Temperatures are predicted to fall below freezing;
  - d. Testing/repairing an irrigation system;
  - e. Using drip and point-to-point irrigation systems; and
  - f. A longer watering window is needed due to system constants.
4. Adjust and operate all landscape irrigation systems in a manner that will maximize irrigation efficiency and avoid over watering or watering of hardscape and the resulting runoff.
5. Prevent excessively irrigating any lawn or landscape area that would cause the sheeting of water to flow; eliminate water runoff from lawns or landscape areas into any gutters, streets, or alleys.
6. Do not use decorative fountains unless they are equipped with a re-circulating system.
7. When installing plumbing fixtures, use low-flow devices, except for those that require high-flow fixtures for health and/or sanitary reasons. Where possible, install

*Revised 3/12/2015*

pool and spa covers to minimize water loss due to evaporation during non-operating days.

8. Do not allow water to run while washing vehicles. Use a hose with an automatic shutoff valve to avoid runoff into gutters, streets or alleys.
9. When installing new landscaping, refer to the Water Use Classification of Landscape Species (WUCOLS). Plant low-water California Friendly® Landscapes. Non-functional turf areas

are not recommended. Turf lined channels are only permitted when justified by environmental regulations.

10. Refrain from watering during rain, or high winds by turning off irrigation timer.

### Section 3. Administrative Fines

All persons in violation of Section 2 General Provisions of this Policy or with excessive runoff that causes water to flow from property into any gutters, streets, or alleys are subject to the following:

- g. For a first violation, the District shall issue a written notice of fact of such violation to the customer. The customer shall then be allowed a period of 10 days following issuance of the written notice to correct the violation described therein before a second violation will be issued.
- h. For a second violation, the District shall issue a written notice of fact of such violation to the customer. The customer shall then be allowed a period of 10 days following issuance of the written notice to correct the violation described therein before a third violation will be issued.
- i. For a third violation, the District shall issue a written notice of fact of such violation to the customer when a second violation has not been corrected within a period of 10 days following issuance of the second violation notice. A fine in the amount of \$50.00 shall be added to the customer's water bill upon issuance of a third violation. The customer shall be allowed a period of 5 days following issuance of the written notice to correct the third violation before a fourth violation will be issued.
- j. For a fourth violation the District shall issue a written notice of fact of such violation to the customer when a third violation has not been corrected within a period of 5 days following issuance of the third violation notice. A fine in the amount of \$100.00 shall be added to the customer's water bill upon issuance of a fourth violation. The customer shall be allowed 5 days following issuance of the written notice to correct the fourth violation before a fifth violation will be issued.
- k. For a fifth violation the District shall issue a written notice of fact of such violation to the customer when a fourth violation has not been corrected within a period of 5 days following issuance of the fourth violation notice. A fine in the amount of \$200.00 shall be added to the customer's water bill upon issuance of a fourth violation. The customer shall be allowed 5 days following issuance of the written notice to correct the fifth violation before a sixth violation will be issued.
- l. For a sixth violation, the District shall issue a written notice of fact of such violation to the customer when the fifth violation has not been corrected within a period of 5 days following issuance of the fifth violation notice. A fine of \$500.00 per day shall be added to the customer's water bill following the issuance of the sixth violation notice until the violation is corrected.

Customers shall pay all water bills and fines in accordance with the due dates on their water bills. An Appeals Process is offered to customers that disagree with fines outlined in this section of the Policy. If the appeal is upheld in favor of the customer, appropriate monies will be refunded. Details of the appeals process are included in Section 4 of this Policy.

The District shall use the revenues derived from the implementation of this section of the Policy for water use efficiency programs and rebates.

#### Section 4. Appeals Process

Any customer may appeal the imposition of fines of this Policy, by filing a written request with the District Planning Department for an appeals hearing. The District must receive the request within 30 days of the fine notice. A request for a hearing shall set forth, in detail, all facts supporting the request.

