

Appendix A

DWR Submittal Tables

Table 8-1: Water Shortage Contingency Plan Levels

Table 8-2: Demand Reduction Actions

Table 8-3: Supply Augmentation and Other Actions

Submittal Table 8-1: Water Shortage Contingency Plan Levels

Shortage Level	Percent Shortage Range	Shortage Response Actions (Narrative description)
0	0% (Normal)	A Level 0 Water Supply Shortage – Condition exists when the City notifies its water users that no supply reductions are anticipated in this year. City proceeds with planned water efficiency best practices to support consumer demand reduction in line with state mandated requirements and local City goals for water supply reliability. Permanent water waste prohibitions are in place as stipulated in the City's Water Shortage Response Ordinance.
1	Up to 10%	A Level 1 Water Supply Shortage – Condition exists when the City notifies its water users that due to drought or other supply reductions, a consumer demand reduction of up to 10% is necessary to make more efficient use of water and respond to existing water conditions. Upon the declaration of a Water Aware condition, the City shall implement the mandatory Level 1 conservation measures identified in this WSCP. The type of event that may prompt the City to declare a Level 1 Water Supply Shortage may include, among other factors, a finding that its wholesale water provider calls for extraordinary water conservation.
2	11% to 20%	A Level 2 Water Supply Shortage – Condition exists when the City notifies its water users that due to drought or other supply reductions, a consumer demand reduction of up to 20% is necessary to make more efficient use of water and respond to existing water conditions. Upon declaration of a Level 2 Water Supply Shortage condition, the City shall implement the mandatory Level 2 conservation measures identified in this WSCP. The type of event that may prompt the City to declare a Level 2 Water Supply Shortage may include, among other factors, a finding that its wholesale water provider calls for extraordinary water conservation.
3	21% to 30%	A Level 3 Water Supply Shortage - Condition exists when the City declares a water shortage emergency condition pursuant to California Water Code Section 350 and notifies its residents and businesses that up to 30% consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. The City must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code Section 350.
4	31% to 40%	A Level 4 Water Supply Shortage - Condition exists when the City declares a water shortage emergency condition pursuant to California Water Code Section 350 and notifies its residents and businesses that up to 40% consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. The City must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code Section 350.
5	41% to 50%	A Level 5 Water Supply Shortage - Condition exists when the City declares a water shortage emergency condition pursuant to California Water Code Section 350 and notifies its residents and businesses that up to 50% or more consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. The City must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code Section 350.
6	>50%	A Level 6 Water Supply Shortage - Condition exists when the City declares a water shortage emergency condition pursuant to California Water Code Section 350 and notifies its residents and businesses that greater than 50% or more consumer demand reduction is required to ensure sufficient supplies for human consumption, sanitation and fire protection. The City must declare a Water Supply Shortage Emergency in the manner and on the grounds provided in California Water Code Section 350.

NOTES:

Submittal Table 8-2: Demand Reduction Actions

Shortage Level	Demand Reduction Actions <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? <i>For Retail Suppliers Only</i> Drop Down List
Add additional rows as needed				
0	Other water feature or swimming pool restriction	Statewide Prohibition is Required	All decorative water features must re-circulate water or users must secure a waiver from the City.	Yes
0	Other	Statewide Prohibition is Required	Washing or hosing down vehicles is prohibited except by use of a hand held container, hose with an automatic shut off device, or at a commercial car wash.	Yes
0	Other - Prohibit use of potable water for washing hard surfaces	Statewide Prohibition is Required	Washing hard or paved surfaces is prohibited except to alleviate safety or sanitary hazards using a hand held container, hose with an automatic shut off device, or a low-volume high pressure cleaning machine that recycles used water.	Yes
0	Landscape - Restrict or prohibit runoff from landscape irrigation	Statewide Prohibition is Required	Watering vegetated areas in a manner that causes excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter, or ditch is prohibited.	Yes
0	Landscape - Other landscape restriction or prohibition	Statewide Prohibition is Required	Irrigating ornamental turf on public street medians is prohibited.	Yes
0	Landscape - Other landscape restriction or prohibition	Statewide Prohibition is Required	No landscape watering shall occur within 48 hours after measurable precipitation.	Yes
0	Landscape - Limit landscape irrigation to specific times	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Watering or irrigation with a device that is not continuously attended to is limited to fifteen (15) minutes per day per valve. Low flow drip type systems, water efficient stream rotor systems, and sensor/weather controlled systems are exempt.	No
0	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Fix leaks or faulty sprinklers promptly/within 3 day(s).	Yes
0	CII - Other CII restriction or prohibition	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	No single pass cooling systems may be installed in new or remodeled buildings.	Yes
0	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	All new commercial car wash and laundry facilities must re-circulate the wash water or obtain a waiver from the City.	Yes
0	CII - Commercial kitchens required to use pre-rinse spray valves	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Food preparation establishments must use water efficient kitchen spray valves.	Yes
0	Other - Require automatic shut of hoses	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Use a shutoff nozzle on hoses.	Yes
0	Other	On-going Long Term-Conservation Savings Measure. Not applicable to Water Shortage Contingency Plan quantifiable savings.	Unauthorized use of hydrants is prohibited. Authorization for use must be obtained from water supplier.	Yes
1	Expand Public Information Campaign	0-1%	Community Outreach and Messaging (Expand Public Information Campaign).	Yes
1	Expand Public Information Campaign	0-1%	Encourage customers to wash only full loads when washing dishes or clothes.	Yes
1	Expand Public Information Campaign	0-1%	Encourage customers to use pool covers to minimize evaporation.	Yes
1	Landscape - Limit landscape irrigation to specific times	0-5%	Watering or irrigation of vegetated areas is prohibited between 9 am and 6 pm except by use of a hand held device, hose equipped with an automatic shutoff device, or for adjusting or repairing an irrigation system for short periods of time.	Yes
1	CII - Restaurants may only serve water upon request	0-1%	CII - Restaurants may only serve water upon request.	Yes
1	CII - Lodging establishment must offer opt out of linen service	0-1%	CII - Lodging establishment must offer opt out of linen service.	Yes
1	CII - Other CII restriction or prohibition	0-1%	Commercial, industrial, institutional equipment must be properly maintained and in full working order.	Yes
1	Landscape - Prohibit certain types of landscape irrigation	0-1%	All non-essential water use for nurseries should cease.	Yes
1	Landscape - Prohibit certain types of landscape irrigation	0-1%	All non-essential water use for public entities should cease.	Yes
1	Landscape - Prohibit certain types of landscape irrigation	0-1%	All non-essential water use for commercial and industrial use should cease.	Yes
1	Offer Water Use Surveys	0-1%	Offer Water Use Surveys (offered through MET).	No
1	Provide Rebates on Plumbing Fixtures and Devices	0-1%	Provide Rebates on Plumbing Fixtures and Devices (offered through MET).	No

