

**SAVE WATER. SAVE CALIFORNIA.**

**Water Supply Contingency Plan  
for  
Nuevo Water Company  
(NWC)**

**30427 11<sup>th</sup> St., Nuevo, CA, 92567**

**Public Water System CA #3310026**

**Effective: June 13, 2023**

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## **Section I: Declaration of Policy, Purpose, and Intent**

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

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

## **Section II: Public Involvement**

Opportunity for the public to provide input into the preparation of the Plan was provided by the Nuevo Water Company by means of public comment periods during the regular board meetings on May 09, 2023, and May 23, 2023. Notifications were provided on the meeting agendas, company website, and office door. Final adoption of the Plan occurred at a properly noticed Board meeting on June 13, 2023.

## **Section III: Public Education**

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

## **Section IV: Coordination with Regional Water Planning Groups**

The service area of the Nuevo Water Company is located within the West San Jacinto Groundwater Sustainability Agency (GSA) and Eastern Municipal Water Districts Groundwater Reliability Plus (GWR Plus). The GWR Plus' water planning area assessment documents were considered in the development of the Plan. A copy of the final Plan was shared with EMWD and posted on our website on June 13, 2023.

## **Section V: Authorization**

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

General Manager is: Phone number 951-928-1922 and via email at Nuevowater@Nuevowater.com.

## **Section VI: Application**

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

## **Section VII: Definitions**

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

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

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

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

**Customer:** any person, company, or organization using water supplied by Nuevo Water Company.

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

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

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

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

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

- (a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan.

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

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

## **Section VIII: Summary of Drought Response Stages and Response Actions**

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

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

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

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

- Source capacity augmentation is proposed with the EMWD intertie and decreasing water loss through enhanced operational and maintenance changes. In more critical cases provisions of hauled or bottled water will be needed in cases of natural disasters.
- Conservation techniques employed include progressively implementing stricter water use policies, primarily focused on outdoor irrigation and increasingly restrictive water use in business functions. In natural disaster type scenarios, water supplies are limited based on a per capita per day scenario.
- Notification of the public is performed in a variety of ways to ensure drought messaging is received by the residents. Depending on the severity of the drought stage, this may include messages on NWC’s website and social media to house-to-house outreach services performed with community service groups. Whenever possible, messages will be provided in English and Spanish. Messaging will also be highly coordinated with EMWD since water sharing may occur through the intertie at higher response stages.
- Nuevo Water Company will coordinate with a variety of agencies, including EMWD, County Environmental Health, State Water Board’s Division of Drinking Water, and West San Jacinto GSA. In the event of severe water shortages, NWC will also coordinate with County Public Health to support County registered vulnerable persons, County Offices of Emergency Services (OES), CalWARN, community partners and critical users.

## Section IX: Drought Response Triggers

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

### Stage 1 Triggers -- Water Shortage WATCH Conditions

#### Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 10% in groundwater elevations or available flow capacity, there is a projected lack of normal regional rain patterns, the DWR Water Watch drought map<sup>1</sup> shows moderate drought conditions in our zip code, Nuevo Water Company initiates voluntary conservation measures, or EMWD's GWR Plus proposes basin-wide voluntary conservation measures.

#### Requirements for termination

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

### Stage 2 Triggers -- Water Shortage WARNING Conditions

#### Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 20% in groundwater elevations or available flow capacity, Nuevo Water Company initiates Stage 2 drought response measures, EMWD's GWR Plus recommends Stage 2 drought response measures, or the DWR Water Watch drought map shows severe drought conditions in our zip code.

#### Requirements for termination

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

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<sup>1</sup> <https://cww.water.ca.gov/>

2, Stage 1 becomes operative unless otherwise specified.

### **Stage 3 Triggers – ACUTE Water Shortage Conditions**

#### Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 30% in groundwater elevations or available flow capacity, Nuevo Water Company initiates Stage 3 drought response measures, EMWD's GWR Plus recommends Stage 3 drought response measures, or DWR's California Water Watch drought maps shows extreme drought conditions in our zip code.

#### Requirements for termination

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

### **Stage 4 Triggers -- CRITICAL Water Shortage Conditions**

#### Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 40% in groundwater elevations or available flow capacity, Nuevo Water Company initiates Stage 4 drought response measures, EMWD's GWR Plus recommends Stage 4 drought response measures, or a County, State or Federal Drought Emergency is declared.

