

Abridged Water Shortage Contingency Plan



Crestline-Lake Arrowhead Water Agency
(Name of Utility)

24116 Crest Forest Drive (P.O. Box 3880), Crestline, 92325
(Address, City, Zip Code)

CA3610114
(Public Water System Number)

June 1, 2023
(Plan Effective Date)

Available Online at: www.CLAWA.org

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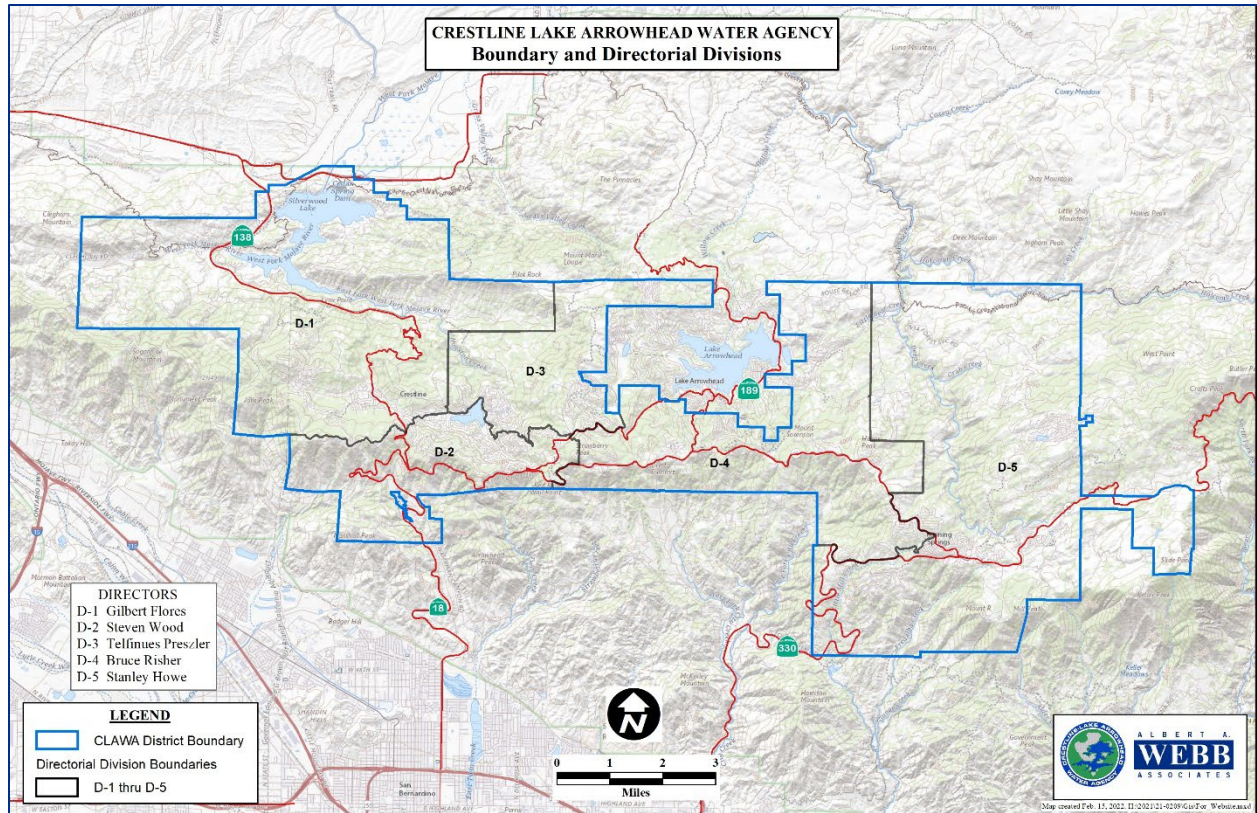
Section 1 Introduction

The Crestline-Lake Arrowhead Water Agency (CLAWA or “the Agency”) is a governmental public agency created in 1962 by a special act of the California State Legislature (“Crestline-Lake Arrowhead Water Agency Law”, Cal. Water Code Appendix §§ 104-1 *et seq.* [Stats. 1962]) to provide supplemental water to a portion of the San Bernardino Mountains.

CLAWA is a State Water Project Contractor with a maximum entitlement (“Table A”) of 5,800 acre-feet per year (AFY) and a long-term average allocation of 3,480 AFY.¹ Silverwood Lake is part of the East Branch of the State Water Project.

CLAWA’s boundaries span more than 50,000 acres that includes approximately 25,000 acres of U.S. Forest Service land. CLAWA provides both wholesale and retail treated water from Silverwood Lake across the mountain to Green Valley. The Agency owns and operates an intake tower at Silverwood Lake, a Surface Water Treatment Plant, nine booster stations, 20 tanks, and over 54 miles of waterlines. Due to the mountainous terrain, the water facilities are divided up into 22 pressure zones. Currently as of 2023, there are more than 20 retail water suppliers and camps with wholesale supplemental water connections from CLAWA, along with approximately 1,225 retail customers with a direct connection to CLAWA within five directorial divisions. **Appendix A** contains a summary of the water system.

¹ Referenced from State Water Contractors website, <https://swc.org/about-us/>, accessed February 15, 2023.



CLAWA is authorized by Section 11, subsections (13) and (14) of the CLAWA Law to restrict the use of Agency water during a threatened or existing water shortage, and to prohibit the waste or the use of Agency water during such periods for any purpose other than domestic uses or such other uses as may be determined by the Agency to be necessary. Furthermore, CLAWA is authorized by Water Code Sections 350, *et seq.* to declare a water shortage emergency and to impose such rules, regulations, and restrictions on the use of CLAWA water as may be appropriate or necessary. CLAWA is further authorized by Water Code Sections 375-377 to adopt water conservation programs.

1.1 Background

Senate Bill (SB) 552 (Reg. Session 2021-2022, Stats. 2021, Ch. 245) was signed by Governor Newsom and enacted into law in September 2021. SB 552 includes new responsibilities and requirements at both the state and local levels to help small water suppliers and rural communities reduce their risk of inadequate water supply during a water shortage event.

SB 552 defines a “small water supplier” as a community water system serving 15 to 2,999 service connections, and that provides less than 3,000 acre-feet of water per year (Water Code §10609.51 subd. (k)). It considers several categories of small water suppliers: those suppliers with under 1,000 connections, those with 1,000 to 2,999 connections inclusive, and non-transient, non-community (NTNC) water systems that are schools.