Submittal Table 8-2: Demand Reduction Actions

Shortage Level	Demand Reduction Actions <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? <i>For Retail Suppliers Only Drop Down List</i>
1	Provide Rebates for Turf Replacement	0-1%	Provide Rebates for Turf Replacement (offered through MET).	No
1	Increase Water Waste Patrols	0-1%	Increase Water Waste Patrols	No
1	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	Yes
2	Landscape - Limit landscape irrigation to specific days	5-10%	Irrigation shall be limited to 3 days per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes
2	Water Features - Restrict water use for decorative water features, such as fountains	0-1%	Filling or refilling ornamental lakes and ponds is prohibited. Ornamental lakes and ponds that sustain aquatic life of significant value and were actively managed prior to the storage declaration are exempt.	Yes
2	Decrease Line Flushing	0-1%	Decrease Line Flushing.	No
2	Reduce System Water Loss	0-5%	Real Loss Reduction - Pressure Management and More Aggressive Leak Detection and Repair.	No
2	Pools and Spas - Require covers for pools and spas	0-1%	Pools and Spas - Require covers for pools and spas.	Yes
2	Pools - Allow filling of swimming pools only when an appropriate cover is in place.	0-1%	Pools - Allow filling of swimming pools only when an appropriate cover is in place.	Yes
2	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	
3	Other water feature or swimming pool restriction	0-1%	Decorative water features that use potable water must be drained and kept dry.	Yes
3	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	0-1%	Car washing is only permitted using a commercial carwash that recirculates water or by high pressure/low volume wash systems.	Yes
3	Other - Prohibit use of potable water for construction and dust control	0-1%	Require a construction water use plan be submitted to the water supplier that addresses how impacts to existing water users will be mitigated (such as dust control).	Yes
3	Landscape - Other landscape restriction or prohibition	0-1%	With the exception of landscapes watered with non-potable water, limit the installation of new landscaping to drought tolerant trees, shrubs and groundcover. Prohibit installation of new turf or hydroseed. Customers may apply for a waiver to irrigate during an establishment period for the installation of new turf or hydroseed.	Yes
3	Landscape - Limit landscape irrigation to specific days	10-25%	Irrigation shall be limited to 2 days per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes
3	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	
4	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	0-1%	Fix leaks or faulty sprinklers within 2 day(s).	Yes
4	Other water feature or swimming pool restriction	0-1%	Existing pools shall not be emptied and refilled using potable water unless required for public health and safety purposes.	Yes
4	Other water feature or swimming pool restriction	0-1%	No new permits for pools will be issued.	Yes
4	Landscape - Other landscape restriction or prohibition	0-1%	No new landscape installations or renovations will be permitted.	Yes
4	Landscape - Prohibit all landscape irrigation	0-1%	Previous waivers for watering during an establishment period will be revoked.	Yes
4	Landscape - Limit landscape irrigation to specific days	5-20%	Irrigation shall be limited to 1 days per week turf watering when using potable water. Plant containers, trees, shrubs and vegetable gardens may be watered additional days using only drip irrigation or hand watering.	Yes

Submittal Table 8-2: Demand Reduction Actions

Shortage Level	Demand Reduction Actions Drop down list <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? For Retail Suppliers Only Drop Down List
4	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	
5	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	0-1%	Fix leaks or faulty sprinklers within 1 day(s).	Yes
5	Other	0-1%	Water for agricultural or commercial nursery purposes, except for livestock watering, is prohibited.	Yes
5	Landscape - Prohibit all landscape irrigation	0-1%	All irrigation is prohibited.	Yes
5	Landscape - Prohibit certain types of landscape irrigation	0-1%	Watering of all golf course areas is prohibited.	Yes
5	Landscape - Prohibit certain types of landscape irrigation	0-1%	Watering of parks, school grounds, and recreation fields is prohibited, except for rare plant or animal species.	Yes
5	Moratorium or Net Zero Demand Increase on New Connections	0-2%	Moratorium or Net Zero Demand Increase on New Connections .	Yes
5	Other	0-50%	Water use for public health and safety purposes only.	Yes
5	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	
6	Other	0-1%	The City may discontinue service to consumers who willfully violate any water conservation provisions.	Yes
6	Landscape - Prohibit all landscape irrigation	0-5%	The City may shut off all non-essential water services. All irrigation is prohibited.	Yes
6	CII - Other CII restriction or prohibition	0-15%	Water for commercial, manufacturing, or processing purposes shall be reduced in volume by up to 50% or exceeded if necessary for public health and safety purposes.	Yes
6	Other	0-70%	Water use for public health and safety purposes only. Customer rationing may be implemented.	Yes
6	Other	5-10%	Other Prohibited Uses: The City may implement other prohibited water uses as determined by the City, after notice to customers.	
NOTES:				

Submittal Table 8-3: Supply Augmentation and Other Actions

Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>
<i>Add additional rows as needed</i>			
0-6	Other Purchases	0-100%	Pump additional groundwater from OC Groundwater Basin (short-term shortage) with rate penalty
0-6	Other Purchases	0-100%	Purchase additional imported water from MET with rate penalty
<p>NOTES:</p> <p>Both additional pumped groundwater and purchased imported water are subject to rate penalties from OCWD and MET.</p>			

Appendix B

Fullerton Municipal Code Chapter 12.06 Water Supply Shortage Conservation Plan

Below is the weblink to the current ordinance (last accessed on April 30, 2021)
https://codelibrary.amlegal.com/codes/fullerton/latest/fullerton_ca/0-0-0-6837

Appendix C

Water Shortage Communication Plan

1 Communication Protocol

Public communication is an ongoing activity where the purpose, audience, message, tools, and channels may change at any given moment. In the context of water shortage response, the purpose may be an immediate emergency water shortage situation, such as may result from an earthquake, or a longer-term emergency shortage condition, such as may result from a drought. In a catastrophic emergency under crisis conditions, the City will activate the communication protocol detailed in the City of Fullerton American Water Infrastructure Act Risk and Resilience Assessment and Emergency Response Plan (ERP). In a longer-term water shortage situation, the City will implement the procedures identified in this Communication Plan.

Timely and effective communication is a key element of the WSCP implementation. Per CWC Section 10632 (a)(5), the City has established communication protocols and procedures to inform stakeholders regarding any current or predicted shortages as determined by the annual water supply and demand assessment described pursuant to Section 10632.1; any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment described pursuant to Section 10632.1; and any other relevant communications.

Emergency Response Plan Communication

The ERP defines the actions to be taken by City staff to reduce the loss of water and wastewater infrastructure; to respond effectively to a disaster; and to coordinate recovery operations in the aftermath of any emergency involving extensive damage to local and regional water and wastewater utilities. The ERP includes activation notification protocols that will be used to contact partner agencies to inform them of the situation, activation status of the ERP, known damage or impacts, or resource needs. The ERP is a standalone document that is reviewed annually and updated every 5 years. Refer to the ERP for full details.