#### Requirements for termination

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

### **Stage 5 Triggers -- EMERGENCY Water Shortage Conditions**

#### Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of 50% in groundwater elevations or available flow capacity, Nuevo Water Company initiates Stage 5 drought response measures, or EMWD's



GWR Plus recommends Stage 5 drought response measures, or a County, State or Federal Drought Emergency is declared.

Requirements for termination

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

**Stage 6 Triggers – CATASTROPHIC Water Shortage Conditions**

Requirements for initiation

Customers/Shareholders shall be required to comply with the restrictions on certain non-essential water uses provided in Section X of this Plan when groundwater well elevations show an average decrease of greater than 50% in groundwater elevations or available flow capacity, Nuevo Water Company initiates Stage 6 drought response measures, or EMWD's GWR Plus recommends Stage 6 drought response measures, or a County, State or Federal Drought Emergency is declared. Triggers may also include earthquakes resulting in significant infrastructure damage, emergency conservation needed for fire protection, or other actual or threatened catastrophic water infrastructure failure as determined by the General Manager, or designee.

Requirements for termination

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

## Section X: Drought Response Stages and Actions

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

### Notification

#### Description of Customer Notification Methods:

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

- Method 1: Notice on Nuevo Water Company's website and social media outlets
- Method 2: Notice in The Press Enterprise newspaper, joint messaging with EMWD's GWR Plus
- Method 3: Notice to local Spanish and English-speaking radio stations
  - KFROG-FM 95.1, 909-825-9525 / 888-431-3761 Text Message / [www.audacy.com/kfrog](http://www.audacy.com/kfrog)
  - KATY-FM 101.3, 951-506-1222 / 951-506-1213 Fax / [WWW.1013themix.com](http://WWW.1013themix.com)
  - KBUE-FM 94.3 /909-663-1961/818-729-5300 Public Relations / [info@ibimedia.com](mailto:info@ibimedia.com)
- Method 4: Email to customer listing
- Method 5: Direct Mail to each customer, in bill or flyer format
- Method 6: Personal phone calls to hospital, elder care facility and school district
- Method 7: Door to door outreach in low-income, elderly communities, County registered vulnerable residents, residences with high usage, and/or parts of the distribution system impacted by emergency.
- Method 8: County Emergency Messaging text alert

Nuevo Water Company has in excess of 55% Spanish speaking population, therefore Methods 1, 3, 4, 5 and 7 shall be provided in both English and Spanish.

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

<https://saveourwater.com/en/Partner-Toolkit>

Public Safety Contacts:

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

<b>Organization or Department</b>	<b>Name &amp; Position</b>	<b>Telephone</b>	<b>Email</b>
Nuview Fire Department	Scott Robbins Captain	911 or 951-928-3718 (non-emergency)	<a href="mailto:scott.robbins@fire.ca.gov">scott.robbins@fire.ca.gov</a>
Riverside County Board of Supervisors, District 5	Yxstian Gutierrez, 5 <sup>th</sup> District Supervisor	951-955-1050 Moreno Valley Office	<a href="mailto:District5@rivco.org">District5@rivco.org</a>
CalOES	Deborah Yoon Southern Region		<a href="mailto:Deborah.yoon@caloes.ca.gov">Deborah.yoon@caloes.ca.gov</a>
County of Riverside, Department of Environmental Health	Mark Abbot	760-863-7570 / 951-782-2968 Evening	<a href="mailto:mabbot@rivco.org">mabbot@rivco.org</a>
CalWARN Contact	Bassam Alzammar, Region VI Contact	909-370-6101	<a href="mailto:balzammar@coltonca.gov">balzammar@coltonca.gov</a>
State Water Resources Control Board	Jeanne Sabin	619-525-4580 / 916-716-2794	<a href="mailto:Jeanne.sabin@waterboards.ca.gov">Jeanne.sabin@waterboards.ca.gov</a>
Critical Water User: Nuview School District	John Huber, Superintendent	951-928-0066 x 1715	<a href="http://jhuber@nuview.k12.ca.us/">http://jhuber@nuview.k12.ca.us/</a>
EMWD	Lanaya Alexander	951-928-3777	<a href="mailto:alexandl@emwd.org">alexandl@emwd.org</a>

Support Services Contacts:

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

<b>Organization or Department<sup>2</sup></b>	<b>Company &amp; Name</b>	<b>Phone</b>
Water Hauler	Mack's Water Trucks, Mike Boltres	951-302-0748
Bottled Water Vendor		
Emergency Water Tank Vendor	The Tank Depot	866-935-3217
Emergency Shower Vendors	United Rentals	833-221-0625
Legend Well Drilling	Keith Collier	909-384-1000 / 951-830-1355 Cell
Community Service Partners: Red Cross	Red Cross, Riverside County	888-831-0031
Community Service Partners: Nuevo Citizens Patrol	Nina, Perris Sherriff's Station	562-536-2354
Community Service Partners: Nuview Lions Club		951-237-0185