Water suppliers with 1,000 to 2,999 connections must develop, adopt, and maintain on-site an abridged water shortage contingency plan (WSCP or “Plan”) that covers a subset of drought-

planning elements included in the plans that urban water suppliers submit as part of their Urban Water Management Plan (Water Code §10609.60, subds. (a) (b)). The first plan must be developed by July 1, 2023, and posted on the supplier's website, if any, or made available upon request. This abridged WSCP must be updated at least every 5 years. (*Ibid.*). The required elements must include:

1) Drought-planning contacts, including all of the following:

- a) At least one contact at the water system for water shortage planning and response and the development of the plan.*
- b) Contacts for local public safety partners and potential vendors that can provide repairs or alternative water sources, including but not limited to, local community-based organizations that work with the population in and around areas served by the water system, contractors for drilling wells, vended water suppliers, and emergency shower vendors.*
- c) State and local agency contacts who should be informed when a drought or water shortage emergency is emerging or has occurred.*
- d) Regional water planning groups or mutual aid networks, to the extent they exist.*

2) Triggering mechanisms and levels for action, including both of the following:

- a) Standard water shortage levels corresponding to progressive ranges based on the water supply conditions. Water shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, a fire, and other potential emergency events.*
- b) Water shortage mitigation, response, customer communications, enforcement, and relief actions that align with the water shortage levels required by subparagraph (A) (Water Code §10609.60, subd. (a)).*

1.2 Scope of Work

CLAWA enlisted the services of Albert A. Webb Associates (Webb) on February 10, 2023 to prepare this abridged WSCP to be consistent with the requirements of Water Code Section 10609.60, noting that not all requirements may apply to the CLAWA system. The following reference documents are incorporated herein:

- [Albert A. Webb Associates. Crestline-Lake Arrowhead Water Agency Water System Emergency Response Plan \(ERP\), December 31, 2021.](#)
- [CLAWA Ordinance No. 66: Ordinance of Crestline-Lake Arrowhead Water Agency Restricting the Use of Water During Threatened or Existing Water Shortage Conditions. February 3, 2022.](#)

1.3 Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) 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 CLAWA Board of Directors hereby adopts the following regulations and restrictions on the delivery and consumption of water through this 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 condition are deemed to constitute a waste of water subjecting the offender(s) to penalties as defined in Section 5 of this Plan.

1.4 Public Involvement

Opportunity for the public to provide input into the preparation of this Plan was provided by CLAWA during a properly noticed public hearing held on Thursday, May 11, 2023. The Plan was made available online beginning two weeks prior on April 27, 2023 (www.CLAWA.org). Approval of the Plan by the Board of Directors occurred at a properly noticed Board meeting held on June 1, 2023. Copies of public meeting notices and agendas are provided in **Appendix B**.

1.5 Public Education

CLAWA will 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. A copy of the final Plan was made available to CLAWA's wholesale and retail customers with posting on the website following approval of the Plan by the Board of Directors on June 1, 2023 (www.CLAWA.org).

1.6 Coordination with Regional Water Planning Groups

The service area of CLAWA is located within District 27 (Mojave) of the State Water Resources Control Board's Division of Drinking Water (DDW). It is also within the California Regional Water Quality Control Board - Lahontan Region (Region 6) as defined by the State Water Resources Control Board and the South Coast Hydrologic Region as defined by the Department of Water Resources (DWR).

A small portion of the Upper Mojave River Valley Groundwater Basin (Basin No. 6-042) is located within the CLAWA service area. This area is one of several "Fringe Areas" managed by the Mojave Water Agency's "Alternative to Groundwater Sustainability Plan for Fringe Areas" (dated December 20, 2016) pursuant to the Sustainable Groundwater Management Act of 2014 (SGMA). Because CLAWA does not utilize groundwater it is not involved with the groundwater basin. There are no other groundwater basins within the CLAWA service area.

A copy of the final Plan was made available to Wholesale Customers with posting on the website after approval by the Board of Directors on June 1, 2023 (www.CLAWA.org).

1.7 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: (909) 338-1779 and CLAWA2@CLAWA.net.

1.8 Application

The provisions of this Plan shall apply to Retail Customers utilizing water provided by CLAWA and certain provisions as noted herein shall apply to Wholesale Customers. The term “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities. CLAWA cannot enforce its rules on the customers of its Wholesale Customers, many of which have adopted their own water shortage contingency plans.

1.9 Definitions

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

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

Board: means the Board of Directors of Crestline-Lake Arrowhead Water Agency.

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, firm, partnership, association, corporation, or political entity using water obtained from the water system of Crestline-Lake Arrowhead Water Agency.

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.

General Manager: means the General Manager of Crestline-Lake Arrowhead Water Agency.

Incidental runoff: means unintended amounts (volume) of runoff, such as unintended, minimal overspray from sprinklers that escapes the area of intended use. Water leaving an intended use area is not considered incidental if it is part of the facility or system design, if it is due to excessive application, if it is due to intentional overflow or application, or if it is due to negligence.

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.

Measurable rainfall: means rainfall of ¼ inch or more during any 24-hour period.

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 a domestic water use.

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

Retail Customer: A customer receiving water service directly from the Agency, through a service connection, for his or her own use and not for resale or delivery to others.

Wholesale Customer: A customer having a connection to the Agency's water system which purchases water from the Agency for resale or delivery to its own users, customers, or shareholders through its own water system; the term "wholesale customer" shall include camps.

Section 2 Drought-Planning Contacts

Drought-planning contacts are a required element of this Plan and must include all of the following:

- At least one water system contact for water shortage planning/response and development of the Plan;
- Contacts for local public safety partners and potential vendors that can provide repairs or alternative water sources;
- State and local agency contacts who should be informed when a drought or water shortage emergency is emerging or has occurred; and
- Regional water planning groups or mutual aid networks, to the extent they exist.

The General Manager, or designee, shall contact the following entities as needed during a water shortage.

2.1 Contacts for Water System

At least one contact at the water system must be identified for water shortage planning/response and the development of this Plan:

<i>Table 1 - Water System Contact(s) for Drought Planning</i>		
Name, Title	Telephone	Email
Jennifer Spindler, General Manager	(909) 338-1779 Office (909) 222-3937 Cell	CLAWA2@clawa.net
Stephen Taylor II, Water Treatment Supervisor	(909) 338-1779 Office	CLAWA4@clawa.net
Ronald Olson II, Water Distribution Supervisor	(909) 338-1779 Office	CLAWA4@clawa.net

Note: Update the water system's drought-planning contacts at least every five years. This list may be revised by the General Manager without having to amend an ordinance or resolution.

2.2 Contacts for Local Public Safety Partners and Vendors

This Plan must include drought-planning contacts including local public safety partners and potential vendors that can provide repairs or alternative water sources, including, but not limited to, local community-based organizations that work with the population in and around areas served by the water system, contractors, vended water suppliers, and emergency shower vendors.