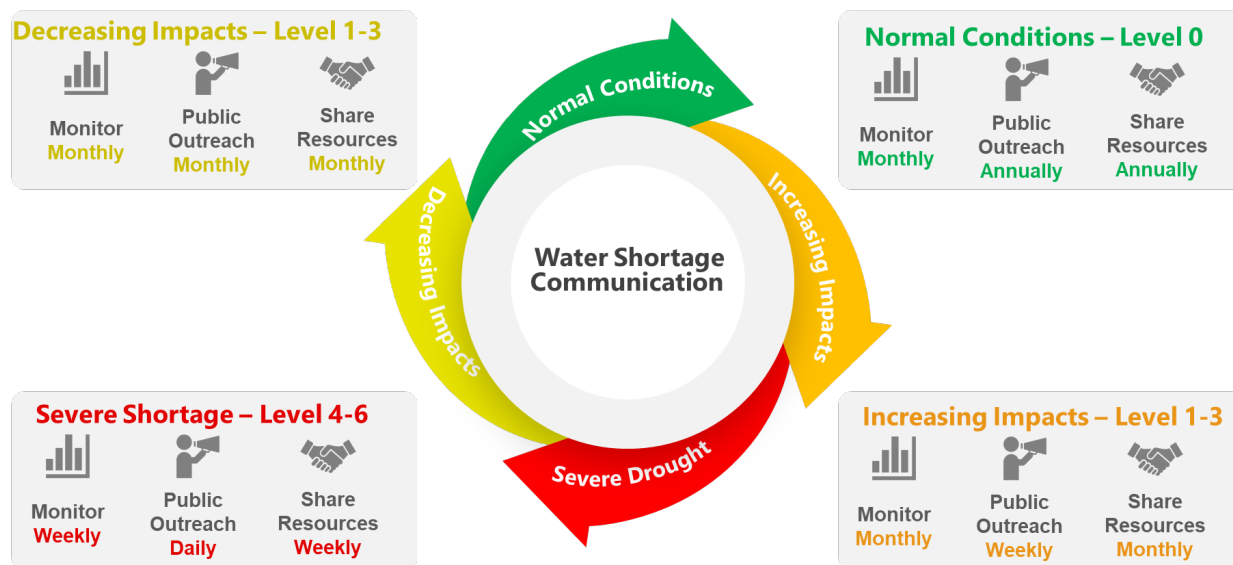
City Water Shortage Communication Plan

The Water Shortage Communication Plan serves as the baseline understanding for how the City will provide information and value to its various stakeholders, partners, and employees during normal conditions where water efficiency is an everyday goal for water supply reliability. In times of water shortage, this Communications Plan can be enhanced for the purposes of a Water Shortage Communication Plan. The City's Water Division works to elevate public awareness and participation in water efficiency so, in the event of a water shortage, the community is aware of the importance of response actions and can identify as an active participant in the City demand reduction target levels. The Communications Plan is designed to provide transparent, reliable, and accurate information to the public and collaborating agencies by identifying goals and objectives for each shortage level and outlining the appropriate communication interface tools and implementation schedule to for effective communication to assist customers with curtailing their water use.

Goals & Objectives

The goal of the City's Water Shortage Communication Plan is to create a local awareness of water shortage conditions and to encourage water efficiency from all citizens. The Water Shortage Communication Plan objectives further refine the focus of the program goal to achieve a desired outcome at shortage level. As a water shortage condition escalates, the objectives of the Communication Plan also escalate to ensure progress toward water supply reliability. The defined

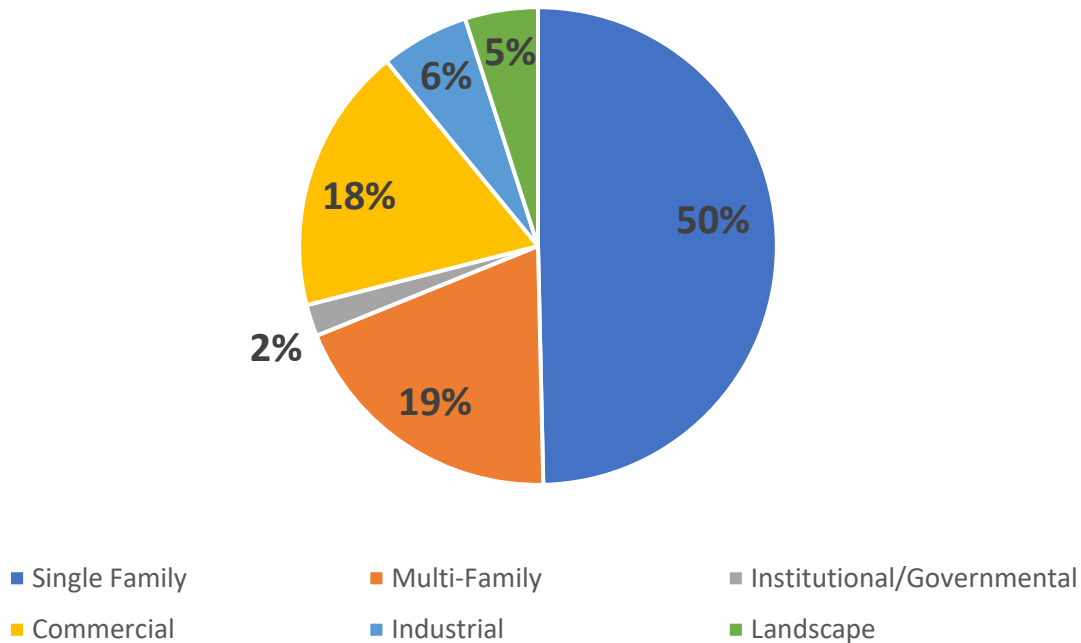
objectives for each Water Shortage level will determine the information that is communicated at each level.



Target Audiences

The City reviewed its water demand and customer class profile to develop a communication plan to be the most effective with its unique customer profile and water demands. Based on the 2025 projections, the City single family water use is expected to account for approximately 50% of the total water demand. Commercial, industrial, and institution water use is projected to account for about 26% of total demand. Multifamily and landscape use are projected to account for 19% and 5% of total demand, respectively based on recent trends. By understanding the local customer and water use profile, the City can implement a Water Shortage Communication Plan that leverages the appropriate communications tools to reach the target audience most effectively during a water shortage.

2025 Projected Water Use by Customer Class



The City has further refined their customer categories to identify the following target audiences for communication:

- City staff
- Homeowners and renters
- Business owners
- Local Industries
- Property owners and managers
- School district administrators and teachers
- Elected officials and staff
- Environmental/public interest groups
- General Public
- Local Media
- Homeowners Associations
- Golf Courses

Communications Interfaces and Tools

The City will work closely during a normal and water shortage condition, the City will utilize a comprehensive set of communication interface tools to engage water customers. The interface options and tools include:

- Water Bill communications
- Website Information on the “City” homepage
- Social Media outreach
- Media Coverage (print and electronic)
- Publications and Handouts

- Water Bill Pay Portal Communication
- Presence at local events
- Mayor/Manager Public Service Announcements
- Direct mailings to homes and businesses
- School education programs

Communication Tactics and Implementation Schedule

The City understands their responsibility to be transparent, accountable, have a positive impact on the community, and provide actionable guidance in times of water shortage. Carefully developed and executed communication tactics and implementation schedule will establish trust and credibility for all stakeholders by clearly communicating expectations and responsibilities. Below is a description of the Water Shortage Communication Plan Tactics. These tactics will be implemented according to the schedule and objectives defined in Table 1.