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<sup>2</sup> Most of the service providers are factitious businesses for example purposes. For the purposes of an actual Plan, only used licensed potable water haulers from the California Department of Public Health. A listing can be found here: <https://www.cdph.ca.gov/Programs/CEH/DFDCS/CDPH%20Document%20Library/FDB/FoodSafetyProgram/Water/CountyList.pdf>

## **Drought Responses Actions:**

In addition to the Drought Response Stages detailed below, Metropolitan Water District has a continuously running rebate program to create water-efficient homes and landscapes, program highlights include:

- Turf conversion rebates
- High-efficiency toilet rebates
- High-efficiency sprinkler nozzle rebate

Details of our rebate program can be found on our website and will be included in all Drought Response messaging.

## **Stage 1 Response -- Water Shortage WATCH Conditions**

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

### Best Management Practices for Supply Management:

- (a) The intertie with EMWD will be tested monthly to ensure that it is operational. Review water supply contract and mutual aid agreements with EMWD. Organize and ensure joint messaging and actions between Nuevo Water Company and EMWD on future Drought Stage Responses. Since water may be shared in drought emergencies through the intertie, joint messaging and shared Stages will help lessen customer confusion and prevent tension.
- (b) Nuevo Water Company will begin a special drought water loss audit to evaluate potential areas for limiting water loss and will be coordinated with EMWD as needed.
- (c) Verify CalWARN membership is active and in good standing.
- (a) Decrease flushing from regular flushing routine to only as needed for colored water or other water quality issues.

### Voluntary Water Use Restrictions for Reducing Demand:

- (a) Water customers/shareholders are requested to voluntarily limit the irrigation of landscaped areas to Sundays and Thursdays for customers/shareholders with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers/shareholders with a street address ending in an odd number (1, 3, 5, 7 or 9), and to irrigate landscapes only between the hours of 5:00 a.m. and 6:00 a.m. and 8:00 p.m. to midnight on designated watering days.

- (b) Water customers/shareholders are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes such as ornamental fountains, washing down of sidewalks or hard surface areas.
- (c) All restaurants are requested to serve water to patrons only upon request.
- (d) Water customers/shareholders are requested to not irrigate during rain or within 48 hours after measurable rainfall.
- (e) Hotels/Motels are requested to provide guests the option of not having towels and linens laundered daily (if applicable).

Notification Method(s) and Frequency:

Methods: 1, 2, and 5 (via monthly bills) – Permanent website, monthly outreach

Agencies Contacted:

Contact EMWD's GWR Plus to align potential future actions.

**Stage 2 Response -- Water Shortage WARNING Conditions**

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

Best Management Practices for Supply Management:

- (a) The intertie with EMWD will continue to be tested monthly to ensure that it is operational. Continue to organize and ensure joint messaging and actions between Nuevo Water Company and EMWD on future Drought Stage Responses. Joint public workshops may be appropriate for messaging.
- (b) Using the results of the drought water loss audit, perform leak detection surveys in areas with water loss above 15% and perform needed repairs. This activity will be completed and shared with EMWD as needed.
- (c) Decrease flushing from regular flushing routine to only as needed for colored water or other water quality issues.
- (d) Increase monitoring of groundwater elevations from monthly to weekly.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Sundays and Thursdays for customers/shareholders with a street address ending in an even number (0, 2, 4, 6 or 8), and Saturdays and Wednesdays for water customers/shareholders with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 5:00 a.m. and 6:00 a.m. and 8:00 p.m. to midnight on designated watering days. However, irrigation of landscaped areas is permitted at any time if it is by means of a filled bucket or watering can of five (5) gallons or less.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited except on designated watering days between the hours of 5:00 a.m. and 6:00 a.m. and 6:00 p.m. to midnight. Such washing, when allowed, shall be done with a hand-held bucket or a hand-held hose equipped with a positive shutoff nozzle for quick rinses. Vehicle washing may be done at any time on the immediate premises of a commercial car wash or commercial service station that utilizes internally recycled water. Further, such washing may be exempted from these regulations if the health, safety, and welfare of the public is contingent upon frequent vehicle cleansing, such as garbage trucks and vehicles used to transport food and perishables.
- (c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited except on designated watering days between the hours of 5:00 a.m. and 6:00 a.m. and 6:00 p.m. to midnight.
- (d) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life.
- (e) Use of water for the irrigation of golf course greens, tees, and fairways is prohibited except once per week on a designated watering day between the hours of 5:00 a.m. and 6:00 a.m. and 8:00 p.m. to midnight. However, if the golf course utilizes a recycled water source, the facility shall not be subject to these regulations.
- (f) The following uses of water are defined as non-essential and are prohibited:
  - i. washdown of any sidewalks, walkways, unless being performed by a County or emergency response employee addressing a public health issue such as fecal waste removal, etc.
  - ii. washdown of driveways, parking lots, tennis courts, or other hard-surfaced areas.

