City of Lincoln
Water Shortage Contingency Plan

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LIST OF ACRONYMS AND ABBREVIATIONS

AB	Assembly Bill
AMI	Advanced Metering Infrastructure
AWSDA	Annual Water Supply and Demand Assessment
CWC	California Water Code
DWR	Department of Water Resources
ERP	Emergency Response Plan
HAZMAT	Hazardous Materials
LMC	Lincoln Municipal Code
NID	Nevada Irrigation District
PCWA	Placer County Water Agency
PIO	Public Information Officer
RWA	Regional Water Association
SB	Senate Bill
SCADA	System Control and Data Acquisition
UWMP	Urban Water Management Plan
WSCP	Water Shortage Contingency Plan
WUERM	Water Utility Emergency Response Manager

Water Shortage Contingency Plan

A water shortage may occur due to a number of reasons, such as population growth, climate change, drought, and catastrophic events. Drought, regulatory action constraints, and natural and manmade disasters may occur at any time. A water shortage means that the water supply available is insufficient to meet the normally expected customer water use at a given point in time.

This plan presents the City's Water Shortage Contingency Plan (WSCP). The WSCP describes the City's strategic plan in preparation for and in response to water shortages with a goal to proactively prevent catastrophic service disruptions. It includes water shortage stages and associated actions that will be implemented in the event of a water supply shortage. As part of the WSCP, the City's legal authorities, communication protocols, compliance and enforcement, and monitoring and reporting are included. The Lincoln Municipal Code (LMC) Chapter 13.04 Article VI Conservation and LMC Chapter 13.04 Article IX Water Conservation; Penalties are complementary chapters that support the City's WSCP.

In 2018, the California State Legislature (Legislature) enacted two policy bills, (Senate Bill (SB) 606 (Hertzberg) and Assembly Bill (AB) 1668 (Friedman)) (2018 Water Conservation Legislation), to establish a new foundation for drought planning to adapt to climate change and the resulting longer and more intense droughts in California. The 2018 Water Conservation Legislation set new requirements for water shortage contingency planning.

The City's WSCP has been updated so that it is consistent with the 2018 Water Conservation Legislation requirements. The City plans to modify LMC Chapter 13.04 Articles VI and IX to support these updates. The City intends for this WSCP to be dynamic, so that it may assess response action effectiveness and adapt to emergencies and catastrophic events. Refinement procedures and adoption requirements are provided in this plan to allow the City to modify this WSCP outside of the Urban Water Management Plan (UWMP) process.

1.0 WATER SUPPLY RELIABILITY ANALYSIS

Chapters 6 and 7 of the City's 2020 UWMP present the City's water supply sources and reliability, respectively. Findings show that the City has sufficient water supplies to meet projected demands through 2045 during all evaluated hydrologic year types (normal, single dry, and multiple dry years). These projections consider the effects of a growing population and new development within the City.

Statewide water supply conditions, changes in groundwater levels, subsidence, and actions by the City's wholesale surface water suppliers may impact the City's available water supply. For the City, a water shortage condition occurs when the supply of potable water available cannot meet ordinary water demands for human consumption, sanitation, fire protection, and other beneficial uses. The City may be able to foresee its water shortage condition in some cases; however, in other cases, the water shortage may be caused by an unforeseen sudden or emergency event. In general, the City's water supply conditions may be affected by the following issues:

- Placer County Water Agency (PCWA) supply availability and/or transmission or treatment issues
- Nevada Irrigation District (NID) supply availability and/or transmission issues
- City groundwater well production reduction and/or water quality issues

Approximately three months prior to July 1st, the City determines the expected purchased water and surface water supplies availability. In other cases, the City may experience unforeseen water shortage when catastrophic interruption of water supplies occurs due to regional power outage, an earthquake, or other potential emergency events.

In future years, the City will conduct an annual water supply and demand assessment in accordance with Section 2. The analysis associated with this WSCP was developed in the context of the City's water supply sources and reliability.

2.0 ANNUAL WATER SUPPLY AND DEMAND ASSESSMENT PROCEDURES

Beginning July 1, 2022, California Water Code (CWC) §10632.1 requires water suppliers to submit an Annual Water Supply and Demand Assessment (AWSDA). Water suppliers will also be required to submit an Annual Water Shortage Assessment Report beginning July 1, 2022. This WSCP provides the procedures for the City to conduct its Annual Water Supply and Demand Assessment. The findings from that assessment will provide information for the City's Annual Water Shortage Assessment Report.

