

May 29, 2015

Dear Trabuco Canyon Water District (TCWD) Customer,

As you probably are aware, California is in the fourth year of a severe drought, with no end in sight. January 2015 was the driest January on record, and the Sierra snowpack – normally a major source of water – is at its lowest level in recorded history. Governor Jerry Brown issued an executive order last month mandating major statewide water conservation. TCWD is relying on all our customers to help comply with the provisions of this demanding order.

In anticipation of this eventuality, TCWD has prepared by making sure we've done as much as possible to reduce our reliance on imported water including recycling 100% of our wastewater for landscape irrigation and capturing and reusing urban runoff. We are continuing to expand these efforts. Unfortunately our efforts can only go so far to respond to the drought.

On May 18, the State Water Board's emergency regulations became effective, mandating that TCWD reduce water use by 32% compared to 2013, starting June 1.

While we appreciate the continued efforts you have made to reduce your water use, the magnitude of this challenge and our ability to meet the State's mandate primarily rests with you, our valued customers. To that end we are relying on all our customers to do their part to significantly reduce outdoor watering and prevent water waste. With over 60% of our water use going to landscape irrigation, this is the single largest area you can have an immediate impact on. With your support we can collectively meet the State's mandate and avoid significant fines that would ultimately have to be passed on to our customers.

Here's where we need your help. TCWD Board of Directors declared a Level 2 Water Alert effective June 1, which requires the following:

- Residential watering days:**
 Water your lawn and landscape no more than two days a week, and a maximum of five minutes per station, following the schedule at right. In November-March, you will be limited to one day a week.
- HOA and Golf Course watering days:**
 HOAs and golf courses using recycled water are not subject to these watering restrictions and watering days may not align with residential watering days.
- Watering duration:**
 No more than five minutes per day per irrigation station. (Watering limits do not apply to very low-flow drip irrigation systems in which no emitter produces more than two gallons per hour.)
- Leaks and breaks:**
 Irrigation leaks and malfunctions must be repaired within 48 hours.
- Watering Period:**
 No watering between 9 a.m. and 6 p.m. except by hand with an automatic shut-off nozzle or device.

COMMUNITY	WATERING DAYS
Dove Canyon	Tuesday & Friday
Trabuco Highlands	Monday & Thursday
Robinson Ranch	Tuesday & Friday
Rancho Cielo	Monday & Thursday
Walden Homes	Monday & Thursday
Canyon Areas	Tuesday & Friday
Santiago Canyon	Monday & Thursday
Portola Hills	Tuesday & Friday
Vista Homes	Tuesday & Friday

Other prohibited uses:

- The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall is prohibited.
- Irrigation with potable water of ornamental turf on public street medians is prohibited.

Also please take care to follow the statewide mandatory conservation measures already in place:

- Do not hose or wash down sidewalks, driveways or other pavement except to alleviate immediate fire or sanitation hazards.
- Do not run your hose while washing your vehicle. Use a bucket or a shutoff nozzle, or patronize a local carwash.
- Do not allow runoff onto hard surfaces.

For details on regulations, rebates, up-to-date drought information and tips for saving water please visit our website, tcwd.ca.gov. If you have additional questions or need help, please contact Customer Service at **949-858-0277** or customerservice@tcwd.ca.gov.

California's worsening drought and the State Water Board's mandated conservation targets triggered the Level 2 Water Alert, part of an action plan spelled out in an ordinance approved by the TCWD board in 2008. The Level 2 rules take effect June 1 and continue through February 2016, when the order is scheduled to expire.

The State Water Board's emergency regulations, and TCWD's Level 2, are primarily intended to limit outdoor irrigation and preventing water waste. Failure to comply with any of the restrictions may result in fines. The ordinance authorizes fines up to \$100 for a second violation and up to \$250 for a third. On fourth and subsequent violations, water wasters may be fined up to \$500 and the District may install a water flow restrictor or terminate service.

TCWD thanks you for the steps you have taken to save water. The development and practice of efficient water habits today, will ensure that TCWD will comply with the State's regulations and will help us to avoid paying punitive fines and penalties in the future.

As always, we look forward to serving you. Please stay tuned for more updates and information on our drought response as we move forward on these efforts.

Sincerely,



Hector Ruiz
General Manager