

8. WATER SHORTAGE CONTINGENCY PLANNING

The District, the City, and Sunnyslope have all passed ordinances/resolutions to address shortages in water supply. In addition, the HUA agencies have updated the Water Shortage Contingency Plan (WSCP). This Plan serves as a guide for adjusting supply and demand in response to a water shortage. The original plan was developed in 2016 as part of the 2015 Urban Water Management Plan (**Appendix G**) and provides details on how to reduce demand in the event of a water supply shortage.

In response to the 2012-2016 drought, a new WSCP mandate requires WSCPs to provide a more detailed analysis of supply and demand contingency actions and plan implementation. Additions to the 2020 WSCP include the documentation of plan procedures and implementation, standardization of water supply stages of action for the water supply plan, and quantification of contingency action effects on supply and demand.

Emergency responses to natural disasters are also discussed in a joint Water Shortage Emergency Response Plans to assist in planning and managing supply disruption, **Appendix H**.

8.1 Water System Reliability Analysis

Water supply reliability analyses conducted by the HUA (Section 7) identify constraints on water supply sources and evaluated each source's availability during a normal year, a single dry year, a 5-year drought period, and 20-year future projections. These analyses show that supply resources are sufficient to meet demand. The HUA depends on imported water, groundwater, and recycled water to meet its supply.

Central Valley Project (CVP) water has been imported by the District for direct municipal supply since 2003 and water treatment facilities have been expanded to a capacity of 7,280 AFY, almost 90 percent of the total contractual allocation for CVP M&I water (8,250 AFY). However, allocations vary based on hydrologic conditions. The CVP allocation for M&I demand since 2006 has ranged from 25 percent, during dry years, to the full allocation during wet years. In 2020, the total CVP water supply for the HUA was 4,391 AF including systems losses. Future projections suggest an average of 82 percent of CVP supplies in normal years, resulting in 5,388 AFY for supply in the HUA.

The groundwater basin provides critical storage and is also an important source of water for Hollister and Sunnyslope, which pump groundwater directly from wells within the HUA. As documented in the GSP, the groundwater basin is managed sustainably and stored groundwater is replenished in wet years for use in dry years. While groundwater has relatively poor water quality, it is blended with CVP supply in order to improve water supply, and indirectly the quality of wastewater and recycled water.

Recycled water is used at Riverside park in the HUA but has been prioritized for agricultural users outside the HUA. No surface or stormwater are utilized for directly for supply, but these sources of water can be used to supplement recharge.

Drought is the primary issue that would cause a shortage condition. Other causes of a water shortage include the sudden presence of an unforeseen toxin or infrastructure damage due to earthquakes or other natural disasters.

The Water Supply Reliability Analysis shows that the current available supply is sufficient to meet unconstrained demand during both a regular year and a single dry year (UWMP Section 7.2.3). Accounting for growth, the water supply during a normal year would meet demand every year 2020-2040. During a single dry year, supply would decrease due to decreased CVP allocations but can be supplemented with groundwater and other sources or addressed with conservation. The current supply is sufficient to meet unconstrained demand in 2025, 2030, and 2035, but demand in 2040 is expected to be 186 AF greater than supply, 1.3 percent of the total 10,859 AF projected demand. Initiation of voluntary Stage 1 of the WSCP is recommended during dry years.

The Drought Risk Assessment evaluates if current supplies are sufficient to meet demand during a multi-year drought. In brief, the maximum available supply was found sufficient to meet demand for three out of five dry years. The dry year conditions were based on the 2012-2016 drought years and water demands were adjusted for population growth over the next five years. Although the supply should be sufficient to meet demand during the first three years of a multi-year drought, it is recommended that the HUA Agencies implement the voluntary WSCP Stage 1 as a precautionary measure to conserve water during every drought year. During year four and five of a multi-year drought, the projected demand was greater than the maximum supplies if Stage 1 of the WSCP was not implemented. The gap each year was less than 10 percent of total demand, and it is expected that implementing Stage 1 of the WSCP would bridge the gap. However, agencies should be prepared to implement Stage 2 in the event of extended dry years.

8.2 Annual Water Supply and Demand Assessment Procedures

Beginning in 2022, HUA agencies must prepare and submit an annual water supply and demand assessment, pursuant to section 10632 (a)(2) of the Water Code. These annual assessments must be submitted to DWR by July 1 of each year.

The annual assessment will be completed in conjunction with the SGMA North San Benito County Groundwater Sustainability Agency annual GSP report. SGMA requires the submittal of this annual report on April 1, following the adoption of the GSP and annually thereafter. The GSP annual report include analyses of recent groundwater conditions, surface water supply, total water use, and change in groundwater storage. In addition, the report summarizes supply and demand in the previous water year and includes an estimate of next-year conditions, agricultural pumping, and water purchases. The water supply and demand assessment for the HUA will be prepared as an appendix to the annual report to streamline data requests and reporting for the three agencies.

The assessment will include documentation of the projected supply and demand for the upcoming year and determination that supply will be sufficient, even during a dry year. Supplies, including available groundwater, CVP, and recycled water, will be assessed by describing and quantifying the previous year's

water supply and estimating the upcoming year's supplies. Groundwater use and basin conditions in the previous water year will be assessed to determine any issues. The supply assessment will include data on climatic conditions, groundwater levels and extraction, land use, streamflow measurements, reservoir budgets, CVP deliveries, recharge rates, municipal recycling rates, and water quality data. The demand assessment will rely on agency-reported totals by use category.