The procedures provided in this section are intended to assist the City in planning for potential, foreseeable shortage in water supplies. These procedures provide the steps the City needs to take that may lead to declaring a water shortage emergency and associated water shortage stage (see Section 3) and implementation of water shortage response actions (see Section 4).

2.1 Decision-making Process

The decision-making process described below will be used by the City to determine its water supply reliability in a consistent manner annually. The City may adjust this process for improved decision-making during implementation.

The Public Works Department is responsible for the preparation of the City's AWSDA and Annual Water Shortage Assessment Report, and submittal of the reports to Department of Water Resources (DWR) by July 1 of each year. The Team will gather key data inputs described in Section 2.2 and conduct the assessment in accordance with Section 2.3. In May, the Public Works Department will finalize the assessment based on expected purchased water from PCWA and NID[1] based on their respective draft water supply and demand assessments and per the executed sales agreement.

In the event that the AWSDA finds that available supply will not meet expected demands, the Public Works Department will present the finalized assessment to the City Council, along with recommendations on water shortage condition determination and actions. Recommended actions may include declaration of a water shortage emergency, declaration of a water shortage stage, and water shortage actions. The Public Works Department will coordinate interdepartmentally, with the region's water service providers, and with Placer County for the possible proclamation of a local emergency. The Public Works Department will

[1] To be conservative, it was assumed in the City's 2020 UWMP that the City will not receive supply from NID after 2020. However, pending the results of negotiations to amend the temporary raw water sales agreement between the City, NID, and PCWA, the City may continue to receive supply from NID in the future.

prepare the City's Annual Water Shortage Assessment Report using finalized annual water supply and demand assessment, and incorporate City Council determinations and approved actions.

Based on the findings of the assessment from the Public Works Department, the City Council has the authority to declare a water shortage emergency and water shortage stage, and to authorize associated water shortage actions.

The City will follow the timeline of activities as shown on Table 1 for conducting the assessment, and Table 2 for its decision making. Due to variations in climate and hydrologic conditions, the start and end dates shown in the table are approximate and may be adjusted as needed. The intent of the schedule is to allow shortage response actions to effectively address anticipated water shortage conditions in a timely manner, and to comply with the State's reporting requirements.

Table 1. Schedule of Assessment Activities

Start Date	End Date	Activities	Responsible Party
March 1	May 31	Convene Team – Public Works Director, Public Works Manager, Utilities Maintenance Supervisor and Senior Administrative Analyst.	Public Works Department
March 1	May 31	Plan for water supply sources for current year and one subsequent dry year. Describe sources and quantities considering factors affecting supply as described in Section 2.2.	Public Works Department
March 1	May 31	Plan for water demands for current year and one subsequent dry year. Describe demand types and quantities considering factors affecting supply as described in Section 2.2.	Public Works Department
March 1	May 31	Using the methodology described in Section 2.3, calculate the City's water supply reliability for the current year and one subsequent dry year.	Public Works Department
March 1	Mid-June	Finalize assessment based on expected purchased water from PCWA and NID based on draft Supply and Demand Assessments from each respective agency.	Public Works Department
Mid-June	July 1	Submit AWSDA and Annual Water Shortage Assessment Report to DWR.	Public Works Department

Table 2. Schedule of Decision-Making Activities			
Start Date	End Date	Activities	Responsible Party
Late April	Late May	Based on preliminary determinations of AWSDA, prepare recommendations on water shortage condition determination and actions. This will be predicated on PCWA's actions.	Public Works Department
Late April	Late May	Coordinate interdepartmentally, with the region's water service providers, and with Placer County for the possible proclamation of a local emergency	Public Works Department & City Manager
1st City Council Meeting in June	1st City Council Meeting in June	Present finalized determinations and recommendations, along with resolutions approving determinations and actions.	Public Works Department & City Manager
1st City Council Meeting in June	1st City Council Meeting in June	Receive presentation of finalized determinations and recommendations. Make determination of degree of emergency and act on resolutions that declare a water shortage emergency condition. Authorize water shortage response actions for implementation.	City Council
Mid-June	July 1	Submit finalized AWSDA assessment and Annual Water Shortage Assessment Report to DWR.	Public Works Department
Mid-June	As Needed	If a water shortage emergency condition is declared, implement the WSCP and the water shortage response actions as approved by City Council.	Public Works Department

2.2 Key Data Inputs

The AWSDA requires the evaluation of supply and demands for the current year and a subsequent dry year that is assumed to follow the current year. The following key data inputs will be used to evaluate the City's water supply reliability.