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

Table 2 - Local Public Safety Partners and Vendors			
Organization or Department	Name & Position	Telephone	Website or Email
Back-up Water Operator	Ricardo Castillo Sr. System Operator	(909) 338-1779 Office	CLAWA4@clawa.net
Bottled Water Vendor	<i>See Table 3, below.</i>		
Critical Water Users	Rim High School	909-336-2038	rimsd.k12.ca.us/Domain/10
Computer Networking	Visionary Logics, Candy Rodriguez	909-844-1218	
Electric Utility Co	Edison	800-655-4555	
Electrician	Center Electric, Mike Munksgaard	951-830-7411, cell	
General Construction	TK Construction, Troy Kirtley	909-499-1527, cell	
Media	<i>Mountain News</i> Newspaper	Harry Bradley 909-337-6140	https://mountain-news.com/
	<i>San Bernardino Sun</i> Newspaper	909-386-3956	https://www.sbsun.com/
	KFRG 95.1 FM Radio	909-433-3000	https://www.audacy.com/kfrog
Petroleum Carrier	Flyers Transportation, Corey Johnson	800-899-4853 714-658-0052	

Table 2 - Local Public Safety Partners and Vendors

Organization or Department	Name & Position	Telephone	Website or Email
Pump Services	Layne Christensen, David Brashear or Ty Mull	909-390-2833 Office	
SCADA System Programming	Prime System Industrial Automation, Marc Smith	951-656-7139 951-237-7916	
Standby Generator Service	Quinn Power Systems Adam Larson	951-686-2153, 909- 806-9691	Quinncompany.com
Storage Tanks	J. Colon Coatings, Alta Loma	909-989-6507	

Note: Update the water system's public safety partners and potential vendors at least every five years. This list may be revised by the General Manager without having to amend an ordinance or resolution.

Table 3 - Bottled Water Vendors

Provider: Mountain High Market (Twin Peaks) Phone: 909-337-8207 Available supply: varies Distribution Point: 26107 CA-189, Twin Peaks, CA 92391
Provider: Jensen's Finest Foods (Blue Jay) Phone: 909-337-8484 Available supply: varies Distribution Point: 27264 CA-189, Blue Jay, CA 92317
Provider: Valero Gas Station (Rimforest) Phone: 909-336-0084 Available supply: varies Distribution Point: 26599 Pine Avenue, Rimforest, CA 92378
Provider: Jensen's Minute Shoppe (Running Springs) Phone: 909-867-2228 Available supply: varies Distribution Point: 31987 Hilltop Blvd., Running Springs, CA 92382
Provider: The Village Market (Running Springs) Phone: 909-867-4330 Available supply: varies Distribution Point: 31556 Hilltop Blvd., Running Springs, CA 92382
Provider: Valero Gas Station (Arrowbear) Phone: 909-867-2750 Available supply: varies Distribution Point: 32755 CA-18, Running Springs, CA 92382
Provider: 5 Points Shell (Twin Peaks) Phone: 909-337-4400 Available supply: varies Distribution Point: 26745 Hwy 189, Twin Peaks, 92391
Other:

Note: Bottled water vendors should be updated at least every five years. This list may be revised by the General Manager without having to amend an ordinance or resolution.

2.3 Contacts for State and Local Agencies

This Plan shall include State and local agency contacts who should be informed when a drought or water shortage emergency is emerging or has occurred.

Table 4 - State and Local Agency Contacts			
Organization or Department	Name & Position	Telephone	Website or Email
County Board of Supervisors	2 nd District	909 387-4833	https://bosd2.sbcounty.gov/
County Dept. of Public Health	-	800 782-4264	https://dph.sbcounty.gov/
County Environmental Health Services	David Alaniz, Director	909 387-6280	https://dph.sbcounty.gov/programs/ehs/
	San Bernardino County Division	800 442-2283 909 677-8291	
County Fire Protection District, Division 3	Crestline Station #25	909 338-0625	https://sbcfire.org/
	Twin Peaks Station #26	909 337-8326	
	Lake Arrowhead Station #91	909 336-0660	
	Lake Arrowhead Station #92	909 337-3002	
	Lake Arrowhead Station #94	909 337-3004	
	Green Valley Lake Station #95	909 867-2176	
	San Bernardino County Fire Dispatch	909 356-3805	
County Office of Emergency Services	-	909 356-3998	https://sbcfire.org/oes/
Police	Twin Peaks County Sheriff's Patrol Station	909 336-0600	https://wp.sbcounty.gov/sheriff/patrol-stations/twin-peaks/
State Water Board DDW District 27 (Mojave)	District Engineer	909 383-4328 (Main Office Line)	https://www.waterboards.ca.gov/drinking_water/programs/

Note: Update the water system's State and local agency contacts at least every five years. This list may be revised by the General Manager without having to amend an ordinance or resolution.

2.4 Contacts for Regional Water Planning Groups or Mutual Aid Networks

This Plan shall include contacts for regional water planning groups or mutual aid networks, to the extent they exist. CLAWA has mutual aid agreements to supply water to retail agencies but there are no mutual aid agreements to supply water to CLAWA.

Table 5 - Regional Water Planning Groups or Mutual Aid Networks			
Organization or Department	Name & Position	Telephone	Website or Email
CalWarn Region 6 Contact	Incident Reports: R6.REOC6@gmail.com	Emilyn Zuniga, 949-453-5785	https://www.calwarn.org/
Crestline Village Water District	Tom Weddle, General Manager	909-338-1727	https://crestlinewater.specialdistrict.org/ Tweddle@cvwater.com
Lake Arrowhead Community Services District	Catherine Cerri, General Manager	909-336-7100	http://www.lakearrowheadcsd.com/ CCerri@lakearrowheadcsd.com
Running Springs Water District	Ryan Gross, General Manager	909-867-2766	https://www.runningspringswaterdistrict.com/ RGross@runningspringswd.com

Note: Update the water system's regional planning groups or mutual aid networks at least every five years. This list may be revised by the General Manager without having to amend an ordinance or resolution.

Section 3 Triggering Mechanisms and Levels for Action

This Plan shall include at a minimum the drought-planning elements of “triggering mechanisms” and “levels for action,” including both of the following:

- (A) *Standard water shortage levels corresponding to progressive ranges based on the water supply conditions. Water shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, a fire, and other potential emergency events.*
- (B) *Water shortage mitigation, response, customer communications, enforcement, and relief actions that align with the water shortage levels required by subparagraph (A).*

The General Manager, or designee, shall monitor the water supply and water demands on a regular 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 General Manager shall notify the Board of the necessity for the implementation or termination of each stage. Each declaration of the Board implementing or terminating a water conservation stage shall be published at least once in a newspaper of general circulation and shall remain in effect until the Board otherwise declares, as provided herein.