The District's Planning Department shall, within 15 days of receiving a request for an appeal hearing provide written notice to the customer of the hearing date, time, and place. The hearing date shall not be more than 30 days from the mailing of such notice by certified mail, unless a later date is agreed to by the customer.

At the hearing, a Planning Department representative will represent the District. The customer will have the opportunity to present information supporting his or her position concerning the required irrigation evaluation or penalty charges. After the hearing, the Planning Department shall deliver a written report to the General Manager setting forth findings of fact, conclusions, and a recommendation on whether to uphold, modify, or reverse the original fines. Upon receipt of the written report, the General Manager shall issue his decision within 15 calendar days of the hearing. The written decision of the General Manager shall be sent to the customer by certified mail. The General Manager's decision shall be final on the 16th day after it is mailed, unless a request for a hearing is filed with the Board of Directors no later than 5:00 p.m. on the 15th day following such mailing.

Any customer may appeal a decision made by the General Manager, prior to the date that the General Manager's order becomes final, by filing a written request for a hearing with the Board of Directors. The request for the Board of Directors' hearing shall set forth in detail all the issues in dispute and all facts supporting the request. No later than 30 days after receipt of the request for a hearing, the Board of Directors shall either set the matter for a hearing, or deny the request for the hearing. Whether to grant or deny a request for a hearing on an appeal to the General Manager's decision shall be within the sole discretion of the Board of Directors.

If required, a hearing shall be held by the Board of Directors within 30 days of the date the request for a hearing was granted, unless a later date is agreed to by the customer and the Board of Directors. The Board of Directors shall make a determination whether to uphold, modify, or reverse the General Manager's decision. The order of the Board of Directors shall be final upon its adoption. The written decision and order of the Board of Directors shall be sent to the customer by certified mail within 15 days after the close of the hearing.

If the matter is not heard within the required time, due to actions or inactions of the customer or the Board of Director's decision to deny the request for the hearing, the General Manager's decision shall be final.

#### Section 5. Variance Conditions

A variance may be issued by the District, in writing, to grant a temporary variance for water uses otherwise prohibited under this Policy if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance, and under the following conditions:

1. Compliance with this Policy cannot be technically accomplished during the duration of a water supply shortage or other condition for which the Policy is in effect.
2. Alternative methods or technology used as part of District sanctioned trial or test study can be implemented which will achieve the same level of reduction in water use.
3. Doctor-approved health circumstances, illness or injury will be considered on a case-by-case basis.
4. No variances will be issued, beginning in Shortage Stage 3a of the WSCP, for filling swimming pools, establishing or expanding a landscape area, leaks not repaired within 48 hours, and existing outdoor water budgets.
5. Variances will be considered for health and safety issues only in Shortage Stages 4 and 5.

A written variance shall be accepted by the Planning Department, and may be denied at the sole discretion of the District.

#### Section 6. Technical Assistance

The District will provide technical assistance to customers who wish to improve water use efficiency. This technical assistance includes the provision of materials a customer can use to perform a self-assessment (See Exhibit "A") and a "Water Use Efficiency Evaluation" (See Exhibit "B") conducted by the District. Customers may request these services by contacting the District directly. Receiving technical assistance from the District does not preclude customers from any fines assessed for violations.

#### Section 7. Definitions of Terms

**Appellant** - means the customer appealing a decision of the District for relief from the requirements of this Policy.

**Appeal Process** - refers to a set of procedures allowing an appellant the opportunity to present facts and details, supporting his or her position concerning fines of this policy.

**Best Management Practices** – defines the best and most proven water conservation methods for urban water users in California.

**Board of Directors** - means the Board of Directors of the Rancho California Water District.

**California Friendly® Landscapes** – refers to landscape that features low-water using plants, state-of-the-art irrigation and controllers, sustainable landscaping techniques/ maintenance plan.

**Customer** - means any person, firm, partnership, association, corporation, or local political entity using water obtained from the water system of Rancho California Water District.

**Evaluation Check List** – will differ between the residential customer and the commercial customer. The appropriate Evaluation Check List will be provided by District to the customer for the purpose of evaluating the cause of water waste.

