

Important Information for All Water Customers of the Town of Windsor July 2, 2009

Water Shortage Update-

Over the last two years our region has received significantly lower than average rainfall during the winter and spring months. The lack of rainfall combined with reductions in the amount of water that is diverted from the Eel River has resulted in significantly below average water storage levels in Lake Mendocino, one of our regions water supply reservoirs. In fact, the Sonoma County Water Agency (SCWA), the region's wholesale water provider, is projecting that water storage in Lake Mendocino will hit unprecedented, historically low levels this year.

The minimum summer flows in the upper Russian River are maintained by SCWA through water releases from Coyote Dam at Lake Mendocino. In April, in order to help preserve the water supply in the lake, SCWA submitted a petition to the State Water Resources Control Board (State Board) requesting a reduction in the Russian River flow requirements that SCWA is legally responsible for maintaining. The State Board approved SCWA's request for a reduction in flows, but also ordered SCWA to: (1) reduce its water diversions (well pumping) from the Russian River by 25 percent during the period of June 15 – October 2, 2009 based on 2004 water diversions for the same period; (2) work with its water customers in Sonoma County to achieve 25 percent water conservation savings, and; (3) prohibit irrigation of commercial turf unless landscape irrigation is managed in conformance with a prescribed water budget.

Because SCWA's water rights permits cover the Town's Russian River Well Field and water the Town purchases from SCWA, all of Windsor's water supply is subject to the State Board Order. As a result, on July 1, 2009 the Town Council declared a Stage 2 Water Shortage Emergency within the Town of Windsor water service area, which triggered the implementation of mandatory water demand reduction measures to achieve an overall Town wide reduction goal of 25% based on 2004 water use.

How you may be affected-

All Water Customers

All water customers will be asked to adhere to the water reduction measures outlined in the Town's Water Shortage Contingency Plan for a Stage 2 Water Shortage Emergency and as stipulated by resolution of the Town Council. To achieve a 25 percent reduction in overall Town-wide water use, these measures will rely primarily on community cooperation to significantly reduce water waste and to reduce the amount of water used for landscape irrigation by 50%. Residents and businesses that can implement water saving measures to gain additional savings indoors are strongly encouraged to do so.

The community cooperation method takes into consideration the fact that many residents and businesses have proactively reduced their water use and should not be penalized for early and continued water savings. Mandatory guidelines have been created for everyone to meet to provide an equitable way for water customers to bring their current water use habits into alignment with those in the community that have already adopted more efficient water use practices. Consideration must also be given to the preservation of water for basic needs, health and public safety, and to the preservation of jobs. Reducing Windsor's water use by 25% during

the summer months is a tall order and it will require everyone's participation and best effort to be successful.

Residential Water Customers

- Reduce overall irrigation water use by 50% and limit sprinkler irrigation to three days per week.
- Residents east of Hwy 101 use sprinklers only on Tuesday, Thursday, and Saturday.
- Residents west of Hwy 101 use sprinklers only on Wednesday, Friday, and Sunday.
- No residential irrigation on Mondays.
- Confine irrigation to the nighttime and early morning hours of 7 p.m. to 9 a.m.
- Adherence to all the provisions of the Town's Water Waste Ordinance, which includes a prohibition on overspray and excess irrigation that leads to runoff in gutters.
- Residential water customers that can demonstrate that their landscape is being managed by a CLCA Certified Water Manager to a budgeted 50% reduction can apply for an exception to the requirement that sprinkler irrigation be limited to three days per week.

Commercial Water Customers

- As a condition of continued water service, all commercial landscapes that utilize overhead sprinkler irrigation must adhere to the following water budget guidelines in the Town's existing municipal code, Section 12-3-835, with an overall water use reduction goal for all commercial landscapes of 50%.

MAWA =

$$\begin{aligned} & \text{Applied water for turf grass (gallons)} = (ET_o) (LA_{\text{turf}}) (0.64) (0.62) \\ + & \text{Applied water for mixed trees and shrubs (gallons)} = (ET_o) (LA_{\text{shrubs}}) (0.48) (0.62) \end{aligned}$$

where:

MAWA = Maximum applied water allowance (gallons per month)

ET_o = Reference Evapotranspiration (inches per month)

0.64 = ET adjustment factor for turf

0.48 = ET adjustment factor for mixed trees and shrubs

LA = Landscaped Area (square feet)

0.62 = conversion factor (to gallons)

- Commercial customers adhering to the budget need to provide the Town a defensible estimate of their irrigated landscape area for both turf and non-turf areas of their property. Contact Utility Billing at 838-1004.
- **No restrictions on days to water exist for commercial properties.** The water budget approach is used instead, recognizing that larger and more complex irrigation systems require extra flexibility to meet extended scheduling windows.
- Confine irrigation to the nighttime and early morning hours of 7 p.m. to 9 a.m.
- Adherence to all provisions of the Town's Water Waste Ordinance, which includes a prohibition on overspray and excess irrigation that leads to runoff in gutters.

What you can do-

- Inspect and tune up irrigation systems and make any needed repairs.
- Make adjustments to automatic timers, or instruct your landscaper to make the changes.
- Identify and repair leaks immediately to eliminate waste. Call the Town's Water Waste Hotline at 522-8331 to report leaks and water waste.
- Work cooperatively to bring awareness about the shortage condition to those without access to contemporary media outlets.
- Educated yourself about the many simple ways to reduce the amount of water you use. Visit www.townofwindsor.com/wc to access information and resources available regarding water conservation tips and incentive programs.
- Stay informed. Updates will be provided on the Town's website (www.townofwindsor.com), on public access channel 27, and through bill inserts, direct mail, and the Windsor Times.
- For questions or information, or to obtain copies of the Town's Water Shortage Contingency Plan and Water Waste Ordinance, contact Utility Billing staff at 838-1004.