This Water Shortage Communication Plan is designed to have a standard set of Tactics systematically align to the current Water Shortage Level. For example, information that may be educational during Shortage Level 0 will shift to specific status information and shortage level response action requirements, as defined in Section 3.4.1 of the WSCP and DWR Table 8-2, as water shortage levels increase from 1 to 6. In Shortage Level 0, shortage communication will include a general overview of water efficiency and water shortage levels so, in the event of a water shortage, the understanding and response requirements are familiar. As the Water Shortage Levels increase, messaging will align with specific shortage level response requirements and objectives.

Website

- City website: Provide water efficiency information and resources on City website including water shortage level status.
- Water Shortage Indicator: develop a permanent image on the webpage that identifies water shortage level status. Image will be updated promptly when status level changes and will link to additional shortage level information.
- Promote SoCal Water\$mart website: Provide information and link directing viewers to SoCal Water\$mart incentive programs.

Social Media

- Facebook/Nextdoor/Instagram: post water efficiency information and shortage level status on the City's Facebook page. This may include unique City content or reposting of regional messages and images.
- Twitter: Tweet water efficiency information and water shortage level status on the City's account. This may include unique City content or reposting of regional messages and images.

Digital and Print Media

- Flyers/Signage/Brochures: Create and provide informational materials on water efficiency actions, local/regional water resource awareness, and water shortage level status.
- Consumer Confidence Reports (CCRs): provide a conservation reminder in CCR along with conservation tips.

Media Relations

- News stories/News Releases Newsletters: Provide news releases with information regarding water shortage level and expected trends.

Briefing papers/Talking points: Provide briefing papers to local media outlets such as newspapers, magazines, and other publications. This may also include social media posts and infographics.

Community Outreach

- Public Events: Promote water efficiency and water awareness at local events such as parades, festivals, farmers market, community organizations, and other events.
- Promotional giveaways: Provide promotional water efficiency devices or messaging materials (i.e., hats, stickers, mugs, etc.) promoting water efficiency and response.

Educational Outreach

- School Programs: Provide water resource and efficiency presentations for local schools, including information and response to water shortage levels.
- Residential Water Efficiency Educational Classes: Provide educational classes to community on topics such as finding and fixing leaks, irrigation program scheduling, waterwise vegetation, etc.
- Non-residential water efficiency training classes/programs: Provide training programs to local irrigation and cooling tower service technicians on water efficient practices and water shortage level requirements.

City Water Efficiency Programs

- Rebate/Incentive Programs: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Turf Removal: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Water Surveys- Commercial: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase.
- Water Surveys – Residential: Promote regional rebate and incentive programs for local water users. Messaging frequency increased as the shortage levels increase. The City staff may participate limited residential surveys to assist with efficiency, identify and correct leaks, provide communication to customer.

Direct Customer Communication

- Billing Inserts: Include billing inserts in water utility billings including water shortage level status and response actions.
- Water Use notifications: Include a comparison of actual water use and information regarding penalties.
- Neighborhood Canvassing: City staff and/or representatives will canvas neighborhoods to educate residents of water shortage status and response action requirements.

Partnerships/Regional Initiatives

- MET/MWODOC: Utilize regional messaging programs, messages, and resources to communicate with local water users.
- Coordinate messaging with other member agencies and public partnerships.
- SoCal Water\$mart: Direct local water users to regional incentive programs for water efficiency incentive opportunities.

Monitor, Evaluate, and Amend

The effectiveness of the City's Communication

Plan depends on a large variety of factors including technological advancements or changes, the rise and fall of audience engagement, current news or media concentration, political changes in leadership and focus, and the weather. The Communication Plan will be evaluated for effectiveness and updated accordingly based on available metrics and stakeholder feedback.




Water Shortage Communication Matrix			
	Wholesaler	Fullerton	Stakeholders
Decision	Wholesaler Board of Directors	City of Fullerton City Council 	Member Agencies Board/Council
Interagency Coordination	Water Shortage Team Leader	City Water Shortage Leader 	Member Agencies and Public Partner Leaders
Support Staff	Coordination Support <ul style="list-style-type: none">• Policy/Legal• Public Outreach• Logistics• Monitoring	Water Shortage Team <ul style="list-style-type: none">• Engineering Planning• Operations• Communications• Financial• Urban Conservation• Public Outreach 	Member Agency Water Shortage Team <ul style="list-style-type: none">• Engineering Planning• Monitoring• Operations• Environmental Quality• Policy/Legal• Communications• Financial• Urban Conservation• Public Outreach

Table 1: Water Shortage Communication Plan Implementation Schedule

Water Shortage Level	0	1	2	3	4	5	6
Goal	Create an awareness of water shortage level status and encourage water efficiency from all citizens.						
Objective	Permanent Water Waste Prohibitions, Water Awareness	Compliance with response actions, 10% reduction in water use	Compliance with response actions, 20% reduction in water use	Compliance with response actions, 30% reduction in water use	Compliance with response actions, 40% reduction in water use	Compliance with response actions, 50% reduction in water use	Compliance with response actions, Essential Water Use only
Outreach Strategies	1) City Website 2) Written and Print Media 3) Social Media 4) Community Outreach 5) Educational Outreach 6) Direct communication with high water users 7) Communication with commercial/industrial water users 8) City Water Efficiency Programs 9) Water Use Communications 10) Partnerships/Regional Initiatives						
Tactics							
City website:	X	X	X	X	X	X	X
Water Shortage Indicator:	X	X	X	X	X	X	X
Promote SoCal Water\$mart website:	X	X	X	X	X	X	X
Partnerships/Regional Initiatives	X	X	X	X	X	X	X
SoCal Water\$mart:	X	X	X	X	X	X	X
Facebook:		X	X	X	X	X	X
Twitter:		X	X	X	X	X	X
Flyers/Signage/Brochures:	X	X	X	X	X	X	X
Consumer Confidence Reports (CCRs):	X	X	X	X	X	X	X

Water Shortage Level	0	1	2	3	4	5	6
News stories/News Releases Newsletters:		X	X	X	X	X	X
Briefing papers/Talking points:		X	X	X	X	X	X
Public Events:		X	X	X	X	X	X
Promotional giveaways:		X	X	X	X	X	X
School Programs:	X	X	X	X	X	X	X
Residential Water Efficiency Educational Classes:	X	X	X	X	X	X	X
Non-residential water efficiency training classes/programs:	X	X	X	X	X	X	X
Rebate/Incentive Programs:	X	X	X	X	X	X	X
Turf Removal:	X	X	X	X	X	X	X
Water Surveys-Commercial:		X	X	X	X	X	X
Water Surveys – Residential:		X	X	X	X	X	X
Billing Inserts:		X	X	X	X	X	X
Water Use notifications:	X	X	X	X	X	X	X
Neighborhood Canvassing:	X	X	X	X	X	X	X
Message Frequency	Ongoing, regular messaging	Frequency escalates depending on water shortage level and/or financial budget.					

Appendix D

Notice of Public Hearing



CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

Orange County Water District
Attn: Mr. Mike Markus, General Manager
PO Box 8300
Fountain Valley, California 92728

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Markus,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

Water Code section 10621(b) requires an urban water supplier updating its UWMP to notify cities and counties within its service area of the update at least sixty (60) days prior to holding a public hearing. This letter serves as City's notice that it is preparing and updating its 2020 UWMP, to be adopted and submitted to the California Department of Water Resources before the July 1, 2021 deadline. City will be adopting its Water Shortage Contingency Plan as part of the 2020 UWMP.