**District** – refers to Rancho California Water District.



**Excessive Runoff** - over irrigation of landscaped areas, leaks, or any other type of action that would cause water to flow into any gutter, streets, or alleys.

**Non-Functional Turf Areas** – (not recommended) a landscape turf area used for aesthetic purposes.

**Variance Conditions** – refers to a conflict requesting a temporary variation for water use.

**Waste** - means any unreasonable or non-beneficial use of water, or any unreasonable method of use of water, including, but not limited to, the specific uses prohibited and restricted by this policy as hereinafter set forth.

**Water Use Classification of Landscape Species (WUCOLS)** – is a guide to help landscape professionals identify irrigation water needs of landscape species. It can be used either for the selection of species or to assist in developing irrigation schedules. It is not intended to be used as a required or approved list by RCWD for selection of plant species – *the WUCOLS guide is provided by District upon request.*

**Water Use Efficiency Evaluation Report** – is a standard of site data collections to efficiently evaluate the performance of an irrigation system.

In times of drought or water supply cutbacks, provisions of this Policy may be modified in accordance with the Metropolitan Water District of Southern California's Water Surplus and Drought Management Plan and/or Water Supply Allocation Plan, as well as Rancho California Water District's Water Shortage Contingency Plan, or action taken by the Board of Directors.

**Exhibit "A" Evaluation Check List**

***RESIDENTIAL***

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

TOTAL LANDSCAPED AREA IN SQUARE FEET: \_\_\_\_\_

SYSTEM ON A TIMER:  YES  NO BRAND OF TIMER \_\_\_\_\_

TIME OF DAY IRRIGATION RUNS (S): \_\_\_\_\_ A.M \_\_\_\_\_ P.M.

NUMBER OF TIMES PER DAY: \_\_\_\_\_

NUMBER OF DAYS PER WEEK SYSTEM RUNS: \_\_\_\_\_

**CURRENT WATERING SCHEDULE**

VALVE	TYPE OF SPRINKLER'S	RUN TIME PER DAY	TURF / SHRUBS	LOCATION
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				

DATE: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

Please send copy of the report to:

Bill Stephens  
 Rancho California Water District  
 PO Box 9017  
 Temecula, Ca. 92589-9017

**COMMERCIAL**

**Exhibit "A.1" Evaluation Check List**

Site Name: \_\_\_\_\_ Date: \_\_\_\_\_

Inspected by: \_\_\_\_\_ Page# \_\_\_\_\_

Water Meter #: \_\_\_\_\_

<b>Controller Identification</b>								
<b>Station Number:</b>								
Plant Material Type								
Sprinkler Type								
<b>Observed Problems:</b>								
Valve Malfunctions								
Low Pressure								
High Pressure								
Titled Sprinklers								
Spray Deflection								
Sunken Sprinklers								
Plugged Equipment								
Arc Misalignment								
Low Sprinkler Drainage								
Leaky Seals or Fittings								
Lateral or Drip Line Leaks								
Missing or Broken Heads								
Slow Drainage or Ponding								
Compaction / Thatch / Roof								
<b>Notes and Comments:</b>								

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**Temecula, Ca. 92589-9017**

Exhibit “B” Water Use Efficiency Evaluation Report

## Water Use Efficiency Evaluation Report

### **Irrigation Controller Data**

#### Controller A «brand name and model»

Controller A has «number of » stations with «number» start times and irrigates «number» days a week. The irrigation system has «add features, rain switch ect. » During the evaluation it was noted «give turf distribution uniformity and precipitation rate » «add any special comments »

#### Controller B «brand name and model»

Controller B has «number of » stations with «number » start times and irrigates «number » days a week. The irrigation system has «add features, rain switch ect. » During the evaluation it was noted «give turf distribution uniformity and precipitation rate » «add any special comments ».