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

- CLAWA will use 2,500 acre-feet per year (AFY) as its baseline from which to gauge the impact of a water shortage. This amount is commensurate with CLAWA’s Contractor State Water Project Human Health & Safety (HH&S) Need that is reported annually to Department of Water Resources (DWR).
- DWR declarations of Table A allocations (<https://water.ca.gov/programs/state-water-project/management/swp-water-contractors>).
- Status of Carryover Water and Exchange Agreements
- Status of Houston Creek Return Flows to Silverwood Lake
- Projected drought conditions on DWR California Water Watch Tool (<https://cww.water.ca.gov>)
- County, State or Federal Drought Emergency Orders
- Emergencies such as blizzard, 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:

- Response actions include water supply augmentation that would be in addition to CLAWA’s Table A allocation, which is available from CLAWA’s exchange agreements with other State Water Project contractors, Houston Creek return flows available for appropriation, and carryover water.

- Response actions include demand management by limiting outdoor irrigation and encouraging conservation.
- Public communication to customers is done on the website and in monthly statements to ensure drought messaging is received by Retail and Wholesale Customers that take water from CLAWA.

Table 6 (next page) summarizes each water shortage stage, specified triggers, response actions and termination actions. Additional information for each is provided in the subsequent sections.

Table 6 – Summary of Water Shortage Stages, Triggers, and Actions for Retail Customers

Response Stage	Estimated Water Shortage Range ^(a)			Trigger	Response Action ^(b)	Termination Action
	As % reduction of 2,500 AFY	Water Supply (AFY)	As % of Table A Allocation of 5,800 AFY			
Stage 1 NORMAL WATCH	Up to 10% reduction	2,250 - 2,500	39% to 43%	In effect at all times	Voluntary conservation	Actions that are in addition to State law requirements may be terminated by the Board.
Stage 2 WARNING ^(b)	Up to 20% reduction	2,000 - 2,249	34% to 39%	When declared	Mandatory conservation and BMPs for supply management.	When declared
Stage 3 ACUTE	Up to 30% reduction	1,750 - 1,999	30% to 34%	When declared	Mandatory conservation and BMPs for supply management. Update messaging.	When declared
Stage 4 CRITICAL	Up to 40% reduction	1,500 - 1,749	26% to 30%	When declared	Mandatory conservation and BMPs for supply management. Update messaging and reduce flushing.	When declared
Stage 5 EMERGENCY	Up to 50% reduction	1,250 - 1,499	22% to 26%	When declared	Mandatory conservation and BMPs for supply management. Update messaging, provide water saving kits, and reduce flushing. No new connections or turnouts. Allocation Plan may be declared.	When declared
Stage 6 CATASTROPHIC	> 50% reduction	< 1,250	< 22%	When declared	Mandatory conservation and BMPs for supply management. Update messaging, provide water saving kits, and reduce flushing. No new connections or turnouts. Allocation Plan may be declared.	When declared

(a) DWR recommends the water shortage ranges to be consistent with Urban Water Supplier plans. Baseline supply is 2,500 acre-feet per year (AFY).

(b) A County Drought Emergency or Statewide Emergency Declaration will likely initiate at least a Stage 2-Response Trigger. Declaration of these response stages is mutually exclusive of a Catastrophic Water Allocation Plan (located in Section 4).

3.1 Water Waste Prohibitions That Are In Effect At All Times

Consistent with state law, water waste in the CLAWA service area is prohibited at all times. To prevent the waste and unreasonable use of water and to promote water conservation, CLAWA prohibits the following actions at all times regardless of drought conditions:¹

- Outdoor watering that lets potable water run onto sidewalks and other areas (except incidental runoff);
- Washing vehicles without an automatic shutoff nozzle;
- Using potable water for washing hard surfaces like driveways, buildings, structures, patios, parking lots, or sidewalks that do not absorb water;
- Using potable water for street cleaning or construction site preparation is not allowed by the Agency at any time;
- Filling decorative fountains, lakes, or ponds with potable water without a recirculation pump;
- Outdoor watering within 48 hours after at least ¼-inch of rainfall; and
- Watering decorative grass (ornamental turf) on public street medians.

In addition, the following is also prohibited:²

- Watering decorative grass with potable water in commercial, industrial, and institutional areas, including common areas of homeowners' associations (HOAs)

According to the Davis-Stirling Act (Civil Code section 4735), an HOA may not impose a fine for reducing watering of lawns or vegetation during a drought emergency that was declared either by the Governor or local government. Additionally, homeowners may remove their lawns and replace them with water-wise plants. If a homeowner installs water-efficient landscaping during the drought, an HOA cannot prevent them from maintaining it or require them to remove it when there is no longer a drought state of emergency. An HOA also cannot prohibit, or include conditions that have the effect of prohibiting, the use of low water-using plants as a group or as a replacement of existing grass.

¹ From SWRCB's "Adopted Text of Emergency Regulation" (Water Code Title 23, Division 3, Chapter 3.5, Article 3, Section 995). These requirements are from the water conservation emergency regulation to prohibit wasteful water uses that was readopted in December 2022 and is in effect for one year from the effective date (i.e., until Dec. 2023), unless the State Water Board modifies, readopts, or ends it before then.

² From SWRCB's "Adopted Emergency Regulation Text" (Water Code Title 23, Division 3, Chapter 3.5, Article 2, Section 996). These requirements are from the water conservation emergency regulation to reduce water demand and ban watering of decorative grass that became effective in June 2022 and is in effect for one year from the effective date (i.e., June 2023), unless the State Water Board modifies, readopts, or ends it before then.

The use of potable water is not prohibited under the following circumstances:

- To the extent necessary to address health and safety needs. This may include, but is not limited to, street sweeping and pressure washing of public sidewalks and the use of potable water in a fountain or water feature when required by law to be potable.
- To the extent necessary to comply with a term or condition in a permit issued by a state or federal agency.
- When the water is used exclusively for commercial agricultural use meeting the definition of Government Code section 51201, subdivision (b).

3.2 Drought Response Triggers

The drought response triggers and terminations discussed below detail when the drought responses, further discussed in Section 3.3, will be implemented, and then subsequently terminated. The CLAWA Board may choose to make modifications to the triggers and terminations depending on real-time scenarios; however, the response triggers in this Plan stand in the absence of other Board decisions.

CLAWA will re-evaluate its drought response stage in March of each year.

Except in a catastrophic water supply outage condition (see Water Code Section 350 et al), a noticed public hearing shall be conducted by the Agency Board prior to the adoption of Stages 2, 3, 4, 5, or 6 (Table 6). Notice of the time and place of hearing shall be published at least seven days prior to the date of hearing in a newspaper of general circulation within the Agency.

3.2.1 Stage 1 Triggers – NORMAL WATCH

Requirements for initiation

Stage 1 of the Plan shall be in effect when CLAWA is able to meet all the water demands of its customers in the immediate future, and when the State Water Resources Control Board or other regulatory body has not imposed restrictions on the use of water within CLAWA.

Requirements for termination

To maintain a prohibition against the waste of unreasonable use of water, Stage 1 of the Plan is not rescinded and is in effect at all times (see Section 3.1 of this Plan).

Although Stage 1 is never rescinded, the Stage 1 response actions in Section 3.4.1 that are in addition to the water waste prohibitions in effect all the times may be terminated by the Agency Board.