Planned water supplies will be used as input to the AWSDA for the current year and a subsequent one dry year. In planning for water supplies, the following factors are considered:

- Hydrological conditions
- Regulatory conditions
- Contractual constraints
- Surface water and groundwater quality conditions
- Groundwater well production limitations
- Infrastructure capacity constraints or changes
- Capital improvement projects implementation
- PCWA supply availability and/or transmission or treatment issues
- NID supply availability and/or transmission issues

Planned water supply sources and quantities will be described and be reasonably consistent with the supply projections in the City's last updated UWMP Chapter 6 (Water Supply Characterization). Should the supply sources and projections deviate significantly from projections, an explanation for the difference will be provided.

Planned unconstrained water demands will be used as input to the AWSDA for the current year and the following one dry year. Unconstrained water demands are customer demands where no water conservation measures are in effect. In planning for water demands, the following factors are considered:

- Weather conditions
- Water year type
- Population changes (for example, due to development projects)
- Anticipated new demands (for example, changes to land use)
- Pending policy changes that may impact demands
- Infrastructure operations

Planned water demands types and quantities will be described and be reasonably consistent with the demand projections in the City's last updated UWMP Chapter 4 (Water Demand Characterization). Should the demand projections deviate significantly from projections, an explanation for the difference will be provided.

2.3 Assessment Methodology

In preparing the AWSDA, the City will follow the following assessment methodology and evaluation criteria will be used to evaluate the agency's water supply reliability for the current year and following one dry year.

The City uses a spreadsheet tool to plan for current year and future year demands. Planned supply and demand inputs described in Section 2.2 will be entered in the spreadsheet tool in monthly increments.

Supply and demand will be compared to determine the reliability of the City's water supply in the current year and the following one dry year. The City's water supply for the current year and the following dry year will be determined as reliable if water supply is sufficient to meet the planned water demands. If water supply is insufficient to meet planned water demands in the current year and/or the following dry year, the extent of the water shortage condition will be determined, and the City will prepare response actions in accordance with this WSCP.

The AWSDA findings will be presented to the City Council, along with recommendations for action for City Council consideration.

3.0 SIX STANDARD WATER SHORTAGE STAGES

To provide a consistent regional and statewide approach to conveying the relative severity of water supply shortage conditions, the 2018 Water Conservation Legislation mandates that water suppliers plan for six standard water shortage levels that correspond to progressive ranges of up to 10, 20, 30, 40, 50 percent, and greater than 50 percent shortages from the normal reliability condition. Each shortage condition should correspond to additional actions water suppliers would implement to meet the severity of the impending shortages.

In Table 3, the City's water shortage stages and corresponding water shortage level conditions are identified. The City's water shortage stages apply to both foreseeable and unforeseeable water supply shortage conditions. Water shortage is the gap between available supply and planned demands.

As described in Section 2, the City will conduct an AWSDA to determine its water supply condition for the current year and the following one dry year. The preparation of AWSDA helps the City ascertain the need to declare a water shortage emergency and water shortage stage. In other cases, the City may need to declare a water shortage emergency due to unforeseen water supply interruptions. When the City anticipates or identifies that water supplies may not be adequate to meet the normal water supply needs of its customers, the City Council may determine that a water shortage exists and consider a resolution to declare a water shortage emergency and associated stage. The shortage stage provides direction on shortage response actions.

