



**SECTION 28**  
**WATER USE DURING WATER SHORTAGE EMERGENCY CONDITION**

Drought conditions require that all customers reduce individual and collective use of EBMUD water supplies until further notice to ensure availability of the public water supply for critical uses. This regulation specifies the water uses that are prohibited during the drought and provides guidelines on effective water use practices to help customers conserve. It also defines the exceptions and enforcement provisions should customers fail to comply with the prohibitions.

**A. EMERGENCY REGULATIONS AND RESTRICTIONS ON WATER USE**

During the water shortage emergency condition declared by the Board of Directors, all customers must comply with prohibitions on water uses described below to conserve the public water supply to meet critical needs. In addition, customers are asked to follow the water saving guidelines below.

1. Potable Water Uses Prohibited During the Water Shortage Emergency

- a. Using potable water for decorative fountains or the filling or topping-off of decorative lakes or ponds is prohibitive, with exceptions for those decorative fountains, lakes or ponds that use pumps to recirculate water and only require refilling to replace evaporative losses.
- b. Washing a motor vehicle with a hose, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use, is prohibited.
- c. Washing sidewalks, driveways or hard surfaces with potable water, or applying potable water to any surface or material that results in excessive use and runoff is prohibited.
- d. The use of potable water for street cleaning or construction site preparation purposes is prohibited unless no other method can be used or as needed to protect the health and safety of the public.
- e. The application of potable water to outdoor landscapes in a manner that causes more than incidental runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
- f. Irrigating turf and ornamental landscape is only permitted no more than three days each week, not on consecutive days, and before 9 a.m. and after 6 p.m., except for potted plants.
- g. The application of water to irrigate turf and ornamental landscapes during and within 48 hours after measurable rainfall of at least one fourth of an inch of rain is prohibited.
- h. Using potable water for irrigating ornamental turf on public street medians is prohibited.



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- i. Flushing sewers or hydrants with potable water is prohibited, except in cases of emergency and for essential operations.
  - j. The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased is prohibited.
  - k. Operators of hotels and motels are required to offer patrons the option of not having towels and linens washed daily. The hotel or motel shall prominently display notice of this option in each guestroom using clear and easily understood language.
  - l. Use of EBMUD hydrant water outside the EBMUD service area is prohibited.
2. Water Savings Guidelines
- a. Conserve water indoors. Efficient residential indoor water use is 45 gallons and super-efficient indoor use is 35 gallons per person daily. Most customers can achieve this by shortening showers and using less bath water, running only full loads of laundry and dishes, and keeping a close eye on faucet use. Additionally, customers are encouraged to reduce use of kitchen garbage disposals through composting or curbside green waste collection and to not use toilets as wastebaskets. Customers also may want to consider upgrading to more water-efficient plumbing fixtures and appliances.
  - b. Promptly repair leaks indoors and outside. Plumbing systems with measurable leaks should not be turned on until repairs have been completed.
  - c. Use covers on swimming pools and home spas (hot tubs) to prevent evaporation. Avoid draining and refilling.
  - d. Encourage gyms, spas and similar facilities to ask patrons to conserve water while showering and using sinks.
  - e. Encourage all food preparation establishments, such as restaurants and cafeterias, to install and use high-efficiency pre-rinse spray nozzles in kitchens.
  - f. Irrigate less outdoors. Most customers can cut outdoor watering 30% without affecting long-term plant health by irrigating before dawn or at dusk, no more than three days per week.



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**B. EXCEPTIONS**

1. Written applications for exceptions from the regulations and restrictions on water use set forth in this Section shall be accepted, and may be granted, by the Customer & Community Services Department.
2. Grounds for granting such applications are:
  - a. Failure to do so would cause an unnecessary and undue hardship to the applicant, including, but not limited to, adverse economic impacts, such as loss of production or jobs; or
  - b. Failure to do so would cause a condition affecting the health, sanitation, fire protection or safety of the applicant or the public.
3. Denials of applications may be appealed as set forth in subdivision D, below.

**C. ENFORCEMENT**

1. The District may, after one written warning, order that a special meter reading or readings be made in order to ascertain whether wasteful use of water is occurring. Charges for such a meter reading or readings or for follow-up visits by District staff are fixed by the Board from time to time and shall be paid by the customer.
2. In the event that the District observes that apparent excessive water use is occurring at a customer's premises, the Director of Customer and Community Services may, after a written warning to the customer, authorize installation of a flow-restricting device on the service line for any customer observed by District staff to be willfully violating any of the regulations and restrictions on water use set forth in this section. Charges for installation of flow-restricting devices may be fixed by the Board from time to time and shall be paid by the customer.
3. In the event that a further willful violation is observed by District staff, the District may discontinue service. Charges for restoring service may be fixed by the Board from time to time and shall be paid by the customer.
4. The District may immediately revoke a permit to use water from an EBMUD hydrant when water is observed being used in violation of the emergency regulations or restrictions on water use.

**D. APPEALS**

Consideration of written applications for appeals regarding exceptions from the regulations and restrictions on water use set forth in this Section, and regarding application of the enforcement actions set forth in subdivision C, above, shall be as follows:



# **REGULATIONS GOVERNING WATER SERVICE**

## **TO CUSTOMERS OF THE EAST BAY MUNICIPAL UTILITY DISTRICT**

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1. Written applications for appeals shall be accepted, and may be granted, by the Customer & Community Services Department.
2. Denials of applications may be appealed in writing to the Director of Customer and Community Services.