City is also considering an Addendum to the 2015 UWMP to demonstrate consistency with the Delta Plan Policy to Reduce Reliance on the Delta Through Improved Regional Water Self-Reliance (California Code Reg., tit. 23, § 5003). The 2015 UWMP Addendum and a copy of City's draft 2020 UWMP will be available for review on the City website (www.cityoffullerton.com) in spring of 2021, and City will subsequently hold noticed public hearings on the 2020 UWMP, Water Shortage Contingency Plan, and 2015 UWMP Addendum in advance of their proposed adoption.

City invites you to submit comments and consult with City regarding its 2020 UWMP update and 2015 UWMP Addendum. City anticipates holding a public comment period in spring 2021, with a public hearing planned during that time.

If you have any input for the matters contained in this notice letter, require additional information, or would like to set up a meeting to discuss City's 2020 UWMP update, please contact Gar Huang at (714) 738-6895, or by email at gar.huang@cityoffullerton.com.

Sincerely,

A handwritten signature in blue ink that reads "Meg McWade".

Meg McWade
Public Works Director

Cc: File

THE EDUCATION COMMUNITY

303 West Commonwealth Avenue, Fullerton, California 92832-1775
(714) 738-6845 • www.cityoffullerton.com



CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

Metropolitan Water District
Attn: Brad Coffey; Manager, Water Resources Management Group
PO Box 54153
Los Angeles, California 90054-0153

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Coffey,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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If you have any input for the matters contained in this notice letter, require additional information, or would like to set up a meeting to discuss City's 2020 UWMP update, please contact Gar Huang at (714) 738-6895, or by email at gar.huang@cityoffullerton.com.

Sincerely,

A handwritten signature in blue ink that reads "Meg McWade".

Meg McWade
Public Works Director

Cc: File

THE EDUCATION COMMUNITY

303 West Commonwealth Avenue, Fullerton, California 92832-1775
(714) 738-6845 • www.cityoffullerton.com



CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

Municipal Water District of Orange County
Attn: Mr. Rob Hunt, General Manager
PO Box 20895
Fountain Valley, California 92728

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Hunt,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Public Works Director

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CITY OF FULLERTON

Public Works Department – Engineering Division

March 4, 2021

City of Anaheim

Attn: Mr. Michael Moore, Public Utilities Assistant General Manager
201 S Anaheim Boulevard, Suite 601
Anaheim, California 92805

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Moore,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

City of Buena Park
Attn: Mr. Nabil S. Henein, Director of Public Works
6650 Beach Boulevard
Buena Park, California 90622

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Henein,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

City of Brea
Attn: Mr. Bill Gallardo, City Manager
1 Civic Center Circle
Brea, California 92821

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Gallardo,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

City of La Habra
Attn: Mr. Elias Saykali, Director of Public Works
201 E La Habra Boulevard
La Habra, California 90633

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Saykali,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

Cc: File

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

City of Placentia
Attn: Damien Arrula, City Administrator
401 E Chapman Avenue
Placentia, California 92870

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Arrula,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

City of La Mirada
Attn: Mr. Jeff Boynton, City Manager
13700 La Mirada Boulevard
La Mirada, California 90638

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Boynton,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Sincerely,

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Meg McWade
Public Works Director

Cc: File



CITY OF FULLERTON

Public Works Department – Engineering Division

March 11, 2021

Golden State Water Company
Attn: Mr. Ken Vecchiarelli, General Manager
2281 E Via Burton St
Anaheim, California 92806

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Vecchiarelli, *Ken*

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

Cc: File

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

Suburban Water Systems
Attn: Mr. Craig Gott, President
15088 Rosecrans Avenue
La Mirada, California 90638

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Gott,

The City of Fullerton (City) is in the process of preparing and updating its 2020 Urban Water Management Plan (UWMP) in compliance with the Urban Water Management Planning Act and the Water Conservation Act of 2009, commonly referred to as SBX7-7. An update of the City's UWMP is required every five (5) years.

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Meg McWade
Public Works Director

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CITY OF FULLERTON

Public Works Department – *Engineering Division*

March 4, 2021

County of Orange
Attn: Mr. Hugh Nguyen, Clerk Recorder
12 Civic Center Plaza, Room 101
Santa Ana, California 92701

Subject: City of Fullerton 2020 Urban Water Management Plan Update

Dear Mr. Nguyen,

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Public Works Director

Cc: File

Fullerton News Tribune

1771 S. Lewis Street
Anaheim, CA 92805
714-796-2209

5190580

FULLERTON CITY CLERK-A/P
303 W COMMONWEALTH AVE
FULLERTON, CA 92832-1775

AFFIDAVIT OF PUBLICATION

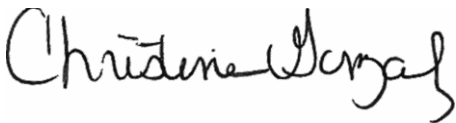
STATE OF CALIFORNIA, }
County of Orange } SS.

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the Fullerton News Tribune, a newspaper that has been adjudged to be a newspaper of general circulation by the Superior Court of the County of Orange, State of California, on February 29, 1952, Case No. A-21215 in and for the City of Fullerton, County of Orange, State of California; that the notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

05/06/2021, 05/13/2021

I certify (or declare) under the penalty of perjury under the laws of the State of California that the foregoing is true and correct:

Executed at Anaheim, Orange County, California, on
Date: May 13, 2021.



Signature

PROOF OF PUBLICATION

Legal No. **0011459395**

NOTICE OF PUBLIC HEARING

NOTICE IS HEREBY GIVEN that the Fullerton City Council will hold a public hearing in the Council Chamber, Fullerton City Hall, 303 West Commonwealth Avenue, on Tuesday, May 18, 2021, at 6:30 p.m. to receive input on the Drafts for the 2020 Urban Water Management Plan, 2020 Water Shortage Contingency Plan, and Addendum to the 2015 Urban Water Management Plan. The Drafts can be viewed on the City website at www.cityoffullerton.com/UWMP.

ALL INTERESTED PERSONS are invited to attend said hearing and express opinions or submit evidence for or against the proposal outlined above. Members of the public can access meetings streamed live online at www.cityoffullerton.com/agendas, on Spectrum Cable Channel 3 and AT&T U-Verse Channel 99. **The public may also remotely participate in the meeting to make oral public comment via computer, smart device or telephone.**

The public hearing is being held in accordance with the Urban Water Management Planning Act (California Water Code Sections 10610 through 10656; herein referred to as the "Act"). The Act requires "every urban water supplier providing water for municipal purposes to more than 3,000 customers or supplying more than 3,000 acre-feet of water annually" to prepare, adopt, and file a UWMP with the California Department of Water Resources and review and update its UWMP every five years. The purpose of the public hearing will be to solicit public comment prior to adoption of the proposed updated UWMP and WSCP.

Further information may be obtained from the Public Works Engineering Department, please contact Gar Huang at (714) 738-6895.

Pursuant to California Government Code Section 65009, if you challenge the decision of the City Council in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Fullerton at, or prior to, the public hearing.