Projected supplies will be largely dependent on climate and water conditions during the previous water year and the projected CVP allocations. In the annual water supply and demand assessment, the supplies will be assessed for both a current year and a subsequent dry year, taking plausible constraints into account.

Unconstrained customer demand will be assessed by looking at historical growth, climate, and water demand over the previous water year. The previous year's use will be adjusted to account for new customer connections. If the planned use is greater than the dry year supply, the HUA agencies should be prepared to enact the WSCP. Any infrastructure projects or conditions will also be factored into the supply and demand assessment.

8.3 Water Shortage Level Stages of Action

The 2015 WSCP outlined a water shortage response plan in the event of supply interruption. This plan included a four-stage rationing plan with voluntary and mandatory rationing depending on the severity and duration of the water supply shortage. The water shortage response was based on the Sunnyslope No Water Waste Ordinance No. 45 and was first documented for the HUA as part of the 2000 UWMP.

Pursuant to Water Code Section 10632(a)(3), all WSCPs must include a six-stage plan corresponding to shortage stages of up to 10 percent, 20 percent, 30 percent, 40 percent, 50 percent, and greater than 50 percent of water supply. During the 2012-2016 drought years, differences in state and local definitions led to uncertainty in public communication and state policy. The standardization is meant to aid communication and response action implementations across the state.

Water Code Section 10632(a)(3)(B) allows suppliers to retain existing water shortage response plan stages if the existing stages are directly related to the specified six stages. The four stages identified by the previous WSCP translate to the six new stages, as shown in **Figure 8-1. Table 8-1** outlines the new stages. For the new Stage 1, up to 10 percent reduction, the voluntary measures for the previous stage 1 (up to 15 percent) are applicable. For both 10 to 20 percent and 20 to 30 percent reductions, the previous Stage 2 restrictions are applicable, aiming for 25 percent reduction. For 30 to 40 percent and 40-50 percent reductions, the previous Stage 3 is applicable, which aims for 35 percent reductions. Finally, for greater than 50 percent reductions, the previous Stage 4, is applicable for over 50 percent reduction. Several response actions, such as landscape irrigation restrictions, exist on a sliding scale and can be adjusted to better correspond with the new 2020 WSCP levels.

Figure 8-1. Crosswalk between 2015 WSCP and 2020 UWMP Guidelines

Previous WSCP Stages	Supply/Condition	2020 WSCP Level	Shortage Level
1	Up to 15%	1	<10%
2	Up to 25%	2	10-20%
3	Up to 35%	3	20-30%
4	Above 50%	4	30-40%
		5	40-50%
		6	>50%

8.4 Shortage Response Actions

Water shortages can be met by augmenting the supply and/or decreasing the water demand. Each response action must be implementable. In sections 8.4.1 and 8.4.2, the response actions for each stage are outlined, along with the methodology for calculating action effectiveness. **Table 8-2** summarizes each demand reduction action, the stages in which they are implemented, and the estimated percent by which they can decrease demand.

In response to the new WSCP guidelines, the effectiveness of each action has been quantified for HUA using the best available data. It should be noted that the effectiveness of many shortage response actions have not been studied and effectiveness can vary by region. These estimates are best used as guidelines to inform decision makers which actions may contribute most to demand reductions. The methods for calculating the effectiveness of each action are outlined in **Appendix G**. In addition to the methods outlined as part of the WSCP, further demand reductions (particularly with indoor residential water use) are expected due to outreach, education, and social pressures.

The effectiveness of each action was estimated based on the observed water demand reduction during the 2014-2016 drought, studies and literature reviews examining the effectiveness of individual and combined response actions, and calculations of demand decreases scaled to the regional population. These estimates reflect best available data; however, it should be noted that the estimates are also uncertain. Historical data on demand reductions during drought, both within HUA and in case studies, are a result of *combined* demand restrictions, public education, and social pressures. There are very few studies of the effect of individual actions. In addition, a variety of assumptions are used in calculations of water demand as reduced by a given action. For example, estimating the money saved by restricting at-home carwashes involved assumptions about how many Hollister Urban Area residents would wash their

car at home in a non-drought month, how many of those carwashes would use a hose with a nozzle, and how much water each wash would use. Furthermore, several restrictions rely on postponing actions or implementing large water-use projects, such as filling up a new pool, removing a single-pass cooling systems, or receiving a large new water permit.

8.4.1 Locally Appropriate Demand Reduction by Stage

Implementation of restrictions and prohibitions on end users is based on a fundamental prioritization of domestic supply for human health and safety over non-essential uses, including landscape irrigation. In the event of a water shortage, water service may be restricted or prohibited for non-essential uses, recognizing that certain end users may be required to save more water than others because of their specific use. Prohibitions on end uses will affect user types differently:

- For urban residential users (who typically rely on HUA agencies for domestic supply), water service will continue during a shortage with restrictions on outdoor water use in Stages 1 through 5 and prohibitions in Stage 6.
- Rural residential users of CVP M&I water would also be subject to restrictions and prohibitions on outside water features and landscape irrigation.
- Landscape irrigators (e.g., golf courses, dedicated irrigation meters) are subject to the restrictions listed below for Stages 1 through 5 and the prohibition in Stage 6.
- Commercial businesses are subject to all restrictions in Stages 1 through 5 and prohibitions in Stage 6.