Table 3. Water Shortage Contingency Plan Levels (DWR Table 8-1)

Shortage Level	Percent Shortage Range	Shortage Response Actions (*Narrative description*)
1	Up to 10%	Voluntary Water Conservation
2	Up to 20%	Mandatory Water Conservation
3	Up to 30%	Water Shortage Emergency
4	Up to 40%	Water Shortage Emergency
5	Up to 50%	Water Shortage Emergency
6	>50%	Water Shortage Emergency

The City's 2015 UWMP included four stages that addressed up to 50 percent gap between supply and demand. In Table 3, the City's four stages are reorganized to align with the State's standard stages and incorporate additional stages to address a 50 percent or greater gap between supply and demand. The City's water supplies are resilient, and reductions in available supply are not anticipated, even in single dry or multiple dry years. However, should PCWA determine a water shortage or implement a given stage of PCWA's WSCP, the City would be required to implement its WSCP as necessary to achieve the required level of water conservation. In addition, the City will implement water conservation measures, including possible activation of its WSCP, as necessary to comply with State executive orders.

4.0 SHORTAGE RESPONSE ACTIONS AND EFFECTIVENESS

CWC §10632 (a)(4) requires shortage response actions that align with the defined shortage levels. The City's shortage response actions consist of a combination of demand reduction, supply augmentation, and operational changes. The City's suites of response actions are dependent on the event that precipitates a water shortage stage, the time of the year the event occurs, the water supply sources available, and the condition of its water system infrastructure.

The City plans to use a balanced approach, combining supply augmentation, demand reduction, and operational changes to respond to the event and the resulting water shortage stage. The City will adapt its implementation of response actions to close the gap between water supplies and water demand and meet the water use goals associated with the declared water shortage stage.

The City's water system is fully metered, from production to individual customer meters, as described in Section 9.0. The system may be continuously monitored, allowing the City to assess water system demands and compare it with its water demand reduction goals. The City may then adjust its shortage response actions, allowing it to equalize demands with available water supplies. For example, the City may intensify its public outreach or more vigorously enforce compliance to water use prohibitions if needed water demand reduction goals are not met for any specific stage.

The Water Conservation efforts executed during the 2012-2016 drought were highly effective. The City was given a target reduction percentage to achieve each month by the State and the City was able to meet or exceed that target. Constant public outreach, engagement, and information was vital to this success. Staff provided helpful conservation tips to residents for both indoor and outdoor water usage and offered giveaways to achieve this goal. Shower timers, moisture savers, nozzle toppers, and water buckets are sample giveaways that were provided to encourage water conservation. The City also issued a monthly "Water Wise" newsletter, publicly reported the city's monthly water numbers to encourage citizens to continue their efforts, established a Water Hotline to report water waste, and continued water conservation education through social media platforms, the city's website, electronic newsletters, and postcards. The City also had a water mascot, "Drippy", who was designed in the shape of a water droplet. His image was included on all outreach materials to remind residents to conserve.

The shortage response actions discussed below may be considered as tools that allow the City to respond to water shortage conditions. Because the City may continuously monitor and adjust its response actions to reasonably equate demands with available supply, the extent to which the gap between water supplies and water demand will be reduced by implementation of each action is difficult to quantify and is provided as an estimate. Certain response actions, such as public outreach and enforcement, support the effectiveness of other response actions and do not have a quantifiable effect on their own.

4.1 Demand Reduction

During water shortage conditions, the City plans to close the gap between water supply and water demand by implementing demand reduction action categories shown in Table 4. The shortage stage level for which each demand reduction action will commence implementation is also provided, along with the estimate of the extent that the action will reduce the shortage gap. Demand reduction actions to be implemented in each shortage stage include all demand reduction actions from earlier stages. For example, if the City activates Shortage Stage Level 3, demand reduction actions from Stages 1, 2, and 3

will be implemented. The table also indicates if the City plans to use compliance actions such as penalties, charges, or other enforcement actions for each demand reduction action.

Table 4. Water Shortage Contingency Plan Demand Reduction Actions (DWR Table 8-2)

