



Water Shortage Contingency Plan

Water is a precious resource in California, and maintaining its quality is of utmost importance to safeguard the health of the public and the environment.

**Water Supply Contingency Plan
for**

MADERA VALLEY WATER CO.

18454 ROAD 26

MADERA CA 93638

Public Water System CA #2010010

Effective: July 1, 2023

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Section I: Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) supply facilities, with particular regard for domestic water use, sanitation, and fire protection, to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the Madera Valley Water Co. hereby adopts the following regulations and restrictions on the delivery and consumption of water through this Water Shortage Contingency Plan (Plan).

Water uses regulated or prohibited under this Plan are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water subjecting the offender(s) to penalties as defined in Section XI of the Plan.

Section II: Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by the Madera Valley Water Co. by means of regular Board of Directors meeting.

Section III: Public Education

The Madera Valley Water Co. will regularly provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage, including but not limited to the value of water, sources of water being used, methods and opportunities for conservation. Detailed information on public education is provided in Section X of the Plan.

Section IV: Coordination with Regional Water Planning Groups

The service area of the Madera Valley Water Co. is located within the County of Madera Groundwater Sustainability Agency (GSA). The GSA's water planning area assessment documents were considered in the development of the Plan. A copy of the final Plan was shared with the County of Madera **GSA and posted on our website on March 1, 2023.**

Section V: Authorization

The General Manager, or designee, is hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The General Manager, or designee, shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan. The contact information for General Manager is: gregrodgers@mwwc.net; (559)674-2407.

Section VI: Application

The provisions of this Plan shall apply to all persons, customers, and properties utilizing water provided by the Madera Valley Water Co.. The terms “person” and “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities.

Section VII: Definitions

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and Institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as schools, hospitals, clinics, retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

Customer: any person, company, or organization using water supplied by Madera Valley Water Co.

Domestic water use: water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Even number address: street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation use: water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, rights-of-way and medians.

Non-essential water use: water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

- (a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;
- (b) use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;

- (c) use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- (d) use of water to wash down buildings or structures for purposes other than immediate fire protection;
- (e) flushing gutters or permitting water to run or accumulate in any gutter or street;
- (f) use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools;
- (g) use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;
- (h) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- (i) use of water from hydrants for construction purposes or any other purposes other than firefighting or hauling water for a domestic water use.

Odd numbered address: street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

Section VIII: Summary of Drought Response Stages and Response Actions

The General Manager, or designee, shall monitor water supply and/or demand conditions on a monthly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified “triggers” are reached.

The triggering and termination criteria described in subsequent sections of this document are based on:

- Groundwater well elevations and/or well production capacities relative to system demands;
- Projected drought conditions on Department of Water Resources (DWR) California Water Watch Tool (<https://cww.water.ca.gov>)
- County, State or Federal Drought Emergency Orders
- Emergencies such as fire, earthquake, etc. resulting in potential water outages

The response actions described in subsequent sections of this document are based on the following general precepts:

- In more critical cases, source capacity may be increased by drilling a new well to replace a failing or failed well within the Madera Valley Water Co. system and/or a provision of hauled or bottled water in cases of natural disasters.
- Conservation techniques employed include progressively implementing more strict water use policies, primarily focused on outdoor irrigation and increasingly

restrictive water use in business functions. In natural disaster type scenarios, water supplies are limited based on a per capita per day scenario.

- Notification of the public is performed in a variety of ways to ensure drought messaging is received by the residents. Depending on the severity of the drought stage, this may include messages on Madera Valley Water Co.'s website and social media to house-to-house outreach services performed with community service groups. Whenever possible, messages will be provided in English and Spanish.
- Madera Valley Water Co. will coordinate with a variety of agencies, including the County of Madera Environmental Health, State Water Board's Division of Drinking Water, and County of Madera groundwater Sustainability Agency (GSA). In the event of severe water shortages, Madera Valley Water Co. will also coordinate with the Madera County Public Health to support County registered vulnerable persons, County Offices of Emergency Services (OES), CalWARN, community partners and critical users.

Section IX: Drought Response Triggers

The drought response triggers and terminations discussed below provides details on when varying levels of drought responses, further discussed in Section X, will be implemented and then subsequently terminated. The Madera Valley Water Co. Board of Directors may choose to make modifications to the triggers and terminations depending on real-time scenarios, however these response triggers stand in the absence of other Board decisions.