Stage 1

The first stage applies voluntary actions to reach the demand reduction goal of 10 percent, with a focus on outdoor irrigation demand reduction.

1. Recommended Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water is discouraged between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time.
2. Recommended Limit on Watering Duration: Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is recommended to be limited to no more than three days a week with a duration of fifteen (15) minutes watering per water day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70 percent efficiency standard. The use of recycled water is exempt from this prohibition.

3. Eliminate Excessive Water Flow or Runoff: Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter, or ditch is strongly discouraged.
4. Discourage Washing Down Hard or Paved Surfaces: Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is discouraged except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shutoff device, a low-volume, high-pressure cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom.
5. Fix Leaks, Breaks or Malfunctions: Excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing or distribution system for any period of time after such escape of water should have reasonably been discovered and corrected are encouraged to be corrected as soon as practical.
6. Recirculating Water for Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water features that uses recirculated water is encouraged.
7. Washing Vehicles: Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat, or trailer, whether motorized or not is discouraged, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. Washing vehicles at commercial conveyor car wash systems with re-circulating water systems is recommended.
8. Drinking Water Served Upon Request: Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are encouraged to providing drinking water to any person only when expressly requested.
9. Commercial Lodging Establishments Encouraged to Provide Guests Option to Decline Daily Linen Services: Hotels, motels and other commercial lodging establishments are encouraged to provide customers the option of not having towels and linen laundered daily. Commercial lodging establishments are encouraged to prominently display notice of this option in each bathroom using clear and easily understood language.
10. Installation of Single Pass Cooling Systems: Installation of single pass cooling systems is discouraged in buildings requesting new water service.
11. Installation of Non-recirculating Water System in Commercial Car Wash and Laundry Systems: Installation of non-recirculating water systems is discouraged in new commercial conveyor car wash and new commercial laundry systems.

12. Restaurants Encouraged to Use Water Conserving Dishwash Spray Valves: Food preparation establishments, such as restaurants or cafes, are encouraged to use water conserving dish wash spray valves.
13. Commercial Car Wash Systems: All commercial conveyor car wash systems are encouraged to install operational re-circulating water systems.
14. Pool Covers: It is recommended that all existing pools use a pool cover or solar blanket to reduce water loss due to evaporation.

Stage 2

The second stage seeks a 10 to 20 percent reduction of future supplies, and uses restricted building permits, mandatory rationing, and reduction by customer types. The shortage response actions in Stage 2 are derived from the 25 percent reduction stage established in the 2016 WSCP. Stage 2 continues the voluntary reductions in Stage 1. In addition, the following reduction requirements become mandatory:

1. Limits on Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time on any day, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. The use of recycled water is exempt from this prohibition.
2. Limit on Watering Duration: Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes watering per designated water day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather-based controllers or stream rotor sprinklers that meet a 70 percent efficiency standard. The use of recycled water is exempt from this prohibition.
3. Limits on Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to three days per week from April through October. The watering days are designated depending upon house address (odd house and no house address Monday, Wednesday, and Friday, even house address Tuesday, Thursday, and Saturday). During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week (odd house and no house address - Monday, even house address - Tuesday). This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

4. No Excessive Water Flow or Runoff: The application of water is prohibited to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non- irrigated areas, private and public walkways, driveway, street, alley, gutter, ditch, parking lots, or structures.
5. No Washing Down Hard or Paved Surfaces: Washing down hard or paved surfaces is prohibited, including but not limited to buildings, structures, sidewalks, walkways, driveways, parking areas, tennis courts, patios, or alleys.
6. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification by the city unless other arrangements are made with the city.
7. Recirculating Water Required for Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water feature that does not use recirculated water is prohibited.
8. Limits on Washing Vehicles: Using water to wash or clean a vehicle is prohibited, including but not limited to any automobile, truck, van, bus, motorcycle, boat, or trailer, whether motorized or not, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.
9. Drinking Water Served Upon Request Only: Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.
10. Commercial Lodging Establishments Must Provide Guests Option to Decline Daily Linen Services: Hotels, motels and other commercial lodging establishments must provide customers the option of not having towels and linen laundered daily. Commercial lodging establishments must prominently display notice of this option in each bathroom using clear and easily understood language.
11. No Installation of Single Pass Cooling Systems: Installation of single pass cooling systems is prohibited in buildings requesting new water service.
12. No Installation of Non-re-circulating in Commercial Car Wash and Laundry Systems: Installation of non-re-circulating water systems is prohibited in new commercial conveyor car wash and new commercial laundry systems.
13. Commercial Car Wash Systems: Within one year of passage of this Ordinance, all commercial conveyor car wash systems must have installed operational re-circulating water systems or must have secured a waiver of this requirement from the city.

14. Pool Covers and Refilling of Existing Pools: All new pools shall be required to have a pool cover or solar blanket to reduce water loss through evaporation. Refilling of existing private pools is prohibited, except to maintain water levels, unless the pool is in imminent danger of failure.