3.2.2 Stage 2 Triggers - ALERT

Requirements for initiation

Stage 2 of the Plan shall be in effect when the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within CLAWA that warrant the

restrictions set forth herein, or in the event of a threatened or existing water supply shortage that could prevent CLAWA from meeting the water demands of its water users, the Board shall conduct a public hearing to consider declaring a Stage 2 Alert, during which customers shall have the opportunity to present their protests and respective needs to the Board.

Any County Drought Emergency or Statewide Emergency Declaration shall initiate at least a Stage 2 Response Trigger.

Customers shall also be required to comply with the Stage 2 response actions when the Agency Board makes a declaration.

Requirements for termination

Stage 2 of this Plan may be rescinded when conditions listed as triggering events have ceased to exist. Upon termination, the Board will decide which stage then applies.

3.2.3 Stage 3 Triggers – WARNING

Requirements for initiation

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within CLAWA that warrant the restrictions set forth herein, or in the event that a water shortage condition in fact will prevent CLAWA from meeting the water demands of its water users, following a public hearing, during which customers shall have the opportunity to present their protests and respective needs to the Board, the Board may declare that a Stage 3 Warning condition exists.

Customers shall be required to comply with the Stage 3 response actions when the Agency Board makes a declaration.

Requirements for termination

Stage 3 of this Plan may be rescinded when conditions listed as triggering events have ceased to exist. Upon termination, the Board will decide which stage then applies.

3.2.4 Stage 4 Triggers – EMERGENCY

Requirements for initiation

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within CLAWA that warrant the restrictions set forth herein, or in the event that a water shortage condition requires a significant reduction in water use, following a public hearing, during which customers shall have the opportunity to present their protests and respective needs to the Board, the Board may declare that a Stage 4 Emergency condition exists.

Customers shall be required to comply with the Stage 4 response actions when the Agency Board makes a declaration.

Requirements for termination

Stage 4 of this Plan may be rescinded when conditions listed as triggering events have ceased. Upon termination, the Board will decide which stage then applies.

3.2.5 Stage 5 Triggers – WATER RATIONING

Requirements for initiation

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within CLAWA that warrant the restrictions set forth herein, or in the event that a water shortage condition requires a significant reduction in water use or warrants a moratorium on new service connections, or both, following a public hearing as set forth in Water Code Sections 350 et seq., the Board may consider adoption of a resolution or ordinance that allocates water deliveries among CLAWA's customers, and that imposes penalties for consumption in excess of the allocated amounts. The resolution or ordinance may also, or instead, impose a limit on new water service connections.

Customers shall be required to comply with the Stage 5 response actions when the Agency Board makes a declaration.

Requirements for termination

Stage 5 of this Plan may be rescinded when conditions listed as triggering events have ceased. Upon termination, the Board will decide which stage then applies.

3.2.6 Stage 6 Triggers – CATASTROPHIC

Requirements for initiation

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within CLAWA that warrant the restrictions set forth herein, or in the event that a water shortage condition indicates that customers would have insufficient water for human consumption, sanitation, and fire protection, following a public hearing as set forth in Water Code Sections 350 et seq., the Board may consider adoption of an ordinance that allocates water deliveries among CLAWA's customers, and that imposes penalties for consumption in excess of the allocated amounts. The ordinance may also, or instead, impose a limit on new water service connections.

When an emergency occurs, including but not limited to the breakage or failure of a dam, pump, pipeline or conduit, a noticed public hearing will not be conducted prior to the adoption of a water conservation stage.

Customers shall be required to comply with the Stage 6 response actions when the Agency Board makes a declaration.

Requirements for termination

Stage 6 of this Plan may be rescinded when conditions listed as triggering events have ceased. Upon termination, the Board will decide which stage then applies.

3.3 Customer Notification Methods

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

- Method 1: Notice on CLAWA website (www.CLAWA.org)
- Method 2: Written notification by mail
- Method 3: Notices on customer bill statements
- Method 4: Notice in a newspaper of general circulation within the CLAWA service area
- Method 5: Attempt to notify local TV stations
- Method 6: Attempt to notify local radio stations (the Emergency Alert System stations are shown below)

EAS Stations

95.1 FM KFRG Valley/High Desert
93.3 FM KBHR Big Bear Valley
98.9 FM KHWY High Desert
102.3 FM KZXY Victor Valley
107.7 FM KCDZ Morongo/Joshua Tree
1620 AM Caltrans Information

- Method 7: Turn on special telephone answering service at CLAWA headquarters
- Method 8: Attempt to partner with San Bernardino County Sheriff's Department to have alerts sent by the Telephone Emergency Notification System (TENS) and/or the "SB Ready App" (<http://readysb.com>)
- Method 9: Prepared materials from Department of Water Resources, "Save Our Water Toolkit", may be used as drought communication tools with the CLAWA logo added. The link for these materials is provided below:
<https://saveourwater.com/en/Partner-Toolkit>
- Method 10: Door to door outreach to residences with high usage, and/or parts of the distribution system impacted by an emergency.

3.4 Water Shortage Response Actions

The General Manager shall notify the Board of the necessity for the implementation or termination of each stage. Each declaration of the Board implementing or terminating a water conservation stage shall be published at least once in a newspaper of general circulation and shall remain in effect until the Board otherwise declares, as provided herein.

When an emergency occurs, including but not limited to the breakage or failure of a dam, pump, pipeline or conduit, a noticed public hearing will not be conducted prior to the adoption of a water conservation stage (Water Code Section 350 et al).

The following response actions are primarily applicable to the Retail Customers of CLAWA and do not include Wholesale Customers unless specified.

3.4.1 Stage 1 Responses – NORMAL WATCH

Target: Achieve up to a voluntary 10 percent reduction in monthly water use as compared to a base year of 2018

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
- (b) Review water supply agreements.
- (c) Each Retail Customer is required to install a shut-off valve on the customer's side of the meter, outside of the meter box, to allow on-site plumbing to be drained as necessary to prevent loss of water from frozen or broken pipes. It shall be the customer's responsibility to turn off the shut-off valve upon leaving the premises, and to insulate exposed pipes and valves to protect the pipes and valves against breaks when freezing conditions occur.