Shortage Level	Demand Reduction Actions ***Drop down list*** *These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.*	How much is this going to reduce the shortage gap? *Include units used (volume type or percentage)*	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement? ***For Retail Suppliers Only*** *Drop Down List*
Add additional rows as needed				
1	Pools and Spas - Require covers for pools and spas	Evapotranspiration of approximate surface area of pools		Yes
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Boosts the effectiveness of other methods - not readily quantifiable	Water leaks shall be repaired within five days or sooner if required by City.	Yes
1	Water Features - Restrict water use for decorative water features, such as fountains	Boosts other methods as a public display of drought conservation, difficult to quantify	Operation of ornamental fountains that do not have a recirculating system is prohibited.	Yes
1	Landscape - Restrict or prohibit runoff from landscape irrigation	Difficult to quantify, City has permanent ordinance which prohibits runoff of water in unreasonable amounts		Yes
1	Landscape - Other landscape restriction or prohibition	Difficult to quantify, dependent on number of precipitation events.	Outdoor irrigation shall not occur during precipitation events or within 24 hours of a rain event that produced .20 inches of precipitation or more.	Yes
1	Other - Require automatic shut of hoses	Difficult to quantify, City has permanent ordinance which prohibits watering of lawns and gardens with an open hose.		Yes
1	CII - Other CII restriction or prohibition	Boosts other methods as a public display of drought conservation, difficult to quantify	Operators of hotels, motels, and other commercial establishments offering lodging shall post in each room and at each site, a Notice of Drought Condition, approved by the Director of Public Services.	Yes
1	CII - Restaurants may only serve water upon request	50 gal/day/commercial connection		Yes
2	Landscape - Limit landscape irrigation to specific times	Depends on times that irrigation will be allowed, but can reduce water use by 20-25 gallons per day per household	Outdoor irrigation is prohibited between the hours of 8:00 AM and 9:00 PM.	Yes
2	Landscape - Limit landscape irrigation to specific days	22 percent reduction in irrigation demands	Outdoor irrigation of ornamental turf shall be limited to no more than three days per week. The allowable days for irrigation will be established by City Council.	Yes
2	Other - Prohibit use of potable water for washing hard surfaces	Boosts other methods - not readily quantifiable		Yes
3	Water Features - Restrict water use for decorative water features, such as fountains	Boosts other methods as a public display of drought conservation, difficult to quantify	Operation of all ornamental fountains is prohibited.	Yes
3	Landscape - Other landscape restriction or prohibition	Boosts the effectiveness of other methods - not readily quantifiable	Planting or seeding of new ornamental turf is prohibited, including new turf planted or seeded to replace existing turf.	Yes
3	Landscape - Limit landscape irrigation to specific days	33 percent reduction in irrigation demands	Outdoor irrigation of ornamental turf shall be limited to no more than two days per week. The allowable days for irrigation will be established by City Council.	Yes
4	Other water feature or swimming pool restriction	Boosts the effectiveness of other methods - not readily quantifiable	Introduction of water into swimming pools and spas is prohibited except to maintain structural integrity of such facilities.	Yes
4	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	100-200 gal/year/residential connection		Yes
5	Landscape - Prohibit certain types of landscape irrigation	90 percent reduction in irrigation demands	Irrigation of yards or other landscaped areas containing lawn or turf grass is prohibited. Irrigation of trees is allowed.	Yes
6	Other	Up to shortage gap	Potable water to be used for health and safety purposes only.	Yes
NOTES: Demand reduction actions to be implemented for a given shortage level include all demand reduction actions listed for earlier shortage levels.				

The City may request that its customers reduce their water demands in response to any water shortage stage through LMC Chapter 13.04. The City is currently updating LMC 13.04 for consistency with this WSCP. During Stage 1 water shortage conditions the City plans to request voluntary water conservation from its customers to achieve up to a 10 percent demand reduction. During subsequent stages the City will require mandatory water conservation and enforce the regulations and restrictions provided in LMC Chapter 13.04 and presented in Table 4, to achieve the necessary percent demand reduction.

The City will monitor water production, demands, and changing conditions to determine the intensity of its public outreach, the extent of its enforcement actions, and the need to adjust its water shortage stage declaration, as discussed in Section 9.

4.2 Additional Mandatory Restrictions

In addition to the above discussed demand reduction response actions, the following mandatory water conservation measures are always in effect as set forth in LMC Chapter 13.04 Article VI.

- LMC §13.04.410 – All consumers, whether owners or not, shall maintain and keep in good repair the water pipes on the interior and exterior of the property served. Such persons shall not allow faucets or water closets to leak, and such fixtures must not be left running.
- LMC §13.04.420 – Watering of lawns and gardens from an open hose is prohibited. A spray or nozzle must, in all cases, be used.
- LMC §13.04.430 – The City reserves the right to limit irrigation hours in the case of water shortages or emergencies.
- LMC §13.04.440 – It is unlawful and an infraction for any person to cause or allow any water received by such person to flow away in unreasonable amounts, from property owned or occupied by such persons, in any gutter, ditch or other manner over the surface of the ground.