Stage 1 Triggers -- Water Shortage WATCH Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 10% in groundwater elevations or available flow capacity, weather projections indicate a lack of normal regional rain patterns, the DWR Water Watch drought map¹ shows moderate drought conditions in our zip code, or the County of Madera GSA proposes basin-wide voluntary conservation measures.

Requirements for termination

Stage 1 of the Plan may be rescinded when all well related conditions listed as triggering events have ceased to exist for a period of 10 consecutive days, or

¹ <https://cww.water.ca.gov/>

immediately when any other conditions cease to exist.

Stage 2 Triggers -- Water Shortage WARNING Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 20% in groundwater elevations or available flow capacity or the DWR Water Watch drought map shows severe drought conditions in our zip code.

Requirements for termination

Stage 2 of the Plan may be rescinded when all well related conditions listed as triggering events have ceased to exist for a period of 10 consecutive days, or immediately when any other conditions cease to exist. Upon termination of Stage 2, Stage 1 becomes operative unless otherwise specified.

Stage 3 Triggers – ACUTE Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 30% in groundwater elevations or available flow capacity or DWR's California Water Watch drought maps shows extreme drought conditions in our zip code.

Requirements for termination

Stage 3 of the Plan may be rescinded when all well related conditions listed as triggering events have ceased to exist for a period of 10 consecutive days, or immediately when any other conditions cease to exist. Upon termination of Stage 3, Stage 2 becomes operative unless otherwise specified.

Stage 4 Triggers -- CRITICAL Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 40% in groundwater elevations or available flow capacity or a County, State or Federal Drought Emergency is declared.

Requirements for termination

Stage 4 of the Plan may be rescinded when all well related conditions listed as triggering events have ceased to exist for a period of 10 consecutive days, or immediately when any other conditions cease to exist. Upon termination of Stage 4, Stage 3 becomes operative unless otherwise specified.

Stage 5 Triggers -- EMERGENCY Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 50% in groundwater elevations or available flow capacity.

Requirements for termination

Stage 5 of the Plan may be rescinded when all well related conditions listed as triggering events have ceased to exist for a period of 10 consecutive days, or immediately when any other conditions cease to exist. Upon termination of Stage 5, Stage 4 becomes operative unless otherwise specified.

Stage 6 Triggers – CATASTROPHIC Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of greater than 50% in groundwater elevations or available flow capacity. Triggers may also include earthquakes resulting in significant infrastructure damage, emergency conservation needed for fire protection, or other actual or threatened catastrophic water infrastructure failure as determined by the General Manager, or designee.

Requirements for termination

Stage 6 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist and coordination with the health and safety authorities have indicated that the water source and distribution system is safe. Upon termination of Stage 6, Stage 5 becomes operative unless otherwise specified.

Section X: Drought Response Stages and Actions

The General Manager, or designee, shall monitor water supply and/or demand conditions on a monthly basis and, in accordance with the triggering criteria set forth in Section IX of this Plan, shall determine if a water shortage condition exists and the severity of any such water shortage conditions (*e.g., 1-Watch, 2-Warning, 3-Acute, 4-Critical, 5-Emergency, 6-Catastrophic Water Loss*), and shall implement the following notification procedures accordingly:

Notification

Description of Customer Notification Methods:

The General Manager, or designee, shall notify the public by means of one of the following Methods:

- Method 1: Notice on Madera Valley Water Co. website and social media outlets
- Method 2: Notice in local newspapers.
- Method 3: Notice to local Spanish and English-speaking radio stations
- Method 4: Email to customer listing
- Method 5: Direct Mail to each customer, in bill or flyer format
- Method 6: Personal phone calls to hospital, elder care facility and school district
- Method 7: Door to door outreach in low-income, elderly communities, County registered vulnerable residents, residences with high usage, and/or parts of the distribution system impacted by emergency.
- Method 8: County Emergency Messaging text alert

Madera Valley Water Co. has a 15% Spanish speaking population, therefore Methods 1, 3, 4, 5 and 7 shall be provided in both English and Spanish.

Prepared materials from Department of Water Resources, "Save Our Water Toolkit", may be used as drought communication tools with the Madera Valley Water Co. logo added. The link for these materials is provided below:

Public Safety Contacts:

The General Manager, or designee, shall notify directly the following individuals and entities of restrictions and water shortages, as defined in the subsections below, as appropriate for each response stage.