- iii. use of water to wash down buildings or structures for purposes other than immediate fire protection.
- iv. use of water for dust control.
- v. flushing gutters or permitting water to run or accumulate in any gutter or street; and
- vi. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

Notification Method(s):

Methods: 1, 2, 3, and 5 (via bill and separate conservation flyer). At least monthly outreach. Website data entry for customers/shareholders to notify NWC of "Observation of Water Waste". Provide door posting for customers/shareholders without internet access.

Agencies Contacted:

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

### **Stage 3 Response -- ACUTE Water Shortage Conditions**

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

Best Management Practices for Supply Management:

- (a) The intertie with EMWD will continue to be tested monthly to ensure that it is operational. Continue to organize and ensure joint messaging and aligned actions between Nuevo Water Company, EMWD and the West San Jacinto GSA on future Drought Stage Responses. Joint public workshops may be appropriate for messaging.
- (b) Using the results of the drought water loss audit, perform leak detection surveys in areas with water loss above 10% and perform associated repairs. This activity will be completed shared with EMWD as needed.
- (c) Decrease flushing from regular flushing routine to only as needed for colored water or other water quality issues.



- (d) Prepare engineering designs, cost estimates and estimated schedule for long-term mitigation strategy of additional shared well with EMWD. EMWD grant writers will seek to evaluate if drought construction funding is available.

Mandatory Water Use Restrictions for Reducing Demand:

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

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

Notification Method(s) and Frequency:

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

Agencies Contacted:

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

## Stage 4 Response -- CRITICAL Water Shortage Conditions

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

### Best Management Practices for Supply Management:

- (a) The intertie with EMWD will continue to be tested monthly to ensure that it is operational. Discuss status of EMWD water department's capacity and NWC's capacity, prior to moving either system to Stage 5 conservation, evaluate if water transfers could be used to prevent this step.
- (b) Using the results of the drought water loss audit perform leak detection surveys in areas with water loss above 5% and performed needed repairs. This activity will be completed and shared with EMWD as needed.
- (c) Decrease flushing from regular flushing routine to only as needed for colored water or other water quality issues.
- (d) Increase groundwater elevation monitoring from weekly to daily.
- (e) Prepare, and get Board approval for, a well sharing agreement contract between EMWD. Nuevo Water Company will work collaboratively with EMWD for drought funding construction grants.

### Mandatory Water Use Restrictions for Reducing Demand:

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

- (a) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited. The only exception is for the County public swimming pool during the months of June, July and August (if applicable).
- (b) The use of water for construction purposes from designated fire hydrants under special permit is to be discontinued. Supplying residents with domestic wells may continue under special permits with CDPH certified potable water haulers.
- (c) Irrigation of landscaped areas with hose-end sprinklers or automatic irrigation systems shall be limited to Thursdays for customers/shareholders with a street address ending in an even number (0, 2, 4, 6 or 8) and Wednesdays for water customers/shareholders with a street address ending in an odd number (1, 3, 5, 7 or 9), and irrigation of landscaped areas is further limited to the hours of 5:00 a.m. and 6:00 a.m. and 8:00 p.m. to midnight on designated watering days. However, irrigation of landscaped

areas is permitted at any time if it is by means of a filled bucket or watering can of five (5) gallons or less.