Water Use Restrictions for Reducing Demand:

- (a) The waste or unreasonable use of water is prohibited. Unreasonable use of water shall include, but not be limited to, a use that produces more than incidental runoff onto adjacent property and non-irrigated areas, private and public walkways, roadways, and parking lots or parking structures.
- (b) Irrigating landscapes within 48 hours after measurable rainfall is also an unreasonable use of water and is prohibited.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, and 10.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; and door-to-door outreach to high users – when noted during billing cycle.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

3.4.2 Stage 2 Responses - ALERT

Target: Achieve up to a mandatory 20 percent reduction in monthly water use as compared to a base year of 2018

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
- (b) Review water supply agreements.
- (c) Monitor the following: Table A allocation declarations from DWR; Carryover Water and Houston Creek Return Flows; weather forecasts on California Water Watch Tool; and county, state, or federal drought emergency orders.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) All of the water use restrictions from Stage 1 would be in effect.
- (b) Washing driveways, parking lots, building exteriors, or other impervious areas other than windows or solar panels, shall be prohibited; provided that the use of potable water from a bucket for such purposes shall be permitted.
- (c) Use of potable water for street cleaning or construction site preparation or dust control shall be prohibited.
- (d) Running water shall not be used for washing vehicles. A bucket may be used for the washing of vehicles, and hoses equipped with shutoff nozzles may be used for rinsing.
- (e) The use of water for outdoor decorative features shall be prohibited, unless necessary to maintain habitat for aquatic pets, in which case recirculating water systems shall be required.
- (f) Irrigation of turf on street medians shall be prohibited.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, and 10.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; and door-to-door outreach to high users – when noted during billing cycle.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

3.4.3 Stage 3 Responses - WARNING

Target: Achieve up to a mandatory 30 percent reduction in monthly water use as compared to a base year of 2018

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
- (b) Review water supply agreements.
- (c) Monitor the following: Table A allocation declarations from DWR; Carryover Water and Houston Creek Return Flows; weather forecasts on California Water Watch Tool; and county, state, or federal drought emergency orders.
- (d) Update messaging on website and other outlets as needed.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) All of the water use restrictions from Stages 1 and 2 would be in effect.
- (b) Outdoor irrigation shall be restricted to no more than four days per week, after 7:00 p.m. and before 7:00 a.m.
- (c) Commercial car washes shall be required to have recirculating water systems.
- (d) Irrigation with potable water outside of newly constructed homes and buildings shall require drip irrigation or micro-irrigation systems as established by the California Building Standards Commission and the Department of Housing and Community Development.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, and 10.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; and door-to-door outreach to high users – when noted during billing cycle.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

3.4.4 Stage 4 Responses - EMERGENCY

Target: Achieve up to a mandatory 40 percent reduction in monthly water demand as compared to a base year of 2018

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
-

- (b) Review water supply agreements.
- (c) Monitor the following: Table A allocation declarations from DWR; Carryover Water and Houston Creek Return Flows; weather forecasts on California Water Watch Tool; and county, state, or federal drought emergency orders.
- (d) Update messaging on website and other outlets as needed.
- (e) Decrease flushing from regular flushing routine to only as needed.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) All of the water use restrictions from Stages 1-3 would be in effect.
- (b) Outdoor irrigation shall be restricted to Mondays and Thursdays before 7:00 a.m. and after 7:00 p.m.
- (c) Irrigation of ornamental turf within dedicated right of way on each side of a dedicated or private street shall be prohibited.
- (d) Restaurants and eating establishments shall serve drinking water to customers only upon their request.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, and 10.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; and door-to-door outreach to high users – when noted during billing cycle.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

3.4.5 Stage 5 Responses – WATER RATIONING

Target: Achieve up to a mandatory 50 percent reduction in monthly water demand as compared to a base year of 2018, or implement Catastrophic Allocation Plan in Section 4, depending on situation.

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
 - (b) Review water supply agreements.
 - (c) Monitor the following: Table A allocation declarations from DWR; Carryover Water and Houston Creek Return Flows; weather forecasts on California Water Watch Tool; and county, state, or federal drought emergency orders.
 - (d) Update messaging on website and other outlets as needed.
 - (e) Decrease flushing from regular flushing routine to only as needed.
-

Mandatory Water Use Restrictions for Reducing Demand:

- (a) All of the water use restrictions from Stages 1-4 would be in effect.
- (b) Retail customers, schools, and camps which receive water directly from CLAWA are urged at all times to refrain from, and during any stage of allocation shall be prohibited from, watering lawns, parks, playgrounds, or ballfields more than twice per week, with such watering to occur after 9:00 p.m. and before 3:00 a.m. There is no prohibition against watering with reclaimed water.
- (c) Board may consider adoption of an ordinance that allocates water deliveries among the Agency's water users, and that imposes penalties for consumption in excess of the allocated amounts. The ordinance may also, or instead, impose a limit on new water service connections.
- (d) Until the Board determines that a water shortage emergency no longer exists, the Agency shall not make any oral or written commitments to provide any new Retail service and shall not approve the installation of a new or additional turnout to a Wholesale Customer.
- (e) CLAWA shall provide a water saving kit, free of charge, to each Retail Customer who needs and requests one, so long as they are available. CLAWA's Wholesale Customers are urged to assist their own retail customers in obtaining and installing water saving devices.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 10, 4, 5, 6, 7, and 9.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; door-to-door outreach to high users – when noted during billing cycle; newspaper notice – at least once when stage is declared; TV station notice – at least once after radio, newspaper, mail, and bill statements are sent out; radio station notice – at least once after newspaper, mail, and bill statements are sent out; headquarters telephone message – permanent until stage change occurs; and DWR partner toolkit – permanent until stage change occurs.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

The General Manager will refer to the Emergency Response Plan as needed.

3.4.6 Stage 6 Responses – CATASTROPHIC

Target: Achieve more than 50 percent reduction in monthly water use as compared to a base year of 2018, or implement Catastrophic Allocation Plan in Section 4, depending on situation.

Best Management Practices for Supply Management:

- (a) Conduct annual maintenance and testing of all CLAWA facilities in the distribution and transmission systems, including pipelines, valves, pump stations, backflow preventors, and wholesale meters, and backup generators.
- (b) Review water supply agreements.
- (c) Monitor the following: Table A allocation declarations from DWR; Carryover Water and Houston Creek Return Flows; weather forecasts on California Water Watch Tool; and county, state, or federal drought emergency orders.
- (d) Update messaging on website and other outlets as needed.
- (e) Augment supply by utilizing carryover water, water appropriated from Houston Creek, and exchange agreements.
- (f) Decrease flushing from regular flushing routine to only as needed and to address other water quality issues.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) All of the water use restrictions from Stages 1-5 would be in effect.
- (b) Board may consider adoption of an ordinance that allocates water deliveries among the Agency's water users, and that imposes penalties for consumption in excess of the allocated amounts. The ordinance may also, or instead, impose a limit on new water service connections. See Section 4, Catastrophic Supply Allocation Plan.
- (c) Until the Board determines that a water shortage emergency no longer exists, the Agency shall not make any oral or written commitments to provide any new retail service and shall not approve the installation of a new or additional turnout to a wholesale customer.
- (d) CLAWA shall provide a water saving kit, free of charge, to each Retail Customer who needs and requests one, so long as they are available. CLAWA's Wholesale Customers are urged to assist their own retail customers in obtaining and installing water saving devices.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 10, 4, 5, 6, 7, 9, and 8.