The irrigation system is managed by «name of person » «company name, address and phone # »

### **Soil Survey**

A «# of inches »inch soil core sample was extracted and evaluated. The moisture reading content indicates « indicate saturated, wet or dry »soil, with a root zone depth of «# of inches » inches. Elementary analyses indicate that «add any additional information ». The soil is of various combinations; «give %»% sand, «give %» % silt and «give %» % clay. The soil texture is «indicate soil texture» soil, with an intake rate of «give inches» in/hr.

### **Landscape Assessment**

The total landscaped area was measured and is approximately «show square feet» sq. ft. «show square feet» sq. ft is considered functional turf ( a landscaped turf area that serves as a surface for such purposes as playing a sport or gathering for group activities) and «show square feet» sq. ft. non-functional turf ( used for aesthetic purposes) which includes trees, shrubs and ground cover. The turfs general appearance is in «indicate good, fair or poor» condition.

## Field Observations

Listed are items that require attention and once corrected will help improve water efficiency  
(copy as needed)

### **CONTROLLER**

#### **Station # 1**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

#### **Station # 2**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

#### **Station # 3**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

#### **Station # 4**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

#### **Station # 5**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

#### **Station # 6**

Valve run time;  
Sq. ft. of functional turf;  
Sq. ft. of non-functional turf;  
Type of sprinklers;  
Observations;

## **CODES**

Codes are to be used to identify problems and should be noted in station observations

- code 1** Hydrozoning; valves not separated by plant water requirements, grass and shrubs not recommended on same valve.
- code 2** Functional turf.
- code 3** Non-functional turf.
- code 4** Valve malfunctioning; over 30 seconds to close, need to rebuild or replace.
- code 5** Missing sprinkler; causing flooding, loss of water and low pressure.
- code 6** Broken sprinkler; causing flooding, loss of water and low pressure.
- code 7** Plugged equipment; system needs to be flushed, sprinkler nozzles and filters cleaned.
- code 8** Leaky sprinkler seals; water spraying out of the side of the sprinkler casing.
- code 9** Spray deflection; grass blocking spray pattern, add riser and cut grass around sprinklers.
- code 10** Spray deflection; shrubs blocking spray pattern, add riser and cut shrubs.
- code 11** Sprinkler spacing irregular; spacing of sprinklers not consistent with design layout.
- code 12** Tilted sprinklers; sprinklers not parallel to the soil, causing poor coverage and erosion.
- code 13** Sunken sprinklers; sprinklers not popping up above foliage, compressed or need to add riser.
- code 14** Arc misalignment; over spray, sprinkler spray arc needs adjusted by set screw on sprinkler head.
- code 15** Mixed nozzles; sprinkler nozzles should be matched.
- code 16** Mixed sprinklers; a common practice to replace broken sprinklers with whatever is handy, this does not make for a uniform distribution system.
- code 17** High pressure; misting at sprinkler head, adjust by turning down valve, adjusting set screw and check nozzle size.

Cont.

- code 18** Low pressure; sprinklers not popping up. Check for line break, or too many sprinkler on one line.
- code 19** Too many sprinklers; it appears that too many sprinklers are being runoff of one valve.
- code 20** Over spray; sprinklers are over spraying onto hardscape and wasting water, potential hazard.
- code 19** Adjustments; poor coverage, sprinklers should reach head-to head coverage (100%) to the next sprinkler, need to adjust.
- code 21** Broken pipe; causing flooding, erosion and unsafe conditions.
- code 22** Low head drainage; install a check valve on the lowest sprinkler head.
- code 23** Brown spots; poor coverage do to
- code 24** Water stains on asphalt and side walk, runoff due to over watering or over spray of sprinklers. Over watering can cause root rot and any fertilizer to be washed pass the root zone.
- code 25** Convert spray system to drip. This conversion can save up to 75% of water use.
- code 26** Drip emitters plugged; clean Y filters every 6 months. Replace plugged emitters.
- code 27** Add wood chip mulch to exposed soil around plants. This will help to conserve water by holding in moisture and aid in weed control, add about 3"
- code 28** Sprinkler(s) not oscillating

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