Stage 3

The third stage seeks a 20 to 30 percent reduction of water demand. During this stage, the shortage response actions for Stages 1 and 2 will be in place. The shortage response actions for this stage are derived from the 25 percent reduction stage established in the 2016 WSCP. Stage 3 contains the same response actions as Stage 2. HUA may choose to increase response action monitoring and enforcement in Stage 3, as well as encouraging water users to adopt additional voluntary conservation measures.

Stage 4

Stage 4 aims for a 30 to 40 percent reduction. It allows the agencies to restrict water uses to priority needs and the prohibited or limited uses of water become more restrictive. These restrictions are derived from the 35 percent reduction stage in the 2016 WSCP.

1. Limits on Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to two days per week from April through October. The watering days are designated depending upon house address (odd house and no house address - Monday and Thursday, even house address - Tuesday, and Friday). During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week (odd house and no house address - Monday, even house address - Tuesday). This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. Use of recycled water for irrigation is exempt from these restrictions.
2. Irrigating Within 48 Hours of Rainfall: The applications of potable water to outdoor landscapes during and within 48 hours following measurable rainfall is prohibited.
3. Irrigation outside Newly Constructed Homes: The irrigation with potable water outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission is prohibited.
4. Installation of New Turf: Adding new turf landscaping is prohibited.
5. Prohibition against Watering Turf in Medians: The irrigation with potable water of ornamental turf on public street medians, including roundabouts is prohibited.

6. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within forty- eight (48) hours of notification by the city unless other arrangements are made with the city.
7. **Limits on Filling Ornamental Lakes or Ponds:** Filling or re-filling ornamental lakes or ponds with potable water is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to declaration of a supply shortage level under this section.
8. **New Pools:** Installation and filling of new private pools are prohibited.
9. **Dust Control:** The use of potable water for construction and dust control is prohibited.
10. **Drought Water Rates:** Each agency may consider adopting rate structures and other mechanisms to maximize water conservation. These rates should be consistent with Prop218 requirements.
11. Any of the HUA agencies reserve the right to restrict water use for priority uses.

Stage 5

Stage 5 aims for a 40 to 50 percent reduction. The water shortage response actions in this phase are the same as those in Stage 4. Enforcement and monitoring may be increased during this stage to assist in decreasing water demand.

Stage 6

1. Stage 6 seeks at least a 50 percent reduction. This stage adds flow restrictions and a per capita allotment by customer type. The prohibited or limited uses of water in the previous stages are continued or made more restrictive. No Watering or Irrigating. Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to recycled water. Exceptions are limited to the following:
 2. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device;
 3. Maintenance of existing landscape necessary for fire protection;
 4. Maintenance of existing landscape for soil erosion control;
 5. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
 6. Maintenance of landscape within active public parks and playing fields, day care centers, golf course greens, and school grounds, provided that such irrigation does not exceed two (2) days per week for no more than fifteen (15) minutes watering per designated water day per station and is prohibited between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time.

7. Actively irrigated environmental mitigation projects.
8. Obligation to Fix Leaks, Breaks or Malfunctions. All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty-four (24) hours of notification by the city unless other arrangements are made with the water retailer.
9. Limits on New Potable Water Service: Upon declaration of a Level 6 Water Shortage Emergency condition, the agency may limit the issuance of new potable water services, temporary meters and/or statements of immediate ability to serve or provide potable water service (such as, can and will-serve letters, certificates, or letters of availability), except under the following circumstances:
 10. A valid, unexpired building permit has been issued for the project; or
 11. The project is necessary to protect the public health, safety, and welfare; or
 12. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the agency providing service.
 13. This provision does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less.
 14. Limits on Building Permits. Upon declaration of a Stage 6 Water Supply Shortage Emergency condition, the City Administrator is authorized to implement a program in his or her discretion to limit or withhold the issuance of building permits which require new or expanded water service, except to protect the public health, safety and welfare, or in cases which meet the city's adopted conservation offset requirements.
 15. No New Annexations. Upon the declaration of Stage 6, the agencies may suspend consideration of annexations to its service area. This subsection does not apply to boundary corrections and annexations that will not result in any immediate increased use of water.
 16. Each of the HUA agencies reserves the right to restrict flow in water lines.

8.4.2 Locally Appropriate Supply Augmentation

During a water shortage emergency, the HUA Agencies may choose to augment the water supply by increasing the proportion of groundwater in delivered water. Groundwater can make up for any decrease in CVP allocation during a drought. HUA potable water is a mix of CVP water and groundwater to meet aesthetic standards. The average proportion of the supply that is CVP water was 61 percent over the past five years. The proportion of groundwater can be temporarily increased if the CVP supply is limited or insufficient to meet demand. The preferred ration of groundwater to imported water is 35:65, but this proportion may temporarily increase during periods of water shortage. Decreasing the proportion of

potable water that is CVP is at the discretion of the HUA agencies and may be enacted during stages 2 through 6. In **Table 8-3** augmenting the supply through increasing the proportion of groundwater in potable water is estimated to enhance the supply by up to 20 percent. Drought reserves in San Justo Reservoir can also augment supply during a water shortage emergency. It should be noted that water stored in San Justo is not considered exchange/transfer supplies. It may have originated from a transfer, but once it is in San Justo, it is considered stored water reserve. However, these supplies are managed as exchanges or transfers (Section 6.7) and not as part of the WSCP.