Notification Method(s) and Frequency:

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

Agencies Contacted:

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

## **Stage 5 Response – EMERGENCY Water Shortage Conditions**

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

### Best Management Practices for Supply Management:

- (a) The intertie with EMWD will continue to be tested monthly to ensure that it is operational. Discuss status of EMWD's capacity and NWC's capacity, prior to moving either system to Stage 6 conservation, evaluate if water transfers could be used to prevent this step.
- (b) Using the results of the drought water loss audit perform leak detection surveys in areas with any water loss and perform associated repairs. This activity will be completed for and shared with EMWD as needed.
- (c) Decrease flushing from regular flushing routine to only as needed for colored water or other water quality issues.
- (d) Continue daily groundwater elevation measurements.
- (e) Execute agreements with well drillers, schedule new production well construction. Initiate engineering plans, costs, for a second well, if the production of the new well is inadequate to provide needed water supplies.

### Mandatory Water Use Restrictions for Reducing Demand:

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

- (a) Water use for County public swimming pool during the months of June, July and August, and September is prohibited.
- (b) All outdoor irrigation is prohibited.
- (c) Swamp coolers are only permitted for use when temperatures exceed 85°F.

### Notification Method(s) and Frequency:

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

### Agencies Contacted:

Weekly coordination and status updates to all agencies.

## **Stage 6 Response -- CATASTROPHIC Water Shortage Conditions**

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

Best Management Practices for Supply Management:

- (a) Sample new well, get State Water Board Division of Drinking Water and County Environmental Health approval to bring the well online.
- (b) Utilize additional interties to share water with EMWD if their capacity allows.

Mandatory Water Use Restrictions for Reducing Demand:

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

Notification Method(s) and Frequency:

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

Methods: 7 and 8 as appropriate

Agencies Contacted:

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

## CATASTROPHIC Water Allocation Plan

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

### Single-Family Residential Customers/Shareholders

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

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

“Household” means the residential premises served by the customer’s meter. The above is based on 47<sup>3</sup> gallons per person per day with all outdoor uses prohibited except by public safety officers (e.g., fire personnel, etc.)

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

### Master-Metered Multi-Family Residential Customers/Shareholders

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

### Commercial Customers

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

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

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

### **Industrial Customers**

Nuevo Water Company 4 industrial customers as identified by the state.

### **CATASTROPHIC Interim Replacement Water Supply for Water Outages**

In the event that water outages occur and the EMWD intertie is not available, the following is the plan to provide interim alternative water supply for customers/shareholders to meet short-term public health needs. Longer-term hauling of water directly to the distribution storage tanks would be coordinated with the Office of Emergency Services and CalWARN as soon as possible if the wells and intertie continue to be inaccessible.

#### Source of Alternative Water Supply:

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

#### Distribution of Alternative Water Supply:

There will be one portable plastic 10,000-gallon storage tank and pump brought in at four strategic locations:

- Mountain Shadows Middle School – Basketball Court Area
- Calvary Chapel Nuevo – Parking Lot
- Lakeview Baptist Church – Parking Lot
- Olive Grove Church Annex – Parking Lot

The storage tanks, pre-arranged for purchased from The Tank Depot, will be manned from 6 a.m. until 11 p.m. by Nuevo Water Company staff, retired staff, and/or board members. Residents may come and fill up to 10 gallons of water per person per day<sup>4</sup>. Water will be provided free of charge and may not be sold b

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<sup>4</sup> The World Health Organization (WHO) information on minimum water needs during humanitarian emergencies states that "15 liters per person per day should be provided as soon as possible, though in the immediate post-impact period, it may be necessary to limit treated water to a minimum of 7.5 liters per day per person."

WHO website: <https://www.who.int/teams/environment-climate-change-and-health/water-sanitation-and-health/environmental-health-in-emergencies/humanitarian-emergencies>

y the person receiving the water to others, or used for any purposes other than human consumption, cooking or sanitation.

- Five rented portable restroom trailers will also be provided at each of the water distribution sites. At least one at each location will be handicap accessible.
- Five rented portable heated showers will be set up at the Mountain Shadows Middle School parking lot using a separate 5,000-gallon portable storage tank. Showering stations will be available from 6 am to 8 pm. Coordination has been provided with the local hospital to provide showers to those in wheelchairs or needing handicap accessible showers.

Additionally, residents that have no transportation or are disabled/elderly and/or may have difficulty obtaining or carrying water may sign up to have bottled water delivered to their home. County Public Health will help coordinate outreach to people registered on the County Vulnerable Persons list. Additionally, American Red Cross volunteers and Self-Help Enterprise staff will organize and deliver bottled water supplies up to 10 gallons per day, in smaller quantities that can be easily handled. Bottled water will be provided by Sparklett's bottled water company. Community members and/or County Public Health staff will provide transportation for elderly/disabled community members who lack it to the hospital for showering and other sanitation purposes.