Frequency: Website notices – permanent until stage change occurs; written notices by mail– one time; bill statements – permanent until stage change occurs; door-to-door outreach to high users – when noted during billing cycle; newspaper notice – at least once when stage is declared; TV station notice – at least once after radio, newspaper,

mail, and bill statements are sent out; radio station notice – at least once after newspaper, mail, and bill statements are sent out; headquarters telephone message – permanent until stage change occurs; DWR partner toolkit – permanent until stage change occurs; and TENS and/or SB Ready App – once per month.

Agencies Contacted:

Wholesale and Retail Customers will be notified.

The General Manager will refer to the Emergency Response Plan as needed.

Section 4 Catastrophic Supply Interruption

The water shortage stages discussed in this Plan shall also apply to catastrophic interruption of water supplies, including, but not limited to regional power outage, blizzard, earthquake, and fires.

In the event of water shortage conditions that threaten public health, safety, and welfare, the General Manager, or designee, is hereby authorized to allocate water according to the following water allocation plan. When an emergency occurs, including but not limited to the breakage or failure of a dam, pump, pipeline or conduit, a noticed public hearing will not be conducted prior to the adoption of a water conservation stage.

4.1 Catastrophic Water Supply Allocation Plan

4.1.1 Wholesale Customers

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

During a catastrophic water shortage, the Agency Board will monitor the quantity of water available to the Agency from storage arrangements, exchange arrangements, or other sources, and in its discretion may limit water deliveries to its Wholesale Customers in stages as hereafter set forth. Using 2018 as a base year, the Agency will determine the quantity of water which the Agency delivered to each Wholesale Customer during each month of 2018. Each such customer shall then be allowed to receive from the Agency, each month, at the Agency's standard rate for wholesale water then in effect, no more than the following percentage of the quantity of water which the Agency delivered to that Wholesale Customer during the corresponding month of the base year, subject to such further limitations as may apply to any specific customer. The percentage shall depend on the stage of allocation declared by the Board, as follows:

Table 7 – Wholesale Customer Water Allocation Plan

Stage of Allocation Declared by Board	Percentage of Water Delivered During Corresponding Month of Base Year*
Stage 1 Allocation	95%
Stage 2 Allocation	90%
Stage 3 Allocation	80%
Stage 4 Allocation	70%
Stage 5 Allocation	60%

*Base Year is 2018.

For Stage 1 through Stage 5 Allocations, water taken for any month in excess of the applicable percentage shown in Table 7 shall be subject to such surcharges as the Board may establish by ordinance, at the time each such stage of allocation is declared by the Board. If additional costs are incurred by the Agency to obtain additional supplies to satisfy wholesale customer demand the surcharge rate shall recover at least those costs.

4.1.2 Retail Customers

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

Using 2018 as a base year, the Agency will determine the quantity of water that the Agency delivered to each Retail Customer during each month of 2018. When a stage of allocation is declared by the Board, each such customer shall then be allowed to receive from the Agency, each month, a percentage of the quantity of water which the Agency delivered to that retail customer during the corresponding month of the base year, provided that a retail customer using water for residential purposes shall not be restricted to less than a quantity equal to 55 gallons per person per day (55 gpcd) to satisfy minimum health and safety needs. Whenever a stage of allocation is declared by the Board, the Agency shall inform each retail customer in writing of the percentage of base year consumption that each customer is allowed to use each month in order to comply with this restriction.

Table 8 – Retail Customer Water Allocation Plan	
Stage of Allocation Declared by Board	Percentage of Water Delivered During Corresponding Month of Base Year*
Stage 1 Allocation	95%
Stage 2 Allocation	90%
Stage 3 Allocation	80%
Stage 4 Allocation	70%
Stage 5 Allocation	60%

*Base Year is 2018.

Retail customers, schools, and camps which receive water directly from CLAWA during any stage of allocation shall be prohibited from watering lawns, parks, playgrounds, or ballfields more than twice per week, with such watering to occur after 9:00 p.m. and before 3:00 a.m. There is no prohibition against watering with reclaimed water.

4.1.3 Adjustments, Surcharge Revenues, and Service Moratorium

The base quantities established for wholesale customers and retail customers pursuant to Sections 4.1.1 and 4.1.2 may be adjusted by the Board. Customers seeking an adjustment must apply to the Board in writing and provide documentation to demonstrate that the adjustment is necessary in order to avoid the inequitable application of this restriction.

The surcharge revenues collected by the Agency as a result of customer consumption in excess of the base quantities set forth in Sections 4.1.1 and 4.1.2 shall be used by the Agency to assist in defraying the cost of measures employed by the Agency to cope with the water shortage emergency.

Until the Board determines that a water supply allocation plan is no longer required, the Agency shall not make any commitment to provide any new retail service and shall not approve the installation of a new or additional turnout to a wholesale customer.

4.2 Catastrophic Replacement Water Supply for Water Outages

In the event that water outages occur, the following is the plan to provide Retail Customers of the Agency alternative water to meet public health needs.

- **Source of Alternative Water Supply:** CLAWA will procure and provide bottled water and hauled trucks to its Retail Customer service areas. The water hauler will be certified with the California Department of Public Health. 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:** Water will be distributed by CLAWA at a location that is central to its Retail Customer service areas. Water will be provided free of charge and may not be sold by the person receiving the water to others, or used for any purposes other than human consumption, cooking, or sanitation.
- **Retail Customers that are elderly, disabled, or lack transportation should contact the Agency's office so that special accommodations can be made to receive replacement water.**
- **Special Considerations for sanitation:** CLAWA will refer to its Emergency Response Plan.
- **Public Notification Regarding Access to Alternative Water Supplies:** CLAWA will make notifications through its website, door to door method, answering machine, local radio and TV stations, the Sheriff's Department TENS system and/or SB Ready App. Template notifications can be found in the Agency's Emergency Response Plan.
- **Although English is the dominate language of the Retail Customer service area, residents who speak languages other than English should contact the Agency headquarters directly so that special accommodations can be made.**
- **Collaboration with other groups/organizations:** CLAWA will coordinate with its Wholesale Customers.

4.3 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: San Bernardino County Fire Dispatch, 909-356-3805

The local fire agency shall be contacted immediately when any water outages are believed to be potentially imminent or is occurring in any part of the distribution system.

Hospitals or other Medical Providers (e.g., dialysis clinics, etc.): N/A. There are no medical or hospital facilities within the Agency's retail service area. There is a dentist, an optometrist, and a chiropractor.

Local School Districts: Rim of the World Unified School District, 909-336-4100

There is currently only one active school within our service area: Rim High School. The school office shall be 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 should have backup plans for water provision and hauling that must be implemented immediately.

State Water Board and/or County Environmental Health: DDW District 27, 909-383-4328 and County Environmental Health Services, 800-442-2283

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: San Bernardino County Fire, 909-356-3998

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 5 Enforcement

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 the General Manager, or designee, in accordance with provisions of this Plan.