Organization or Department	Name & Position	Telephone	Email
Fire Department		911 or (559)675-7799	
County Office of Emergency Services		(800)852-7550 or (916)845-8911	
County Env. Health Agency		(559)675-7823	
County Public Health		(559) 675-7893	
State Water Board District Engineer		(559)447-3300	
Critical Water User: Schools	MUSD Crossroads	(559)675-4534 (559)662-1624	
County of Madera GSA		(559)662-8015	

Support Services Contacts:

The following is a listing of support services that may be appropriate for a water shortage emergency.

Organization or Department²	Company & Name	Phone	Email
Water Hauler	Bubba's Water	(559) 242-0100	
Bottled Water Vendor	Culligan Sparkletts	(559)233-3055 (800)492-8377	
Well Drilling/Pump Company	Quality Well Drillers Zim Industries	(209)357-0675 (209)834-1551	
Community Service Partners: Red Cross		(559)455-1000	
Community Service Partners: Self-Help Enterprises		(559)651-1000	

Drought Responses Actions:

Stage 1 Response -- Water Shortage WATCH Conditions

Target: Achieve a voluntary 10% percent reduction in total monthly water usage.

Best Management Practices for Supply Management:

- (a) Madera Valley Water Co. will begin a special drought water loss audit to evaluate potential areas for limiting water loss.
- (b) Decrease flushing from regular flushing routine to only as needed for color, odor, taste and/or other water quality issues.
- (c) Seek funding for installation of water meters on residential customers.

Voluntary Water Use Restrictions for Reducing Demand:

- (a) Water customers are requested to voluntarily limit the irrigation of landscaped areas to Saturdays and Tuesdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Sundays and Thursdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of 11:00 p.m. and 11:00 a.m. on designated watering days.
- (b) Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes such as ornamental fountains, washing down of sidewalks or hard surface areas.
- (c) All restaurants are requested to serve water to patrons only upon request.
- (d) Water customers are requested to not irrigate during rain or within 48 hours after measurable rainfall.
- (e) Hotels/Motels are requested to provide guests the option of not having towels and linens laundered daily.

Notification Method(s) and Frequency:

Methods: 1, and 5 (via monthly bills) – Permanent website, monthly outreach

Agencies Contacted:

Contact County of Madera GSA.

Stage 2 Response -- Water Shortage WARNING Conditions

Target: Achieve a 20% percent reduction in total monthly water usage.

Best Management Practices for Supply Management:

- (a) Decrease flushing from regular flushing routine to only as needed for color, odor, taste and/or other water quality issues.
- (b) Increase monitoring of groundwater elevations from monthly to weekly.
- (c) Seek funding for installation of water meters on residential customers.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Saturdays and Tuesdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8), and Sundays Thursdays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is limited to the hours of 11:00 p.m. and 11:00 a.m. on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a filled bucket or watering can of five (5) gallons or less.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 11:00 p.m. and 11:00 a.m.. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rinses. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station that utilizes internally recycled water. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- (c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between the hours of 11:00 p.m. and 11:00 a.m..

- (d) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life.
- (e) The following uses of water are defined as non-essential and are prohibited:
 - i. washdown of any sidewalks, walkways, unless being performed by a County or emergency response employee addressing a public health issue such as fecal waste removal, etc.;
 - ii. washdown of driveways, parking lots, tennis courts, or other hard-surfaced areas;
 - iii. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 - iv. use of water for dust control;
 - v. flushing gutters or permitting water to run or accumulate in any gutter or street; and
 - vi. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

Notification Method(s):

Methods: 1, 2, 3, and 5 (via bill and separate conservation flyer). At least monthly outreach. Create website form for water wasting complaints to be filed. Develop complaint response program.

Agencies Contacted:

Continue to work with the County of Madera GSA to align potential future actions. If less than 30-day time period between 10% and 20% decrease in water capacity or well elevation change, inform State Water Resources Control Board District Engineer of decreasing production and initiate feasibility evaluation for long-term mitigation strategies.

Stage 3 Response -- ACUTE Water Shortage Conditions

Target: Achieve a 30% percent reduction in total weekly water usage.