These restrictions are in addition to State-mandated prohibitions.

4.3 Supply Augmentation and Other Actions

The City's water supply portfolio consists of surface water supplies from PCWA and NID supplemented by local groundwater and recycled water, as described in Chapter 6 of the City's 2020 UWMP. The City manages the use of surface water supply conjunctively with the local groundwater. The City uses recycled water to reduce potable water demands from irrigation and industrial processing. At any water shortage stage and depending on the water shortage event, the City's water supplies will be used to complement each other. For example, should its surface water supply from wholesalers be reduced, the City may increase its groundwater pumping.

Should the City's water supply portfolio be insufficient to meet the reduced demands of its customers, the City may augment its water supply and take other actions as summarized in Table5. The shortage stage level for which each action will commence implementation is provided, along with the estimated extent that the action will reduce the shortage gap. Details regarding operational changes in response to water shortage are provided in Section 4.4.

Table 5. Supply Augmentation and Other Actions (DWR Table 8-3)

Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier ***Drop down list*** *These are the only categories that will be accepted by the WUEdata online submittal tool*	How much is this going to reduce the shortage gap? *Include units used (volume type or percentage)*	Additional Explanation or Reference *(optional)*
Add additional rows as needed			
1	Expand Public Information Campaign	Up to shortage gap	City will expand volume and breadth of public outreach.
2	Other Actions (describe)	Up to shortage gap	City will expand leak detection program to reduce water system losses.
3 - 6	New Recycled Water	Up to shortage gap	City will expedite connecting new users to recycled water system to reduce potable water demand.

4.4 Operational Changes

The City may modify its operations on a short-term or long-term basis in response to any water shortage condition. The City may take any one or a combination of the following actions.

- To facilitate supply augmentation, the City may operate any combination of groundwater wells to address shortages in surface water supplies.
- The City may expedite repairs of leaks in its water distribution system. All meter leaks and emergency breaks would be repaired the same day they are reported. Non-emergency service line and main breaks would be repaired 72 hours after detection.
- During the duration of the water shortage condition, the City may limit maintenance water system flushing operations such that flushing is conducted only in areas with known water quality issues.

4.5 Emergency Response Plan

As stated in Section 3, the City's water shortage stages apply to both foreseeable and unforeseeable water supply shortage conditions, including catastrophic water shortage conditions.

The City's *Water System Emergency Response Plan* (ERP) addresses catastrophic water shortage conditions. The ERP outlines response procedures associated with unforeseeable incidents such as water supply contamination, earthquake, infrastructure failure, and other events. The ERP discusses the City's emergency management organization structure and communication protocols, resources and equipment which can be deployed in the event of an emergency, and external agencies and other resources the City can call upon if needed.

Alternate water sources identified in the ERP include bottled water or imported water trucked from other agencies to meet the health and safety needs of the City until normal water service can be restored. The City has established relationships with several external agencies which can provide aid to the City in the event of a water system emergency, including the Placer County Emergency Operations Unit and the Hazardous Materials (HAZMAT) Division at the City of Roseville.

To maintain the security of the City water system, the ERP is maintained as a confidential document and may not be incorporated in this UWMP.

5.0 COMMUNICATION PROTOCOLS

In the event of a water shortage, the City must inform their customers, the general public and interested parties, and local, regional, and state entities. Communication protocols for foreseeable and unforeseeable events are provided in this section. In any event, timely and effective communication must occur for appropriate response to the event.

5.1 Communication for Foreseeable Events

Water shortage may be foreseeable when the City conducts its AWSDA as described in Section 2. When the City determines the potential of a water shortage event, the City Council may find, determine and declare a water shortage emergency in accordance with CWC Chapter 3 Division 1.

If a water shortage emergency is anticipated, the City will coordinate interdepartmentally, with the City's wholesale surface water suppliers, Regional Water Association (RWA), and Placer County for the possible proclamation of a local emergency. The City Manager will present the AWSDA findings and recommendations for a water shortage emergency and shortage response actions to City Council during a public meeting.