If requested, the agenda and backup materials will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132) and the federal rules and regulations adopted in implementation thereof. Should you require special accommodations to participate in a meeting, please contact the City Clerk at cityclerksoffi@cityoffullerton.com or (714) 738-6350 at least 48 hours prior to the meeting to make arrangements.

Published Fullerton News Tribune May 6, 13, 2021 11459395

Appendix E

Adopted WSCP Resolution

ORDINANCE NO. 3299

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF FULLERTON,
CALIFORNIA, AMENDING FULLERTON MUNICIPAL CODE CHAPTER 12.06
PERTAINING TO WATER CONSERVATION PLANNING

WHEREAS, California, including Orange County, experienced significant dry year conditions in 2012-2017 which led local water agencies to declare water shortage conditions that triggered drought actions.

WHEREAS, as a result, the City experienced a direct impact on the reliability of available water supplies. The agency's reliability increased through customer curtailment due to the implementation of demand management measures. The adopted 2015 Urban Water Management Plan, Water Shortage Contingency Plan Chapter 8 specifies these actions based on levels of drought severity and provided the legal authority for implementation and enforcement through the Water Shortage Contingency Response Ordinance.

WHEREAS, the California Legislature modified the Urban Water Management Planning Act following the end of the drought in 2018 to include additional water shortage planning requirements. California Water Code Section 10632 now mandates new elements to Urban Water Management and Water Shortage Contingency Plans including an annual drought risk assessment, State Water Shortage Levels and statewide water use prohibitions.

WHEREAS, the Water Shortage Allocations determined by the Metropolitan Water District of Southern California (Metropolitan) apply to the imported water supplies in the City. When triggered, Metropolitan, as a wholesaler, will curtail deliveries of imported water based on Metropolitan's Water Shortage Allocation Plan which Metropolitan may activate when in a state of shortage.

WHEREAS, both Metropolitan and the City must prepare an Annual Water Supply and Demand Assessment and Drought Risk Assessment as part of their Urban Water Management Plan for submission to the California Department of Water Resources. By July 1st of each year, beginning the year following the adoption of the 2020 UWMP, Metropolitan and the City must monitor, report and, if declared a drought emergency, notify the Department of Water Resources, in order to comply with the State's Water Code Section 10632.1 reporting requirements.

WHEREAS, the City has adopted a Water Shortage Contingency Plan to establish standards and procedures to enable implementation and enforcement of local water shortage contingency measures. These measures align with the State of California Water Code Section 353 which specifies that "when the governing body has so determined and declared the existence of an emergency condition of water shortage within its service area, it shall thereupon adopt such regulations and restrictions on the delivery of water and the consumption within said area of water supplied for public use as will in the sound discretion of such governing body conserve the water supply for the greatest public benefit with particular regard to domestic use, sanitation, and fire protection." The State of California also directs the City to adopt a water conservation program to mitigate demands in Water Code Section 375.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF FULLERTON DOES ORDAIN AS FOLLOWS:

SECTION 1. That the City has deleted Fullerton Municipal Code Chapter 12.06 and replaced with the following:

WATER SUPPLY SHORTAGE CONSERVATION PLAN

12.06.010 Declaration of Purpose and Intent

This chapter establishes water management requirements necessary to conserve water, enable effective water supply planning, assure reasonable and beneficial use of water, prevent waste of water, prevent unreasonable use of water, prevent unreasonable method of use of water within the City in order to assure adequate supplies of water to meet the needs of the public and further the public health, safety and welfare, recognizing that water is a scarce natural resource that requires careful management not only in times of drought but at all times.

This chapter establishes six levels of Water Shortage Levels most often triggered due to drought conditions to provide defined response actions to implement during times of declared water shortage or declared water shortage emergency with increasing restrictions on water use in response to worsening drought or emergency conditions and decreasing supplies.

12.06.020 Definitions

1. "Applicant" means the person, association, developer, corporation or governmental agency applying for water service.
2. "Applied water" means the portion of water supplied by the irrigation system to the landscape.
3. "Billing Cycle" means the billing period in which the agency measures customer's water use for purposes of calculating the amount of the water service fees it shall collect for the water service provided.
4. "Billing Unit" means the unit of water used to apply water rates for purposes of calculating water charges for a person's water usage and equals 1,000 gallons of water.
5. "Citizens Appeals Board" means a board consisting of not more than five members appointed by City Council to hear appeals concerning applications for relief or violations that a customer or water user cannot resolve with the Hearing Officer.
6. "Cost" means the actual cost to the Utility, including all labor, material, supplies, equipment and miscellaneous items, together with any applicable indirect and general charges, plus the general administrative overhead in accordance with the accounting practices of the Utility.
7. "Customer" means water user.

8. "Excessive water use penalty" means the administrative penalty the City may impose during Level 3, 4 or 5 as set forth in this chapter.
9. "Gray Water" shall have the same meaning as in California Health and Safety Code 17922.12, as amended. In general, gray water may include untreated wastewater from bathtubs, showers, bathroom washbasins, clothes washing machines and laundry tubs but does not include wastewater from kitchen sinks or dishwashers.
10. "Hardscapes" means any durable material or feature (pervious and non-pervious) installed in or around a landscaped area such as pavements or walls. This ordinance considers pools and other water features part of the landscaped area and not considered hardscapes for purposes of this Water Efficient Landscape Ordinance.
11. "Hearing Officer" means the person appointed by the City Manager at the utility level to resolve applications for relief.
12. "Landscaped area" means all the planting areas, turf areas and water features in a landscape design plan subject to the Maximum Applied Water Allowance and Estimated Applied Water Use calculations. The landscaped area does not include footprints of buildings or structures, sidewalks, driveways, parking lots, decks, patios, gravel or stone walks, other pervious or non-pervious hardscapes and other non-irrigated areas designated for non-development (e.g., open spaces and existing native vegetation).
13. "Metropolitan" means the Metropolitan Water District of Southern California.
14. "Non-pervious" means any surface or natural material that does not allow for the passage of water through the material and into the underlying soil.
15. "Permit" means an authorizing document issued by local agencies for new construction or rehabilitated landscape.
16. "Person" means any individual, group, developer or organization operating as a single entity.
17. "Pervious" means any surface or material that allows the passage of water through the material and into the underlying soil.
18. "Potable Water" means water that is suitable for drinking.
19. "Residential Customer" means a single family or multi-family residential water user.
20. "Single Pass Cooling Systems" means equipment where water circulates only once to cool equipment before disposal.