Best Management Practices for Supply Management:

- (a) Using the results of the drought water loss audit perform leak detection surveys in areas with water loss above 10% and perform associated repairs. This activity will be completed for both Madera Valley Water Co..
- (b) Decrease flushing from regular flushing routine to only as needed for color, odor, taste and/or other water quality issues.
- (c) Prepare engineering designs, cost estimates and estimated schedule for long-term mitigation strategy, enlist grant writers to evaluate if drought construction funding is available.
- (d) Seek funding for installation of water meters on residential customers. Initiate engineering plans, costs, CEQA documents for a well.

Mandatory Water Use Restrictions for Reducing Demand:

All requirements of Stage 2 shall remain in effect during Stage 3 with the following modifications:

- (a) Use of water from hydrants shall be limited to firefighting, related activities, or other activities necessary to maintain public health, safety, and welfare. Designated fire hydrants for construction purposes may be allowed but require a special permit from Madera Valley Water Co. so that usages can be tracked and assessed.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane, or other vehicle not occurring on the premises of a commercial car wash and commercial service stations, that utilizes internally recycled water, or not in the immediate interest of public health, safety, and welfare is prohibited.
- (c) All restaurants are prohibited from serving water to patrons except upon request of the patron.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 4, 5 (via bill and separate conservation flyer), 6. At least monthly outreach.

Agencies Contacted:

Continue to work with the County of Madera GSA to align potential future actions. Continue to collaborate with State Water Resources Control Board District Engineer on decreasing well production or water level elevations. Reach out to the Fire Department and Critical Water Users to notify them of the situation so that they can begin planning for alternative water sources as needed. Initiate planning for short-term alternative water scenarios and long-term mitigation strategies, such as well deepening or adding additional source capacity. Coordination will also extend to well drillers and County Environmental Health on permitting requirements. Coordinate with County Public Health to consider needs of vulnerable persons registered with the County in the event drought conditions worsen.

Stage 4 Response -- CRITICAL Water Shortage Conditions

Target: Achieve a 40% percent reduction in total daily water usage.

Best Management Practices for Supply Management:

- (a) Using the results of the drought water loss audit perform leak detection surveys in areas with water loss above 5% and performed needed repairs. This activity will be completed for both Madera Valley Water Co..
- (b) Decrease flushing from regular flushing routine to only as needed for color, odor, taste and/or other water quality issues.
- (c) Increase groundwater elevation monitoring from weekly to daily.
- (d) Seek funding for installation of water meters on residential customers.

Mandatory Water Use Restrictions for Reducing Demand:

All requirements of Stage 2 and 3 shall remain in effect during Stage 4 with the following modifications:

- (a) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited.
- (b) The use of water for construction purposes from designated fire hydrants under special permit is to be discontinued.
- (c) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Saturdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8) and Sundays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9),

and irrigation of landscaped areas is further limited to the hours of 11:00 p.m. and 11:00 a.m.. However, irrigation of landscaped areas is permitted at any time if it is by means of a filled bucket or watering can of five (5) gallons or less.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 4, 5 (via bill and separate conservation flyer), 6, 7. At least weekly outreach through 2 or more methods.

Agencies Contacted:

Continue to work with the County of Madera GSA to align potential future actions. Continue to collaborate with State Water Resources Control Board District Engineer on decreasing well production or water level elevations. Continue to reach out to the Fire Department and Critical Water Users of the situation so that they can continue planning for alternative water sources, if necessary. Continue coordinating with County Public Health to consider the needs of vulnerable persons registered with the County should drought conditions worsen.

Stage 5 Response – EMERGENCY Water Shortage Conditions

Target: Achieve a 50% percent reduction in total daily water usage.

Best Management Practices for Supply Management:

- (a) Using the results of the drought water loss audit perform leak detection surveys in areas with any water loss and perform associated repairs. This activity will be completed for both Madera Valley Water Co..
- (b) Decrease flushing from regular flushing routine to only as needed for color, odor, taste and/or other water quality issues.
- (c) Continue daily groundwater elevation measurements.
- (d) Execute agreements with well drillers, schedule new production well construction if funding is available. Initiate engineering plans, costs, CEQA documents for a second well, if the production of the new well is inadequate to provide needed water supplies.