8.4.3 Catastrophic Supply Interruption

Hollister, Sunnyslope, and the District also have water shortage emergency response plans in place. Sunnyslope and the City have a general Emergency Disaster Response Plan as well as a Power Failure Emergency Response Plans. The plans include steps to be taken during and after a disaster and the use of the Standard Emergency Management System (SEMS). Copies of these plans are included as **Appendix H**. The District relies on their current Water User's Handbook and County emergency plans.

These plans develop the procedures for each agency before and during a disruption of water supply during a natural disaster. In 1999, the California Emergency Management Agency (Cal EMA) published *Emergency Planning Guidance for Public and Private Water Utilities* to improve coordination among water utilities and other emergency response agencies and to assist water utilities in developing or revising emergency plans and procedures. It is recommended that ongoing coordination between the City, Sunnyslope, and the District take place to ensure these water supply emergency plans remain consistent and meet the goals provided in the guidance documents. With these plans in place, the retailers in the HUA can adequately handle a water supply shortage due to a natural disaster or another interruption of the water supply (Cal EMA 1999).

The agencies emergency shortage plans meet the requirements for the WSCP to include a seismic risk assessment and mitigation plan to assess the vulnerability of each water facility.

8.5 Communication Protocols

Effectively implementing any stage of the water shortage contingency plan requires clear and timely communication with the public, stakeholders, key decisionmakers, and local, regional, and state governments. The WSCP Communication protocols allow agencies to efficiently communicate any current or predicted water shortages and the response actions that are triggered. Communication protocols are outlined for each stage. In order to ensure consistency, each agency is encouraged to develop scripted responses to commonly asked questions when each stage goes into effect and as information changes throughout a water shortage crisis.

8.5.1 Stage 1 And Prior Communication

Stage 1 contains voluntary measures meant to reduce water demand by up to 10 percent. The HUA agencies aim to communicate water conditions when a water shortage condition exists or is anticipated. During this stage, or when HUA is expected to enter Stage 1 soon, the following communication protocols are recommended:

- The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 1 implementation and unified message in response to commonly asked questions (Section 8.5.7)
- Communication in both English and Spanish of voluntary actions with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.
- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.
- Direct contact (via telephone or email) with local media about conditions and response actions.
- Daily production figures will be reported to the Water Supervisor of each agency.
- The Supervisor will compare the weekly production to the target weekly production to verify that the reduction goal is being met. Weekly reports will be forwarded respectively to the General Manager of Sunnyslope, the Public Works Director at the City of Hollister and to the Program Manager of the WRA.
- Communication with public about potential for mandatory stages.
- Increased information about voluntary programs, like home surveys and leak repairs.

8.5.2 Stage 2 Communication

Stage 2 contains voluntary measures meant to reduce water demand by 10-20 percent. During this stage, the following communication protocols are recommended:

- The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 2 implementation and unified message in response to commonly asked questions (Section 8.5.7)

- Communication in both English and Spanish of mandatory actions and penalties with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.
- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.
- Direct contact (via telephone or email) with local media about conditions and new mandatory response actions.
- Direct contact (via telephone or email) to chamber of commerce and businesses directly affected by restrictions (hotels and carwashes, for example)
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.
- Daily production figures will be reported to the Water Supervisor of each agency.
- The Supervisor will compare the weekly production to the target weekly production to verify that the reduction goal is being met. Weekly reports will be forwarded respectively to the General Manager of Sunnyslope, the Public Works Director at the City of Hollister and to the Program Manager of the WRA.
- Education about continued voluntary conservation actions with public.
- Increased information about voluntary programs, like home surveys and leak repairs, particularly within context of adhering to Stage 2 mandatory restrictions.

8.5.3 Stage 3 Communication

Stage 3 seeks to reduce water demand by 20-30 percent but includes the same mandatory actions as Stage 2. During this stage, increased communication about water conditions can lead to a decrease in demand.

- The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 3 implementation and unified message in response to commonly asked questions (Section 8.5.7)
- Increased communication of mandatory actions with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.

- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.
- Daily production figures will be reported to the Water Supervisor of each agency.
- The Supervisor will compare the weekly production to the target weekly production to verify that the reduction goal is being met. Weekly reports will be forwarded respectively to the General Manager of Sunnyslope, the Public Works Director at the City of Hollister and to the Program Manager of the WRA.
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.
- Direct contact (via telephone or email) with local media about conditions.
- Warnings of increased water use monitoring and stricter mandatory restrictions if HUA enters Stage 4.

8.5.4 Stage 4

Stage 4 implements stricter mandatory management actions to achieve a 30-40 percent reduction.

- The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 4 implementation and unified message in response to commonly asked questions (Section 8.5.7)
- Communication in English and Spanish of mandatory actions and penalties with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.
- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.
- Daily production reports will be provided to the General or City Manager of each agency.
- Direct contact (via telephone or email) with local media about conditions and new mandatory response actions.
- Direct contact (via telephone or email) to chamber of commerce and businesses directly affected by restrictions (construction or landscaping companies, for example).
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.

- Increased information about voluntary programs, like home surveys and leak repairs, particularly within context of adhering to Stage 4 mandatory restrictions.