Contracts with the service vendors will be pre-arranged for immediate delivery in the event of a water outage ensuring Nuevo Water Company top priority during emergency events. Arrangements with community service organizations and County Public Health have similarly been pre-arranged.

If water outages occur only in part of the distribution system, a similar but abridged version of the alternative water supply plan will be initiated to focus only on those parts of the distribution that are impacted.

If bringing in water from a source outside the NWC area must occur and continue for a longer period of time, water will be shipped to the area in tankers from a CalWARN mutual aid water supplier, and then hauled directly to the storage tanks and pumped into them. If necessary, boil water orders will be in place until the water quality is stabilized and the distribution system has been determined to be bacteriologically safe. While the boil water orders are in place, bottled water will continue to be provided to residents needing special assistance.

#### Public Notification Regarding Access to Alternative Water Supplies:

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



flyers to homes.

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

### **CATASTROPHIC Notification of Emergency Service Providers**

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

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

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

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

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

## **Section XI: Enforcement**

- (a) No person shall knowingly or intentionally allow the use of water from this water system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by General Manager, or designee, in accordance with provisions of this Plan.
- (b) Any person, including a person classified as a water customer of the water system, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.
- (c) Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person is in repeated violation of this Plan, the Nuevo Water Company shall, after the written notification (First Violation) to the customer, be authorized to provide a financial penalty of up to \$50 per day for the second notice (not to exceed \$200), and \$100 per day for the third (not to exceed \$400) and \$200 per day (not to exceed \$800) for the fourth and future notices. Any funds collected from penalties will be dedicated to funding NWC's conservation programs.

## Section XII: Variances

The General Manager, or designee, may grant, in writing, a temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

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

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

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

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

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

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

## Appendix A: Water System Information

The Nuevo Water Company serves water to approximately 4,000 acres (1920 service connections) in an unincorporated area of Riverside County located approximately 5 miles east of the City of Perris. The Water Company has a valid domestic water permit authorized by the State of California, Department of Health Services.

The main source of water supply is one vertical well. The capacity of the well is as follows: Piester Well is 1000 gpm. The well pumps through a pipeline distribution system into a 1,500,000-gallon storage tank. A secondary source of supply is available through three metered connections from Eastern Municipal Water District. The capacity of these connections is as follows: EMWD No. 1 - Nuevo Road connection, 1600 gpm and EMWD No. 2 - Blend Booster, 1200 gpm and EMWD No. 3 - Olivas Avenue 800 gpm.

The pipeline distribution system is comprised of about 237,939 feet of pipe, ranging in diameter from 4" to 16". The distribution system provides water for domestic and fire protection purposes. The service area is zoned primarily for residential, but also includes two schools and two small commercial areas. A booster station adjacent to the existing storage tank provides needed flow and pressure to a few residential connections with pad elevations above the storage tank.

Annually the water system utilizes approximately 354.34 million gallons. The maximum monthly usage typically occurs in August with a production of 41.43 million gallons, with peak day demand occurring during July. The 10-year average maximum day demand is 1.81 million gallons. Total well capacity is estimated to be approximately 1,000 gpm and the existing well is drilled to a depth of 700 feet.

Well Name	Average Production (gpm)	Average April Elevation, feet bgs	Average October Elevation, feet bgs
Piester	356	228	236.83

(bgs = below ground surface)

The distribution system consists of two pressure zones, PZ1690 and PZ1870. PZ1870 serves approximately 99% of the service connections and PZ1690 serves approximately 1% of the service connections. PZ1690 has a 1.5-million-gallon storage tank and hydro-pneumatic tank.

Nuevo Water Company (NWC) has three intertie connections with EMWD:

- EMWD No. 1 - Nuevo Road Connection - L600 gpm
- EMWD No. 2 - Blend Booster @ Philip Road - 1200 gpm\*
- EMWD No. 3 - Olivas Avenue @ Nuevo Road - 800 gpm

\*EMWD No. 2 is used as a primary source for blending purposes. This agreement was established in September of 2001".

Experience with past droughts:

After the 2014 drought, Nuevo Water Company agreed with EMWD to install an emergency intertie at Olivas Avenue. Nuevo Water Company utilizes an intertie on a daily basis with EMWD and has two additional throughout the system. NWC's reservoir tank was inspected in June of 2022, at which time the Nuevo Rd Connection was utilized. The Nuevo Road Connection is tested bi-annually. This Shortage Contingency Plan is to be established on June 13, 2023, to reflect previous droughts and reductions seen as a result of various drought conservation practices.