Mandatory Water Use Restrictions for Reducing Demand:

All requirements of Stage 2, 3 and 4 shall remain in effect during Stage 5 except with the following modifications:

- (a) All outdoor irrigation is prohibited.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 4, 5 (via bill and separate conservation flyer), 6, 7. At least weekly outreach via three or more methods. Water Waster Patrols are implemented.

Agencies Contacted:

Weekly coordination and status updates to all agencies.

Stage 6 Response -- CATASTROPHIC Water Shortage Conditions

Target: Achieve >50% percent reduction in total daily water usage or implement allocation plan requirements depending on situation.

Best Management Practices for Supply Management:

- (a) Initiate Emergency Response Plan
Contact County, State, and Federal departments for assistance.

Mandatory Water Use Restrictions for Reducing Demand:

All requirements of Stage 5 shall remain in effect during Stage 6 and indoor conservation such as utilizing showers instead of baths, decreasing frequency of clothes washing and decreasing toilet flushing are further promoted in social media and other communications methods.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 4, 5 (via bill and separate conservation flyer), 6 – Daily communication

Methods: 7 and 8 as appropriate

Agencies Contacted:

Daily or weekly coordination and status updates to all agencies, depending on the severity of the issue.

CATASTROPHIC Water Allocation Plan

In the event that water shortage conditions threaten public health, safety, and welfare, the General Manager, or designee, is hereby authorized to allocate water according to the following water allocation plan:

Single-Family Residential Customers

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

Persons per Household	Gallons per Month
1 or 2	1,460 – 2,920
3 or 4	4,380 – 5,840
5 or 6	7,300 – 8,760
7 or greater	Requires written verification of any household usage greater than 9,000 gallons per month. Allowable usage will be calculated using 47 gallons per person per day.

“Household” means the residential premises served by the customer’s meter. The above is based on 47³ gallons per person per day with all outdoor uses prohibited except by public safety officers (e.g. fire personnel, etc.)

Additional decreases to the table may be required for short-term emergency response to earthquakes, fires, etc. Any short-term decrease (defined as less than 72 hours) will be determined by the General Manager along with provision for alternative water supplies for any period of water outage greater than 10 hours. Any conservation decreases to below 47 gallons per person per day, for greater than 72 hours, requires a properly noticed board meeting (regular or special) for public input and Board adoption.

Master-Metered Multi-Family Residential Customers

The allocation to residential water customers billed from a master meter which jointly measures water to multiple permanent residential dwelling units (e.g., *apartments, mobile homes, etc.*) shall be allocated the same as single-family residential customers.

Commercial Customers

A monthly water allocation shall be established by the General Manager, or designee, for each nonresidential, non-industrial commercial water customer who

³ Based on Water Code Section 10609.4 for standard indoor residential water use starting in 2025. This attempts to ensure efficient indoor water recognizing the severity of the drought while maintaining standard sanitation practices, if possible.

uses water for processing purposes. The allocation to nonresidential, non-industrial commercial water customers shall be as follows: 40% of monthly water usage and no irrigation. All restaurants shall only provide water upon request, hotels must only wash linens upon exist of customers, and all commercial customers must post drought conservation messaging.

Industrial Customers

Madera Valley Water Co. does not have industrial customers.

CATASTROPHIC Interim Replacement Water Supply for Water Outages

In the event that water outages occur the following is the plan to provide interim alternative water supply for customers to meet short-term public health needs. Longer-term hauling of water directly to the distribution storage tanks would be coordinated with the Office of Emergency Services and CalWARN as soon as possible if the wells continue to be inaccessible.

Source of Alternative Water Supply:

Water hauled to Madera Valley Water Co. by a California Department of Public Health certified potable water hauler. Coordination will also be done with the State Water Resource Control Board's Division of Drinking Water and County Environmental Health on any chlorination and special water quality testing or noticing prior to serving hauled water.

Distribution of Alternative Water Supply:

Set up locations for shareholders to obtain clean, safe water in containers for drinking purposes. If bottled water is needed contact:

Culligan of Fresno
2479 South Orange Ave
Fresno CA 93725

Sparkletts Water
5377 East Home Ave
Fresno CA 93727

Grainger Industrial
1335 Tuolumne Street
Fresno CA 93706
(559)233-3055
(800)201-6218
(800)472-4643

If water outages occur only in part of the distribution system, a similar but

abridged version of the alternative water supply plan will be initiated to focus only on those parts of the distribution that are impacted.