8.5.5 Stage 5

Stage 5 seeks to reduce water demand by 40-50 percent but includes the same mandatory actions as Stage 4. During this stage, increased communication about water conditions can lead to a decrease in demand.

- The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 5 implementation and unified message in response to commonly asked questions (Section 8.5.7)
- Increased communication of mandatory actions and penalties with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.
- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.
- Daily production reports will be provided to the General or City Manager of each agency.
- Direct contact (via telephone or email) with local media about conditions
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.
- Warnings of increased water use monitoring and stricter mandatory restrictions if HUA enters Stage 5.

8.5.6 Stage 6

Stage 6 is the most severe stage, seeking to reduce demand by at least 50 percent. The District, Hollister, and Sunnyslope must communicate to establish consistent Stage 5 implementation and unified message in response to commonly asked questions (Section 8.5.7).

- Increased communication of mandatory actions and penalties with customers, residents, and businesses through social media, radio, websites, newspaper, television coverage, newsletters, and bill stuffers.
- Notification to stakeholders, elected officials, and other decision-makers regarding water shortage conditions, projections, actions to be taken, demand reduction goals, and implementation.

- Daily production reports will be provided to the General or City Manager of each agency.
- Direct contact (via telephone or email) with local media about conditions.
- Monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.

8.5.7 Commonly Asked Questions by Target Audience

It is recommended that the District, Hollister, and Sunnyslope collaborate to develop a unified response to the following commonly asked questions:

Customers and Community:

- When will water supply return to normal?
- What are the restrictions, and when will restrictions be lifted?
- What will you give me to compensate for any damages to my property?
- How will you prevent a water shortage in the future?

News Media:

- What are the current water conditions?
- What is the status of the Water Shortage Contingency Plan?
- What is the estimated loss?
- How will you prevent this from happening again?
- Who is responsible?

Government Regulators:

- When did water shortage happen?
- What are the environmental, health, and safety impacts of this water shortage?

Elected officials:

- How does this water shortage affect the environment, the economy, and public safety?
- How many employees are affected?
- When will the situation return to normal?

Employees:

- Will this water shortage affect my job?
- Will I get paid during times of reduced operation?

8.6 Compliance and Enforcement

8.6.1 Demand Reduction Through Public Outreach

During the most recent drought (2014-2016), public outreach was expanded by 200 percent, and a 25 percent reduction was achieved by both Hollister and Sunnyslope. These programs are discussed in more detail in Chapter 9 of the UWMP. The specific public outreach measures listed below are intended to reduce demand during a drought or water supply interruption:

- Expand Public Information Campaign – Newsletter and other flyers in both English and Spanish were used to publicize programs and explain the importance of drought conservation.
- Improve Customer Billing – Customers with higher-than-average bills were contacted, and possible water savings were recommended.
- Offer Water Use Surveys – Both residential and landscape surveys help high water users to identify areas of potential conservation.
- Provide Rebates or Giveaways of Plumbing Fixtures and Devices – Rebates and plumbing retrofits are available at all times but are publicized more during drought conditions. Plumbing retrofits including hose nozzles, faucet aerators, and shower heads are available at no cost to customers. Rebates are available for low flow toilets and high efficiency washing machines.
- Provide Rebates for Landscape Irrigation Efficiency – There is currently a landscape efficiency rebate program that provides rebates for low-volume sprinkler heads, rain sensors, hose timers, and includes customized sprinkler schedules.
- Increase Water Waste Patrols – Examples include: Implement a Water Waste Patrol program; Increase staffing for Water Waste Patrol; Increase authority of Water Waste Patrol.
- Moratorium or Net Zero Demand Increase on New Connections – The agencies have added a no new connection element to their WSCP that is triggered in Stage 4.
- Implement or Modify Drought Rate Structure or Surcharge – a drought rate structure may be implemented in future droughts.

In addition to these measures, HUA agencies offer ongoing educational programming, classes, and community outreach. Section 9 of the UWMP contains a more detailed descriptions of these programs.

8.6.2 Warning and Citation Protocols

Enforcement is applicable at any water shortage stage. Any customer violating the regulations and restrictions on water use set forth in the "No Waste" Ordinances will receive a written warning for the first violation. A second violation within 12 months of the first violation results in a \$100 penalty. On the third violation, the customer will be charged a \$250 fine and the retailer may install a flow-restrictor. If a flow-restrictor is placed, the violator will pay the cost of installation and removal. After a fourth violation, a \$500 penalty is issued. If water service is disconnected, it will be restored only upon payment of a reconnection charge. These penalties apply at any time but are likely to be more closely adhered to during drought periods.

Any willful violation occurring subsequent to the issuance of the second written warning will constitute a misdemeanor and may be referred to the City/County District Attorney's office for prosecution pursuant. Misdemeanor convictions could include imprisonment and/or fines. The length of time for imprisonment and the magnitude of the fine vary between Hollister and Sunnyslope. If water service is disconnected, it will be restored only upon payment of a reconnection charge. These penalties apply at any time but are likely to be more closely adhered to during drought periods. In addition to fines, the City, Sunnyslope or the District, after written notice, may install a flow restrictor device or discontinue service to consumers who willfully violate provisions of this WSCP.