21. "Summer" means the water season that includes the months of April, May, June, July, August and September.
22. "Turf" means a ground cover surface of mowed grass. Annual bluegrass, Kentucky bluegrass, Perennial ryegrass, Red fescue and Tall fescue are cool-season grasses. Bermudagrass, Kikuyugrass, Seashore Paspalum, St. Augustinegrass, Zoysiagrass, and Buffalo grass are warm-season grasses.
23. "Utility" means the municipal water organization, its staff and the system serving the City.
24. "Utility rates, rules and regulations" means the rate structure of the Utility and any rules and regulations adopted by the City.
25. "Water customer" means the person in whose name service is rendered as evidenced by the signature on the application, contract or agreement for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly issued in their name, regardless of the identity of the actual user of the service.
26. "Water feature" means a design element where open water performs an aesthetic or recreational function. Water features include ponds, lakes, waterfalls, fountains, artificial streams, spas and swimming pools (where water is artificially supplied). The high water use hydrozone of the landscaped area includes the surface area of water features. Constructed wetlands used for on-site wastewater treatment, habitat protection or storm water best management practices not irrigated and used solely for water treatment or storm water retention are not water features and not subject to the water budget calculation.
27. "Water Shortage Emergency" means a condition existing within the City in which the City cannot satisfy the ordinary water demands and requirements of persons within the City without depleting the water supply of the City to the extent that insufficient water for human consumption, sanitation and fire protection would exist. A water shortage emergency includes both an immediate emergency, in which the City cannot meet current water needs within the City, as well as a threatened water shortage, in which the City determines that its supply cannot meet an increased future demand.
28. "Water user" means any user of water, including a water customer.
29. "Winter" means the water season that includes the months of October, November, December, January, February and March.
30. "WSCP" means the Water Shortage Contingency Plan adopted by City Council.

- A. The provisions of this chapter apply to all customers, water users and premises served by the Utility wherever situated.
- B. The provisions of this chapter do not apply to uses of water necessary to protect public health and safety or for essential government services such as police, fire and other similar emergency services.
- C. The provisions of this chapter do not apply to the use of Gray Water.
- D. The provisions of this chapter do not apply to the use of water by commercial nurseries and commercial growers to sustain plants, trees, shrubs, crops or other vegetation intended for commercial sale.
- E. The provisions of this chapter do not apply to use of water from private wells.
- F. This chapter solely intends to further the conservation of water. This chapter does not intend to implement any provision of federal, state or local statutes, ordinances or regulations relating to protection of water quality or control of drainage or runoff.

12.06.040 Procedures for Determination of Water Supply Shortage and Level Implementation

- A. Pursuant to Water Code Section 10632.1, the City must submit a water shortage assessment report to the California Department of Water Resources by July 1 of each year.
- B. The City will follow the written decision-making process defined in the WSCP to assess water supply reliability on an annual basis.
- C. City staff will determine if a water shortage exists based on the water shortage criteria and stages defined in the WSCP.
- D. In the event a water shortage exists pursuant to the WSCP, the City Manager will recommend to City Council to declare a shortage according to the defined water shortage levels.
- E. The City will inform the public of the shortage according to the Procedures and Protocols for Communication identified in 12.06.050 of this Chapter.
- F. When the City Manager determines that a sudden event has, or threatens to, significantly diminish the reliability or quality of the City's water supply, the City Manager may declare a catastrophic water supply shortage and impose whatever emergency water allocation or conservation actions deemed necessary, in the City Manager's professional judgment, to protect the reliability and quality of the City's water supply, until the emergency passes or the City takes other action.

12.06.050 Procedures and Protocols for Communication

Upon declaration of a Water Shortage Emergency, the City will inform all relevant stakeholders, such as customers, the public, interested parties and local, regional and state governments of the effective date of the water shortage response actions associated with the relevant stage according to the communication procedures identified in the City WSCP, including:

- A. Any current or predicted shortages as determined by the annual water supply and demand assessment.
- B. Any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment.
- C. Any other relevant communications.

12.06.060 Permanent Water Conservation Requirements – Prohibition Against Waste

The following water conservation requirements are permanent and remain in effect at all times. The City considers violations of this section as waste and an unreasonable use of water:

- A. Washing down sidewalks, walkways, driveways, parking areas or other paved surfaces is prohibited, except as when required to alleviate safety or sanitary hazards and then only by use of a hand-held bucket or a pressure washer or hand-held hose equipped with a positive self-closing water shut-off device.
- B. Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer is prohibited, except by use of a hand-held bucket or hand-held hose equipped with a positive self-closing device or water shut-off nozzle. This subsection does not apply to any commercial car washing facility.
- C. The use of water to clean, fill or maintain levels in decorative fountains, ponds, lakes or other similar aesthetic structures is prohibited unless such water is part of a re-circulating system. The only exception is a water feature listed in the National Register of Historic Places where water use is deemed necessary for integrity of the feature.
- D. It is prohibited to irrigate outdoor landscapes during or within forty-eight hours after measurable rainfall of one-fourth of one inch or more of rain.
- E. The irrigation with potable water of ornamental turf on public street medians is prohibited.
- F. The irrigation with potable water of landscapes outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development is prohibited.
- G. All leaks, breaks or other malfunctions in the water user's plumbing, irrigation or distribution system must be repaired within seventy-two hours of notification by the City, unless other arrangements are made with the City.

- H. Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff from the property onto an adjoining sidewalk, driveway, street, alley gutter or ditch is prohibited.
- I. Food preparation establishments such as restaurants or cafes are prohibited from using non-water conserving dish wash pre-rinse spray valves.
- J. No installation of non-recirculating water systems in commercial car wash and laundry systems.
- K. No installation or operation of single pass cooling system.
- L. Commercial car wash system. Effective January 1, 2012, all commercial conveyor car wash systems must have installed operational re-circulating water systems or must have secured a waiver of this requirement from the City.

12.06.070 Levels of Declared Water Supply Shortage

The City Manager has authorization to require or impose reductions in the use of water if such reductions are necessary to comply with Water Supply Shortage conditions as defined in the City WSCP.

The WSCP defines the shortage response actions that align with each Level of Water Supply Shortage and include, at a minimum, all of the following:

- A. Locally appropriate supply augmentation actions.
- B. Locally appropriate demand reduction actions to adequately respond to shortages.
- C. Locally appropriate operational changes.
- D. Additional, mandatory prohibitions against specific water use practices in addition to state-mandated prohibitions and appropriate to the local conditions.
- E. For each action, an estimate of the extent to which implementation of the action will reduce the gap between supplies and demand.
- F. Each elevated shortage level will include the elements of the previous shortage level(s), including the mandatory restrictions on water waste detailed in the WSCP. Each elevated shortage level is intended to be more restrictive than the previous level(s).
- G. As deemed necessary, the City may implement an allocation of water supply under a water supply emergency condition beyond WSCP defined actions when water supply conditions dictate necessity.

12.06.080 Hardship Waiver

- A. Undue and Disproportionate Hardship: If, due to unique circumstances, a specific requirement of this chapter would result in undue hardship to a person using water or to property upon which water is used disproportionate to the impacts to water users generally or to similar property of classes of water users, then the person may apply for a waiver to the requirements as provided in this section.
- B. Written Finding: The City may grant or conditionally grant the waiver only upon a written finding of the existence of facts demonstrating an undue hardship to a person using water or to property upon which water is used disproportionate to the impacts to water users generally or to similar property or classes of water use due to specific and unique circumstances of the user or the user's property.
- C. Application: Applicants must request a waiver on a form prescribed by the City.
- D. Supporting Documentation: Photographs, maps, drawings and other information, including a written statement of the applicant as required by the City, must accompany the application.
- E. Required Findings for Waiver: The City Manager, or their designee, may grant a waiver if the City Manager, or their designee, finds, based on the information provided in the application and supporting documents, or such additional information as requested, and on water use information for the property as shown by the records of the City or its Agent, all of the following:
 - 1. That the waiver does not constitute a grant of special privilege inconsistent with the limitations upon other residents and businesses.
 - 2. That because of special circumstances applicable to the property or its use, the strict application of this chapter would have a disproportionate impact on the property of use that exceeds the impacts to residents and businesses generally.
 - 3. That the authorizing of such waiver will not impose substantial detriment to adjacent properties, will not materially affect the ability of the City to effectuate the purpose of this chapter and will not be detrimental to the public interest.
 - 4. That the condition or situation of the subject property or the intended use of the property for which the waiver is sought is not common, recurrent or general in nature.
- F. Approval Authority: The City Manager or their designee must act upon any completed application no later than ten business days after submittal and may approve, conditionally approve or deny the waiver. The City must promptly notify the applicant requesting the waiver in writing of any action taken. Unless specified otherwise at the time of waiver

approval, the waiver will apply to the subject property during the period of the mandatory water supply shortage condition. The decision of the City Manager will be final.

