

Frequently Asked Questions Proposed Stage D Water Conservation

(Last Updated as of 4/30/15)

*****The following restrictions will apply if the City Council approves the Stage D Resolution during the May 5, 2015 City Council meeting*****

1. What are the restrictions in the “Stage D” conservation efforts?

- 30% reduction in potable water use is required.
- Restaurants shall serve water upon request only.
- All public restrooms in the City and private bathrooms in hotels shall notify patrons and employees of water conservation goals.
- Plumbing and irrigation leaks shall be repaired as soon as practicable.
- The city may issue notices to repair visible leaks.
- Complete refilling of swimming pools, spas, or ponds are prohibited unless required for health reasons. Topping off pools in order to maintain filter effectiveness and prevent standing water with breeding of insects shall be considered a refilling of a pool for health reasons.
- Operation of water fountains shall be prohibited unless the water is recirculated.
- Landscape irrigation shall be restricted to selected days and times as determined by the city manager, unless such irrigation uses reclaimed wastewater
- All public and private fountains are allowed to operate if they have re-circulating systems,
- Exterior washdown of buildings and washdown of vehicles shall be prohibited, unless:
 - The washing is done on the immediate premises of a commercial car wash or commercial service station or with reclaimed wastewater; or
 - The health, safety and welfare of the public is contingent upon frequent vehicle cleaning, such as the cleaning of garbage trucks and vehicles to transport food and perishables;
 - Water usage from fire hydrants shall be limited to firefighting, related activities or other activities necessary to maintain the public health, safety and welfare
- Except for single-family and multi-family residential users in Tier 1 who will remain in Tier 1 for the next billing cycle, users shall reduce water usage to 70% of the amount in the baseline period as determined by the City Council.

Penalty Surcharges

- Given the recent court decision with San Juan Capistrano, the City will not yet be implementing the penalty surcharges until it has been further reviewed and fully understood. The community will be notified when any penalty surcharges will go into effect.

Fines/Violations

- Violation by any person of the stage D mandatory requirements shall constitute a misdemeanor and, upon conviction, shall be punished by a fine not to exceed one thousand dollars (\$1,000.00). Continued excessive use may result in a termination of water supply through irrigation water services and/or restriction of water supply through domestic meters. The violation of each element, and each separate violation thereof, shall be deemed a separate offense, and shall be punished accordingly.

Swimming Pools

2. I need to drain my swimming pool in order to repair it. Can I re-fill my pool after the repairs have been completed?

Complete refilling of swimming pools, spas or ponds shall be prohibited unless required for health reasons.

3. Can I re-fill my swimming pool on an as-needed basis in order to maintain it?

Yes, you can top off your existing pool, but will be subject to all water costs associated with water use at that time. Complete refilling of swimming pools, spas or ponds shall be prohibited unless required for health reasons. Topping off existing pools in order to increase filter efficiency and avoid standing water shall be deemed for health reasons.

4. If a resident wants to build a swimming pool, is it ok for Community Development to issue building permits?

Yes, Community Development can issue building permits. However, if it is a newly built pool, they cannot fill the pool until Stage D has been rescinded. The City Council will be reviewing the Resolution to declare Stage D during the May 5, 2015 City Council meeting. If the Resolution is approved by Council, the restrictions will go into effect immediately. If they pull a permit application prior to May 5, they can build the pool but they cannot fill the pool.

5. In what instances, if any, can pools be drained and refilled?

If the pool was drained in order to complete structural repairs (e.g. re-plastering due to leaks), the pool cannot be refilled unless there are health reasons for it.

6. Can people fill their swimming pools after it has been built? Or is there a cut-off date to do this?

The City Council will be reviewing the Resolution to declare Stage D during the May 5, 2015 Study Session. If the Resolution is approved by Council, the restrictions will go into effect immediately. If the Resolution is approved and new pools are built and need to be filled after May 5, 2015, pools cannot be filled unless it is for health reasons.