The public will be informed of the water shortage emergency and shortage response actions via public meetings, communications on the City's Website, bill stuffers and newsletters, and via social media (i.e., Facebook, Twitter and Instagram). The communication methods used to inform the public will vary depending on the severity and extent of the water shortage emergency. Communication techniques used will be modified as necessary to ensure the public stays informed of shortage response actions and other City actions until the water shortage emergency is lifted.

5.2 Communication for Unforeseeable Events

Water shortage may occur during unforeseeable events such as earthquakes, fires, infrastructure failures, civil unrest, and other catastrophic events. The City ERP provides specific communication protocols and procedures to convey water shortage contingency planning actions during these events. The City may trigger any of these communication protocols at any water shortage stage, depending on the event.

In general, communications and notifications should proceed along the chain of command. All City staff are provided their communication responsibilities. The Water Utility Emergency Response Manager (WUERM) determines if and when communications to external parties should be made. The Public Information Officer (PIO) or Liaison Officer serve as the point of contact for communications with the public and regulatory agencies. The ERP provides a list of relevant contacts to notify at the local, regional, and state level.

The PIO is the official spokesperson for the City and is the only City staff authorized to speak directly to public media representatives. The ERP contains a list of contacts through which the PIO can disseminate information to the public. Additionally, the City maintains profiles on social media platforms, including Facebook and Twitter. These profiles may be used to convey information to staff and the public, in addition to their website and email.

To maintain the security of the City water system, the ERP is maintained as a confidential document and may not be incorporated in this UWMP.

6.0 COMPLIANCE AND ENFORCEMENT

LMC Chapter 13.04 supports the implementation of the City's water shortage contingency actions. These chapters include provisions for compliance and enforcement of its water use regulations, restrictions, and prohibitions, and can be viewed through the City's website.

When a water shortage is anticipated, the City Council has the authority to declare the appropriate water conservation stage as provided in the City's Water Shortage Contingency Plan.

Since the City service area is fully metered, customer water use can be quantified and compared to determine their extent of compliance to water reduction requirements. The City may also become aware of non-compliance through its water waste reporting outreach or through staff inspections. Non-compliance is deemed as a violation and is classified as an infraction. Each day of continued violation is considered as a separate offense.

The City Manager and duly designated representatives are authorized to enforce provisions of LMC Chapter 13.04 Article VI and Article IX. For these purposes, they have the power and discretion of a law enforcement office.

6.1 Enforcement and Penalties

Enforcement and penalties for non-compliance with water conservation restrictions are provided in LMC §13.04.610. Customers violating the restrictions and prohibitions presented in Table 2 are subject to the following penalties:

- The first and second violations within a one-year period are subject to an oral or written warning.
- The third violation within a one-year period shall be punishable by a fine not to exceed $51 per occurrence. The City Manager or their appointee may waive these fines if the violating party participates in a water conservation education course provided or approved by the City.
- The fourth and following violations within a one-year period shall be punishable by a fine not to exceed $500 per occurrence.

6.2 Appeal Process

The procedure for appealing enforcement penalties is provided in §13.04.620. LMC Customers may appeal water conservation enforcement penalties by submitting a written appeal to a hearing officer or hearing body appointed by the City Manager and filing written notice to the City Clerk within ten days of receiving the notice of violation. The decision of the hearing officer or hearing body on the appeal is final.

7.0 LEGAL AUTHORITIES

The City's LMC §13.04.600 establishes the legal authority of the City Manager to implement the Water Shortage Contingency Plan. The City Manager is authorized to enact, impose, implement, and modify water conservation restrictions to meet state and local standards.

When a water shortage is determined, the City will coordinate interdepartmentally, with the City's water wholesalers, and with Placer County for the possible proclamation of a local emergency in accordance with California Government Code, California Emergency Services Act (Article 2, Section 8558).

In accordance with CWC Chapter 3 Division 1, the City Council has the authority to declare the appropriate water conservation stage if a water shortage emergency condition exists.

> *Water Code Section Division 1, Section 350*
> *…The governing body of a distributor of a public water supply…shall declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.*

The water shortage emergency declaration triggers communication protocols described in Section 5 and compliance and enforcement actions described in Section 6.