A person or property can apply for a waiver to the requirements in the WSCP. This hardship waiver is applicable at any stage of the WSCP. The written request must be submitted to one of the HUA agencies with supporting documentation (photographs, maps, drawings, and any other information as appropriate). The waiver may be granted or conditionally granted only upon a written finding of the existence of facts demonstrating an undue hardship to a person using water or to property upon which water is used. The Agency that receives the waiver must act upon any completed application no later than ten days after submittal and may approve, conditionally approve, or deny the waiver. The applicant requesting the waiver must be promptly notified in writing of any action taken.

8.7 Legal Authorities

In the event of a water shortage, the HUA Agencies shall declare a water shortage emergency in accordance with Water Code Chapter 3 Division 1.

Water Code Chapter 3 Division 1, Section 350 Declaration of water shortage emergency condition. The governing body of a distributor of a public water supply, whether publicly or privately owned and including a mutual water company, 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 HUA agencies shall coordinate with the cities of Hollister and San Juan Bautista and San Benito County for the possible proclamation of a local emergency, as defined in the California Government Code, California Emergency Services Act (Article 2, Section 8558).

8.8 Financial Consequences Of WSCP

During periods of water shortage, revenue of the HUA agencies may be reduced as the WSCP is implemented. Decreased water demand will lead to decreased revenue at the normal billing rate. The WSCP calls for an increase in water demand reduction programs, such as expanded public information campaigns, water use surveys, rebates, and water waste patrols, which may result in increased spending and staff costs.

The HUA agencies proactively prepare for periodic revenue shortages and periods of increased spending. All surplus revenues that the District, Hollister, and Sunnyslope collect are currently reinvested into the water supply system in preparation for potential revenue reduction during water shortages.

Based on projected and observed declines in revenue during shortages, the entities determined that rate increases may be needed in Stage 2 through 6. In Stage 1, no additional water purchases and no rate increases are required. For Stages 2 & 3, 4 & 5, and 6, rate increases may be needed if the agencies decide to maintain the same revenue over this period.

8.9 Monitoring, Reporting, and WSCP Refinement Procedures

Under normal water supply conditions, potable water production values for Hollister and Sunnyslope are recorded daily and reported monthly to the Water Supervisor. Water use will be monitored and analyzed through billing data. During a Stage 1, Stage 2, or Stage 3 water shortage, daily production figures will be reported to the Water Supervisor of each agency. The Supervisor will compare the weekly production to the target weekly production to verify that the reduction goal is being met. Weekly reports will be forwarded respectively to the General Manager of Sunnyslope, the Public Works Director at the City of Hollister and to the Program Manager of the WRA. During a Stage 4, 5, or 6 water shortage, the daily production report will be provided to the General or City Manager of each agency. In Stages 1 through 6, monthly reports will be sent to the City Council and the Sunnyslope Board of Directors. If reduction goals are not met, the respective managers will notify the governing board of each agency that additional action is required.

The WSCP implementation can be refined and updated at any point. During a water shortage, the Agencies may make changes as needed to best fit the emergency and communicate these changes with the public and stakeholders. After a water shortage emergency has passed, the Agencies are encouraged to evaluate the plan's effectiveness and may choose to adjust the WSCP to enhance its success, clarity, and feasibility.

8.10 Special Water Feature Distinction

Per Water Code Section 10632 (b) the HUA Agencies shall define and analyze water features that are artificially supplied with water, such as ponds, places, waterfalls, and fountains, separately from swimming pools and spas. Water features that are not pools or spas may use recycled water, while potable water must be used in pools and spas for health and safety purposes.

8.11 Adoption, Submittal, and Availability

The initial WSCP adoption coincided with the 2015 UWMP adoption. In accordance with section 10642 of the Water Code and section 6066 of the Government Code, each agency held a public hearing prior to adoption of the Plan.

Table 8-1. Water Shortage Contingency Plan Levels

Submittal Table 8-1 Water Shortage Contingency Plan Levels		
Complete Both		
Shortage Level	Percent Shortage Range ¹ <i>Numerical value as a percent</i>	Water Shortage Condition <i>(Narrative description)</i>
<i>Add additional rows as needed</i>		
1	Up to 10%	Mild Water Shortage
2	Up to 20%	Moderate Water Shortage
3	Up to 30%	Severe Water Shortage
4	Up to 40%	Critical Water Shortage
5	Up to 50%	Critical Water Shortage
6	>50%	Catastrophic Water Shortage

¹ One stage in the Water Shortage Contingency Plan must address a water shortage of 50%.