12.06.090 Penalties, Violations, and Enforcement

Penalties. It shall be unlawful for any water user to fail to comply with any of the provisions of this chapter. The penalties set forth in this section shall be additional to those penalties provided in any other section of this code. The penalties for failure to comply with any of the prohibited use provisions of this chapter shall be as follows:

- A. **First Violation:** The City will issue a written warning by mail or posting (i.e., door hanger).
- B. **Second Violation:** A second violation within twelve months of a First Violation is punishable by a fine not to exceed one hundred dollars.
- C. **Third Violation:** A third violation within twelve) months of a Second Violation is punishable by a fine not to exceed two hundred and fifty dollars.
- D. **Fourth and Subsequent Violations:** A fourth and any subsequent violations within twelve months of a Third Violation is punishable by a fine not to exceed five hundred dollars for each violation.
 - 1. **Termination of Service:** In addition to any fines, the City may disconnect and/or terminate a customer's water service for repeated violation of mandatory restrictions in this Conservation Program.
 - 2. **Cost of Disconnecting Service:** A person or entity that violates this chapter is responsible for payment of the City's charges for disconnecting and/or reconnecting service. The person or entity must pay all fees in full prior to service restoration. Nonpayment of the penalties will be subject to the same remedies as nonpayment of basic water rates pursuant to the City's Water Rates, Rules and Regulations.
 - 3. **Separate Offenses:** Each day that a violation of this chapter occurs is a separate offense.
 - 4. **Notice and Hearing:**
 - a. The City will issue a Notice of Violation by mail or personal delivery at least ten business days before taking enforcement action. Such notice must describe the violation and the date by which the customer must take corrective action. A customer may appeal the Notice of Violation by submitting a written letter of appeal to the Hearing Officer no later than the close of business on the day before the date scheduled for enforcement action. If not satisfied with the Hearing Officer's decision, the customer may appeal the Hearing Officer's decision by filing a written notice of appeal with the Citizens Appeal Board within ten business days of the Hearing Officer's determination. Any Notice of Violation not timely appealed will be

final. Upon receipt of a timely appeal, the City will schedule a hearing on the appeal and mail written notice of the hearing date to the customer at least ten business days before the hearing date.

- b. Pending receipt of a written appeal or pending a hearing pursuant to an appeal, the City may take appropriate steps to prevent the unauthorized use of water as appropriate to the nature and extent of the violations and the current declared water Phase condition.

If any person fails or refuses to comply with this Chapter, the City Manager, or their designee, shall provide that person with written notice of the violation and an opportunity to correct the noncompliance. The City shall include the following in the written notice:

- A. Mail or post to the address of the violation, to the party billed for the water or to the Owner of the property, as appropriate.
- B. State the time, date and place of violation.
- C. State a general description of the violation.
- D. State the means to correct the violation.
- E. State a date by which correction is required.
- F. State the possible consequences of failing to correct the violation.

12.06.100 Other Provisions

- A. Customer Water Conservation Reports: The City may, by written request, require a commercial, residential or industrial customer using twenty million or more gallons per year to submit a water conservation plan and to submit quarterly progress reports on such plan. The conservation plan must include recommendations for increased water savings, separation of uses including increased water recycling based on feasibility and the reports must include progress to date on implementation of such recommendations.
- B. Model Water Efficient Landscape Ordinance: This ordinance adopts the California Department of Water Resources Model Water Efficient Landscape Ordinance by reference and incorporates it as part of this chapter. The City provides the full text of the Model Water Efficient Landscape Ordinance on the City's website at www.cityoffullerton.com and as well as in the Office of the City Clerk..
- C. As deemed necessary, the City may implement an allocation of water supply under a water supply emergency condition, beyond WSCP defined actions, when water supply conditions dictate necessity. The City Manager is authorized to require or impose allocation of water in the use of water if such reductions are necessary to comply with Water Supply Shortage conditions as defined in the City WSCP.

- D. The City may provide water efficiency devices either directly or through supported programs.

SECTION 2. Exemption from California Environmental Quality Act. The City Council finds that Chapter 12.06 and actions taken hereafter pursuant to the Chapter are exempt from the provisions of the California Environmental Quality Act (CEQA) of 1970 as specific actions necessary to prevent or mitigate an emergency pursuant to Section 15307 of the CEQA Guidelines.

SECTION 3. Severability. If a court of competent jurisdiction finds any section, subsection, sentence, clause or phrase in Chapter 12.06 or the application thereof to any person or circumstances invalid, the validity of the remainder of the Ordinance or the application of such provision to other persons or circumstances shall not be affected. The City Council hereby declares that it would have passed this ordinance and each section, subsection, sentence, clause or phrase thereof, irrespective of the fact that one or more sections, subsections, sentences, clauses or phrases is declared invalid.

SECTION 4. The City Clerk shall certify to the passage and adoption of this Ordinance and shall published the same in the manner required by law. This Ordinance shall become effective thirty days from and after its passage.

ADOPTED BY THE FULLERTON CITY COUNCIL ON JUNE 1, 2021.



Bruce Whitaker
Mayor

ATTEST:



Lucinda Williams, MMC
City Clerk



Date

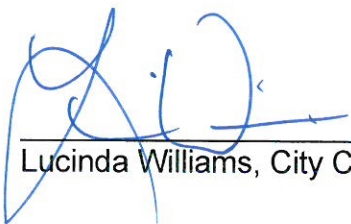
City of Fullerton
ORDINANCE CERTIFICATION

STATE OF CALIFORNIA)
COUNTY OF ORANGE) SS
CITY OF FULLERTON)

ORDINANCE NO. 3299

I, Lucinda Williams, City Clerk and ex-officio Clerk of the City Council of the City of Fullerton, California, hereby certifies that the whole number of the members of the City Council of the City of Fullerton is five; and that the above and foregoing Ordinance No. 3299 had first reading by title only, introduction and further reading waived at the May 18, 2021 City Council regular meeting and was adopted at the June 1, 2021 City Council regular meeting by the following vote:

COUNCIL MEMBER AYES:	Whitaker, Jung, Silva, Zahra
COUNCIL MEMBER NOES:	None
COUNCIL MEMBER ABSTAINED:	None
COUNCIL MEMBER ABSENT:	Dunlap



Lucinda Williams, City Clerk

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