8.0 FINANCIAL CONSEQUENCES OF WSCP

The City maintains an adequate operational reserve to protect against a temporary water shortage. The City anticipates reduced revenue due to decreased water use by its customers and additional costs associated with implementing water use restrictions and associated compliance actions. Some of the revenue loss may be offset by reduced costs to purchase treated water from PCWA. Rate increases may be necessary to offset decreased sales revenue, if deemed necessary by the City Council.

9.0 MONITORING AND REPORTING

The City's water system is fully metered, from its water supply sources to individual customer meters. These meters may be used as monitoring tools for compliance and reporting purposes. Existing City meters can be read monthly to track the extent of the effectiveness of the City's response actions. The City may use readings from water meters to track compliance and determine required enforcement actions. The City's ongoing Advanced Metering Infrastructure (AMI) project will allow meters to be read in real-time once the new advanced meters are installed.

Water production and water use can be compared to previous periods on a per customer sector or per individual customer basis. Currently, water meter reads are produced on a monthly basis. If a meter read is notably higher than usual, it is noted by billing staff as a potential leak or faulty meter. Billing staff then informs the meter readers in the Water Division of the concern. A water technician is then dispatched to the meter to assess the functionality and provides a replacement if needed.

The City's meters at its water sources—PCWA surface water turnouts and City groundwater production wells—provide a systemwide overview of water supply and demands and assess progress in meeting the water shortage objectives. Water production information may be read in real-time using the City's System Control and Data Acquisition (SCADA) system, and historical production data may be exported from the SCADA system for further evaluation. The information collected by the SCADA system allows the City to determine the extent of implementation of public outreach and enforcement actions and adjust other water shortage response actions.

At time of preparation of this WSCP, the State Water Board is preparing regulations for monthly reporting of water production and other uses, along with associated enforcement metrics. The City regularly records its water meter readings, along with enforcement actions, ensuring that the City will be able to comply with upcoming reporting requirements.

10.0 WSCP REFINEMENT PROCEDURES

This WSCP is an adaptive management plan. It is subject to refinements as needed to ensure that the City's shortage response actions and mitigation strategies are effective and produce the desired results. Based on monitoring described in Section 9 and the need for compliance and enforcement actions described in Section 6, the City may adjust its response actions and may modify its WSCP. When a revised WSCP is proposed, the revised WSCP will undergo the process described in Section 12 for adoption by the City Council and distribution to Placer County, City customers, and the general public.

10.1 Systematic Monitoring

The City will monitor meters at its water source to evaluate the overall effectiveness of its response actions in meeting the declared water shortage stage. Should overall demand reductions not meet or exceed the goals of the declared water shortage stage, the intensity of public outreach for water conservation and the extent of enforcement of water use restrictions may be increased. Conversely, should overall demand reductions continue to be substantially greater than the goals of the declared water shortage stage, the intensity of public outreach for water conservation and the extent of enforcement of water use restrictions may be decreased.

The City may implement operational changes or supply augmentation in combination with enforcement of its water use restrictions and prohibitions to meet the objectives of the water shortage stage while maintaining overall public health and safety.

10.2 Feedback from City Staff and Customers

Feedback from City staff and the public is important in refining or incorporating new actions. The City seeks input from staff who interface with customers to gauge the effectiveness of its response actions and for response action ideas.

Customer water meter data may be evaluated for each customer sector or each individual customer. The City tracks water use violations and may evaluate their frequency to determine restrictions that customers may not be able to meet. This evaluation may also show water demand reduction actions that customers may effectively implement.

The City seeks input from its customers and the general public through its website, through public hearings, and through regularly scheduled City Council meetings.

11.0 SPECIAL WATER FEATURE DISTINCTION

The City distinguishes special water features, such as decorative fountains and ponds, differently from pools and spas. Special water features are regulated separately. LMC §15.28.060 regulates decorative fountains, while swimming pools are regulated separately by LMC §15.20 and LMC §18.36.070.

12.0 PLAN ADOPTION, SUBMITTAL, AND AVAILABILITY

This WSCP is adopted concurrently with the City's 2020 UWMP, by separate resolution. Prior to adoption, a duly noticed public hearing was conducted. A hard copy of this WSCP will be submitted to the DWR within 30 days of adoption, along with an electronic copy.

No later than 30 days after submittal to DWR, copies of this WSCP will be available at the City's offices. A copy will also be provided to Placer County. An electronic copy of this WSCP will also be available for public review and download on the City's website.