NOTES:

Table 8-2. Demand Reduction Actions

Submittal Table 8-2: Demand Reduction Actions					
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap? <i>Include volume units used.</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement?	
<i>Add additional rows as needed</i>					
1,2,3,4,5,6	Landscape - Restrict or prohibit runoff from landscape irrigation	5% reduction mandatory, 2% reduction voluntary	Excess runoff is discouraged under Stage 1 and profited for Stage 2 and above.	Yes	
1,2,3,4,5,6	Landscape - Limit landscape irrigation to specific times	5% reduction mandatory, 2% reduction voluntary	Irrigation is discouraged between the hours of 9:00 a.m. and 5:00 p.m in Stage 1 and prohibited for Stage 2 and above.	Yes	
2,3,4,5,6	Landscape - Limit landscape irrigation to specific days	10% for three times a week restrictions, 20% for twice a week restrictions	Irrigation is limited to three days a week in Stage 2 and reduced to two days a week in Stage 4.	Yes	
4,5,6	Landscape - Prohibit certain types of landscape irrigation	2%	Irrigation outside new homes or on medians is prohibited in Stage 4. No new turf is allowed in Stage 6.	Yes	
6	Landscape - Prohibit all landscape irrigation	40%	All Watering or irrigation of lawn, landscape, or other vegetaed areas with potable water is prohibited in stage 6	Yes	
4,5,6	Landscape - Other landscape restriction or prohibition	<1%	Irrigation within 48 hours after rainfall is prohibited in Stage 4, 5, and 6.	Yes	
1,2,3,4,5,6	Landscape - Other landscape restriction or prohibition	5% reduction mandatory, 2% reduction voluntary	Duration of irrigation is suggested to be no more than 15 minutes per watering in stage 1. This limit is required in Stage 2	Yes	
1,2,3,4,5,6	CII - Other CII restriction or prohibition	<1%	Commercial car washes are required to have recirculating systems. Recirculation is encouraged in Stage 1 and required in Stage 2 and above	Yes	
1,2,3,4,5,6	CII - Lodging establishment must offer opt out of linen service	<1%	Hotel programs are encouraged in stage 1 and required for Stage 2 and above	Yes	
1,2,3,4,5,6	CII - Restaurants may only serve water upon request	<1%	Drinking water by request is encouraged in Stage 1 and required for Stage 2 and above.	Yes	

Table 8-2. Demand Reduction Actions

Submittal Table 8-2: Demand Reduction Actions					
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap? <i>Include volume units used.</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement?	
<i>Add additional rows as needed</i>					
1,2,3,4,5,6	CI - Other CI restriction or prohibition	1%	Installation of Single Pass Cooling Systems are discouraged in Stage 1 and prohibited for Stage 2 and above	Yes	
1,2,3,4,5,6	CI - Other CI restriction or prohibition	<1%	Restaurants encouraged to use water conserving dishwash spray valves		
1,2,3,4,5,6	CI - Other CI restriction or prohibition	<1%	Stage 1 recommends washing a vehicle with a hose with a shut valve. In Stage 2 and above, a hose with a shut valve is mandatory.	Yes	
1,2,3,4,5,6	Water Features - Restrict water use for decorative water features, such as fountains	1%	Recirculating water features are encouraged at all stages. In Stage 2 and beyond, operating a decorative water feature that does not use recirculated water is prohibited.	Yes	
4,5,6	Water Features - Restrict water use for decorative water features, such as fountains	1%	Filling or refilling ornamental lakes and ponds are prohibited in Stages 4, 5, 6	Yes	
1,2,3,4,5,6	Pools and Spas - Require covers for pools and spas	<1%	All pools should have a pool cover, this is encouraged in Stage 1 and required in Stage 2 and above	Yes	
4,5,6	Pools and Spas - Other water feature or swimming pool restriction	<1%	The installation and filling of new pools are prohibited	Yes	
2,3,4,5,6	Pools and Spas - Other water feature or swimming pool restriction	1%	Existing pools should not be refilled in Stage 2 and above, except to maintain water levels.	Yes	
1,2,3,4,5,6	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	2%	Fixing leaks is encouraged under stage 1. Leaks must be fixed with 72, 48 and 24 hours in Stages 2 & 3, 4 & 5 and 6, respectively	Yes	
1,2,3,4,5,6	Other - Prohibit use of potable water for washing hard surfaces	<1%	Washing hard surfaces is discouraged in Stage 1 and prohibited in all other stages.	Yes	

Table 8-2. Demand Reduction Actions

Submittal Table 8-2: Demand Reduction Actions					
Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap? <i>Include volume units used.</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement?	
<i>Add additional rows as needed</i>					
1,2,3,4,5,6	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	<1%	Voluntary in Stage 1, mandatory in Stage 2 and above.	Yes	
4,5,6	Other - Prohibit use of potable water for construction and dust control	1%	Potable water use for dust control is prohibited during Stage 4 through Stage 6.	Yes	
6	Other	2%	Limits on new water service, building permits, and annexation	Yes	
4,5,6	Other	Variable	Any HUA Agencies reserve the right to restrict water for priority uses in Phases 4,5,and 6	Yes	
4,5,6	Other	3%	Agencies may consider drought rates, if applicable in Stages 4,5, and 6.	Yes	
NOTES: The extent to which each action reduces the shortage gap was calculated using best available data and assumptions. The methods of calculation are described in Appendix G					

Table 8-3. Supply Augmentation and Other Actions

Table 8-3: Supply Augmentation and Other Actions			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier	How much is this going to reduce the shortage gap? <i>Include volume units used.</i>	Additional Explanation or Reference (<i>optional</i>)
<i>Add additional rows as needed</i>			
2,3,4,5,6	Other Actions (describe)	0-20%	Increase proportion of groundwater in potable water
2,3,4,5,6	Stored Emergency Supply	0-10%	Imported water stored in San Justo Reservoir for drought reserves
NOTES:			