



SECTION 29

PROHIBITING WASTEFUL USE OF WATER

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

The Board of Directors declares that in order to conserve the District's water supply for the greatest public benefit and to reduce the quantity of water used by the District's customers, the wasteful use of water shall be prohibited. Customers of the District shall observe the following regulations and restrictions on water use except where necessary to address an immediate health and safety need or to comply with a term or condition in a permit issued by a state or federal agency. In addition, customers are asked to comply with the water saving guidelines set forth in this section.

1. The following potable water uses are prohibited:
  - a. The application of potable water to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, or hardscapes (private and public walkways, roadways, parking lots, or structures);
  - b. The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall;
  - c. Using potable water for irrigating ornamental turf on public street medians;
  - d. The irrigation with potable water of landscapes outside of newly constructed homes and buildings in a manner inconsistent with the irrigation requirements set forth in Section 31 of these Regulations Governing Water Service to Customers or other requirements established by local ordinances and/or state regulations.
  - e. The application of potable water to sidewalks and driveways; or applying potable water to other hard surfaces or materials that results in excessive use and runoff;
  - f. The use of a hose that dispenses potable water to wash a motor vehicle, boat, trailer, aircraft or other vehicles 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;
  - g. The use of potable water in a fountain or other decorative water feature, except where the water is part of a recirculating system;
  - h. Use of potable water for construction, street cleaning, soil compaction and dust control is prohibited if a feasible alternative source of water is available. All water use for construction, soil compaction and dust control will require a permit issued by EBMUD; and



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- i. 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.
2. All Customers shall:
  - a. Reduce other interior or exterior uses of water to minimize or eliminate excessive runoff or waste; and
  - b. Repair leaks wherever feasible. Irrigation or plumbing with measureable leaks such that water flows onto adjacent property, non-irrigated areas, or hardscapes (private and public walkways, roadways, parking lots, or structures) shall not be turned on or restored to service until repairs have been completed.
3. Nonresidential Customers shall:
  - a. Use systems that recycle water where feasible; single pass cooling systems in new connections, and non-recirculating systems in all new conveyer car wash and commercial laundry systems shall be prohibited.
  - b. Limit sewer flushing or street washing with potable water as much as possible, consistent with public health and safety needs; and
  - c. Operators of hotels and motels are required to offer patrons the option of not having their 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.
4. Water Savings Guidelines
  - a. Conserve water indoors. Efficient indoor water use is approximately 45 gallons and super-efficient indoor use is approximately 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 the use of kitchen garbage disposals through composting or curbside green waste collection and not to use toilets as wastebaskets. Customers may also consider upgrading to more water-efficient plumbing fixtures and appliances. Customers are also encouraged to check and watch for potential indoor and outdoor leaks.
  - b. Use covers on swimming pools and home spas (hot tubs) and avoid frequent draining, refilling and topping off.



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- c. Irrigate less outdoors. Most customers can cut outdoor watering without affecting long-term plant health by irrigating before dawn or at dusk, and not on consecutive days. Customers also may want to consider upgrading to more water-efficient irrigation methods and low-water use plants more appropriate and adaptable to the local summer-dry climate.
- d. Gyms, spas and similar facilities should request patrons to conserve water while showering and using wash basins.
- e. All food preparation and eating establishments, including restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased are encouraged to install and use high-efficiency pre-rinse spray nozzles in their kitchens where applicable.
- f. Ensure existing trees remain healthy and do not present a public safety hazard. Trees and other non-turf vegetation within street medians may continue to be watered efficiently.

**B. EXCEPTIONS**

Consideration of written applications for exceptions regarding the regulations and restrictions on water use set forth in this Section shall be as follows:

- 1. Written applications for exceptions shall be accepted, and may be granted, by the Customer Services Manager.
- 2. Denials of applications may be appealed in writing to the Manager of the Customer and Community Services Department.
- 3. 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.



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**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 shall be fixed by the Board from time to time and shall be paid by the customer.
2. In the event that the District observes that excessive or wasteful water use is occurring at a customer's premises, the General Manager or the Manager of Customer and Community Services Department 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 personnel to be willfully violating any of the regulations and restrictions on water use set forth in this section.
3. In the event that a further willful violation is observed by District personnel, the District may discontinue service. Charges for the installation of flow-restricting devices or restoring service may be fixed by the Board from time to time.