



## ***Stage 2 Water Shortage Emergency Declared April 28, 2021***

### **Customers Required to Reduce Water Consumption by 25%**

- All customers are required to reduce water use by 25% from last year (2020).
- Irrigation of any existing or new landscaping except from a hand-held hose or container or drip irrigation system is strongly discouraged. Those choosing to irrigate with sprinklers must reduce water usage by 25%.
- Initial or re-filling a swimming pool is prohibited after **May 28, 2021**.
- A permit is required for all hydrant use, except for water used for fighting fires or for other emergency use deemed essential by the Fire Chief.
- Drinking water at any restaurant, cafe, cafeteria or other public place where food is sold, served or offered for sale may only be provided upon request by a patron.

### ***Enforcement***

#### **Report Major Water Leaks to the City of Cloverdale at 707 894-2150 (24-Hour Non-Emergency Dispatch)**

All customers are asked to cooperate to do the best that they can to individually meet or exceed the overall mandatory 25% reduction requirement. Violations will be enforced as follows:

- **1st Violation** – notice will be given by city staff either by phone or delivery of a yellow door tag informing the customer of the problem that must be corrected.
- **2nd Violation** – if problems are not corrected, a certified letter shall be mailed to the customer who receives the water bill. The letter will describe the violation and request that it be corrected, cured and/or abated immediately. The letter will state the consequences of non-compliance.
- **If the violation continues** – the City may impose a penalty and/or order disconnection of the service. Repeated water waste violations may result in a flow restriction device being installed by the City at the customer's expense before service is restored.

### ***Water Waste Prohibitions Currently in Effect***

No water furnished by the City shall be wasted. Waste of water includes but is not limited to the following:

- Washing of sidewalks, walkways, driveways, parking lots and other hard-surfaced areas by direct hosing.
- Customer water leaks: customer has 72 hours after discovery to fix the leak.
- Excessive run-off or unreasonable over-spray of the areas being irrigated.
- Washing cars, boats, trailers or other vehicles and machinery directly with a hose not equipped with a shutoff nozzle.
- Water for non-recycling decorative water fountains.
- Water for non-recycling evaporative cooling systems for air conditioning installed after April 28, 2021, unless required for health or safety reasons.

Please take advantage of the free water conservation information available from Sonoma Marin Saving Water Partnership at <https://www.savingwaterpartnership.org/> and from the City. Instructions on how to read a water meter are available at City Hall or online at [www.cloverdale.net](http://www.cloverdale.net). Customers with additional questions may contact the Utility Department at [customerservice@ci.cloverdale.ca.us](mailto:customerservice@ci.cloverdale.ca.us) or by calling 707-894-1700.

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