Public Notification Regarding Access to Alternative Water Supplies:

Methods: 1, 2, 3, 4, 5 (flyer/door hanger), 6, 7 and 8 will be utilized to inform residents of the location of alternative water and sanitation access and availability of additional services for the elderly/disabled or those without transportation. American Red Cross and other available volunteers may also be utilized to provide flyers to homes.

All handout materials will be provided in both English and Spanish. Templates have been pre-prepared and can be immediately printed if needed.

CATASTROPHIC Notification of Emergency Service Providers

If adequate water supply will potentially become unavailable for fire response, medical services, public services, etc., then the following emergency providers will be notified as soon as possible to ensure that adequate planning, response and assistance may be provided:

Local Fire Agency: Shall be contacted immediately when any water outages are believed to be potentially imminent or is occurring in any part of the distribution system.

Critical Service Providers (e.g., hospital, school, elder care, etc.): The school district shall be immediately contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system that may in any way impact that user. These users, in Madera Valley Water Co., should have backup plans for water provision and hauling that must be implemented immediately.

State Water Board and/or County Environmental Health: The State Water Board's Division of Drinking Water and the County Environmental Health shall be contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system.

County Office of Emergency Services: The County Office of Emergency Services may be contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system as the result of a natural disaster and/or additional County or State support is needed.

Section XI: Enforcement

- (a) No person shall knowingly or intentionally allow the use of water from this water system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by General Manager, or designee, in accordance with provisions of this Plan.
- (b) Any person, including a person classified as a water customer of the water system, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.
- (c) Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person is in repeated violation of this Plan, the Madera Valley Water Co. shall, after the second warning notice to the customer, be authorized to provide a financial penalty of up to \$50 per day for the third notice (not to exceed \$500), and \$200 per day for the fourth and future notices.

Section XII: Variances

The General Manager, or designee, may grant, in writing, a temporary variance for existing water uses otherwise prohibited under this Plan 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 if one or more of the following conditions are met:

- (a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other condition for which the Plan is in effect.
- (b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Ordinance shall file a petition for variance with the water system within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the General Manager, or designee, and shall include the following:

- (a) Name and address of the petitioner(s).
- (b) Purpose of water use.
- (c) Specific provision(s) of the Plan from which the petitioner is requesting relief.
- (d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Ordinance.
- (e) Description of the relief requested.
- (f) Period of time for which the variance is sought.
- (g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date.
- (h) Other pertinent information.

A decision on the variance request will be returned to the customer within no more than 5 business days.

While submittal of a variance is required, the following exemptions are pre-approved:

1. Use of a residential swamp cooler on days where the ambient temperature is greater than 80° F for residents that can demonstrate a medical need.
2. Use of water for the operation of a medical support device needed by a resident.

Appendix A: Water System Information

Madera Valley Water Co. provides water to approximately 1,900 residential service connections, 53 commercial connections, a public elementary school, a private elementary school, and a church. Madera Valley Water Co. obtains its water from 5 groundwater wells with standby/emergency chlorination treatment and mineral oxidant treatment to help control the growth of biofilm and to control the growth of iron reducing bacteria.

Annually, the water system utilizes approximately 591 million gallons. The maximum monthly usage typically occurs in June, July, or August with a production of 85 to 100 million gallons, with peak day demand during this time. The 10-year average maximum day demand is 3.2 million gallons. Total well capacity is estimated to be approximately gpm and well are drilled to a total depth between 600 to 800 feet.

Well Name	Average Production (gpm)	Average April Elevation, feet bgs	Average October Elevation, feet bgs
Well 01	900	330	300
Well 04	1700	330	300
Well 05	1000	330	300
Well 06	500	330	300
Well 10	500	330	300

(bgs = below ground surface)

The distribution system consists of two pressure zones, Zone 1 and Zone 2. Zone 1 has a 1.5 million-gallon storage tank directly connected and the tank feeds Pressure Zone 2 through 3 Pressure Reducing Stations.

Experience with past droughts:

After the 2014 drought, the Madera Valley Water Co. implemented a Drought Contingency Plan. Construction of a 1.5 MG elevated water storage tank was approved by the Board of Directors. The need for water meters on all residential connections has been addressed. Not all residential customers have water meters. Currently residential customers are flat rate.