7. Is it allowed if a resident drains and stores their private pool water, then refills their pool using the same water?

Yes, residents can drain their pool (assuming they have the necessary permit), store their water, and refill using the same water. However, residents should keep in mind of any water quality and safety issues.

8. What are my watering days under the City's 2-day outdoor watering schedule?

Monday and Friday: North of Santa Monica

Tuesday and Saturday: South of Santa Monica

No watering on Sunday, Wednesday and Thursday

Outdoor watering is limited to before 9 a.m. and after 5 p.m.

9. If there is a water leak on my property, who do I call?

If you notice there is a leak on your property, please contact a plumber who is certified to do leak detection.

10. I like to monitor my water use. How can I do that?

Water Tracker is a free online tool is available for City customers to track their water use. Water Tracker shows your water use on a daily, weekly, monthly and annual basis. You can log on to Water Tracker at <http://water.beverlyhills.org>.

11. I have questions about my water bill. Who do I call?

For any questions related to your water bill, please contact the City's Utility Billing Customer Service at (310) 285-2434.

12. I have questions about water conservation. Who do I call?

For any questions related to water conservation, please contact the Public Works Customer Service at (310) 285-2467.

13. Does the City offer rebates on things like appliances, devices, and turf removal to help me conserve water?

The City partners with Metropolitan Water District to offer rebates on water saving devices, appliances and turf removal. Please visit www.bewaterwise.com for more information. You can also contact the City's Public Works - Customer Service at (310) 285-2467.

14. Is artificial turf allowed in the City?

Currently, artificial turf is only allowed in backyards. However due to continued drought conditions, the City is currently evaluating use of artificial turf on front yards and parkways. In the interim, you may want to consider drought tolerant landscaping and water efficient irrigation systems (such as smart irrigation or drip system) to water your landscape.

15. Is washdown allowed for exterior of buildings and vehicles?

Any type of washing (Including power washing and/or bucket with water) is prohibited.

16. Is washdown of vehicles prohibited?

Yes, washdown of vehicles is prohibited, unless:

- The washing is done on the immediate premises of a commercial car wash or commercial service station or with reclaimed wastewater; or
- The health, safety and welfare of the public is contingent upon frequent vehicle cleaning, such as the cleaning of garbage trucks and vehicles to transport food and perishables;

17. How will the City calculate the 30% reduction in water use?

Except for single-family and multi-family residential users in tier 1 who will remain in tier 1 for the next billing cycle, the 70% water use baseline will be established by comparing your 60-day billing cycle to the same 60-day billing cycle from one year ago. For example, your water allocation for your April-May 2015 billing cycle will be 70% of your April-May 2014 billing cycle usage.

18. When do the penalty surcharges go into effect?

Given the recent San Juan Capistrano court decision, the City will need to further evaluate the penalty surcharges for excess water use does not conflict with the recent court decision. As such, the penalty surcharges are not in effect. Water customers will be notified in advance when the penalty surcharges will go into effect.

19. When does the \$1,000 violation go into effect?

The City Council will be reviewing a Resolution with the Stage D restrictions at their May 5th meeting. Once adopted, violations can be issued starting the following day, May 6, 2015.

20. How will the \$1,000 violation be applied?

Violation by any person of the stage D mandatory requirements shall constitute a misdemeanor and, upon conviction, shall be punished by a fine not to exceed one thousand dollars (\$1,000.00). Continued excessive use may result in termination of water supply through irrigation water services and/or restriction of water supply through domestic meters. The violation of each element, and each separate violation thereof, shall be deemed a separate offense, and shall be punished accordingly.

21. Can I appeal if I receive a \$1,000 fine/violation?

Yes, there is an appeals process in place if you choose to appeal your fine/violation.

22. How long will these watering restrictions last?

These watering restrictions will be in place until the City Council chooses to rescind the restrictions.

23. Where can I find the latest information about City conservation requirements and programs?

Please regularly visit the City's webpage at www.beverlyhills.org/conservation for the latest information. Or you can also contact the Public Works Customer Service at (310) 285-2467.