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.

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 water supplier shall, upon due notice to the customer, be authorized to discontinue water service.

5.1 Criminal Penalties

Pursuant to Water Code Section 377, it shall be a misdemeanor for any water user to use or apply water contrary to or in violation of any mandatory restriction or requirement established by this Plan and, upon conviction thereof, that water user shall be punished by imprisonment in the County jail for not more than 30 days or by a fine of not more than \$1,000, or by both such fine and imprisonment.

5.2 Civil Penalties

In addition to criminal penalties, violators of the mandatory provisions of this Plan shall be subject to the civil monetary penalties enacted by the Agency herein pursuant to the authority set forth in California Government Code Section 53069.4 and enforcement action by the Agency staff, as follows in Table 9:

Table 9 - Civil Penalties				
Enforcement Action	Notice to Customer	Time Period to Respond	Penalty if Violation is not Corrected	
			Single Family Residence	Multi-family residence, commercial, or institutional
First Violation	Written Notice	Three (3) days to fix violation or request a hearing with General Manager	\$50	\$100

Table 9 - Civil Penalties				
Enforcement Action	Notice to Customer	Time Period to Respond	Penalty if Violation is not Corrected	
			Single Family Residence	Multi-family residence, commercial, or institutional
Second Violation (within any 12-month period)	Written Notice	Three (3) days to fix violation or request a hearing with General Manager	\$100	\$200
Third Violation and Each Subsequent Violation (within any 12-month period)	Written Notice	Three (3) days to request a hearing with General Manager.	\$250	\$500

Note: This table shows a summary of the civil penalty process from CLAWA Ord. No. 66. Please refer to the ordinance for details.

Section 6 Variances

The General Manager of the Agency is authorized to allow variances (exceptions) from the application of any provision of this Plan, due to exceptional circumstances, if the General Manager determines that the application of a provision would either:

1. Cause an unnecessary and undue hardship to the water user or to the public; or
2. Jeopardize the health, sanitation, fire protection or safety of the water user or of the public.

Such exceptions may be granted only upon application therefore. Upon granting any such exception, the General Manager may impose any conditions the General Manager determines to be appropriate in the circumstance.

Section 7 References

-	Crestline-Lake Arrowhead Water Agency. <i>Agency History</i> . (Available at https://www.clawa.org/files/ugd/a07b32_5613e3022a8c4b35981f55f04ad29534.pdf)
-	Crestline-Lake Arrowhead Water Agency. <i>Fact Sheet</i> . (Available at https://www.clawa.org/files/ugd/a07b32_6a549504081f4a2c919844ea91b4006b.pdf)
-	California Department of Water Resources and State Water Resources Control Board. <i>Primer of Senate Bill 552: Drought Planning for Small Water Suppliers and Rural Communities</i> . May 2022.
-	Crestline-Lake Arrowhead Water Agency, <i>Water Supply Reliability Certification 2017-2019</i> .
-	California Department of Water Resources. <i>Contractor SWP Human Health & Safety (HH&S) Needs – Calendar Year 2023 (0% Allocation)</i> . September 28, 2022.
-	California Department of Water Resources. <i>Requested Water Delivery Schedules for 2023 and Requested Water Delivery Schedules for 2024 to 2027</i> . September 28, 2022.
eAR	California State Water Resources Control Board. <i>Drinking Water System's 2021 Annual Report to the Division of Drinking Water for the Year Ending December 31, 2021</i> (eAR).
Ordinance 44	Ordinance No. 44. <i>An Ordinance of the Board of Directors of Crestline-Lake Arrowhead Water Agency Declaring an Emergency Water Shortage and Establishing a Water Conservation Program</i> . February 14, 1991.
Ordinance 45	Ordinance No. 45. <i>An Ordinance of the Board of Directors of Crestline-Lake Arrowhead Water Agency Amending Ordinance No. 44 Declaring an Emergency Water Shortage and Establishing a Water Conservation Program</i> . April 4, 1991.
Ordinance 59	Ordinance No. 59. <i>An Ordinance of the Board of Directors of Crestline-Lake Arrowhead Water Agency Declaring a Water Shortage Emergency and Adopting Rules, Regulations, and Restrictions on the Use of Agency Water</i> , April 3, 2014.
Ordinance 66	Ordinance No. 66. <i>Ordinance of Crestline-Lake Arrowhead Water Agency Restricting the Use of Water During Threatened or Existing Water Shortage Conditions</i> , February 3, 2022.
Resolution 475	Resolution No. 475, <i>Resolution of the Board of Directors of Crestline-Lake Arrowhead Water Agency Adopting an Urban Water Shortage Contingency Plan</i> , February 6, 1992.
Resolution 874	Resolution No. 874, <i>Resolution of the Board of Directors of Crestline-Lake Arrowhead Water Agency Declaring a Stage 4 Water Shortage Emergency</i> , June 2, 2022.
SB 552	SB-552, Hertzberg. <i>Drought planning: Small water suppliers: nontransient noncommunity water systems</i> . Approved by Governor September 23, 2021.
Webb(a)	Albert A. Webb Associates. <i>Crestline-Lake Arrowhead Water Agency Water System Emergency Response Plan (ERP)</i> , December 31, 2021.

Appendix A Water System Information

Water System Information	
Public Water System No.	CA3610114
System Name and Address	Crestline-Lake Arrowhead Water Agency PO Box 3880 Crestline, CA, 92325
Directions to System Office	Located at 24116 Crest Forest Drive in Crestline near the intersection of Hwy 138 and Crest Forest Drive.
Number of Retail Service Connections	1,225 (active) including 1,104 residential and 121 commercial connections. 4 (inactive)
Population Served	~3,091 retail customers ~35,000 total customers including connected systems that rely on CLAWA for wholesale supplemental water
Water Supply Source	Raw surface water from Lake Silverwood (1 water treatment plant that operates 24 hours/day with a maximum flow rate of 3,600 gpm, and zero groundwater wells)
Wholesale Water Connections to Other Systems	37 interconnections that operate one-way from CLAWA to wholesale customers
Purchased Water Agreements	CLAWA has an agreement with San Bernardino Valley Municipal Water District (SBVMWD) to wheel SBVMWD water to Lake Arrowhead Community Services District (LACSD).
Water Treatment Provided	Conventional surface water treatment with granular activated carbon (GAC) adsorption. System uses chlorine for disinfection.
Storage Tanks	20 treated water tanks with 23,760,000 gallons in storage (10 tanks in the transmission/wholesale system [21.2 MG] and 10 tanks in the retail system [2.56 MG])
Average Water Demand	1,670 gallons per minute (gpm)
Maximum Water Demand	3,340 gpm
Peak Water Demand	6,680 gpm
Maximum Design Capacity of Transmission System	6,750 gpm ^(a)

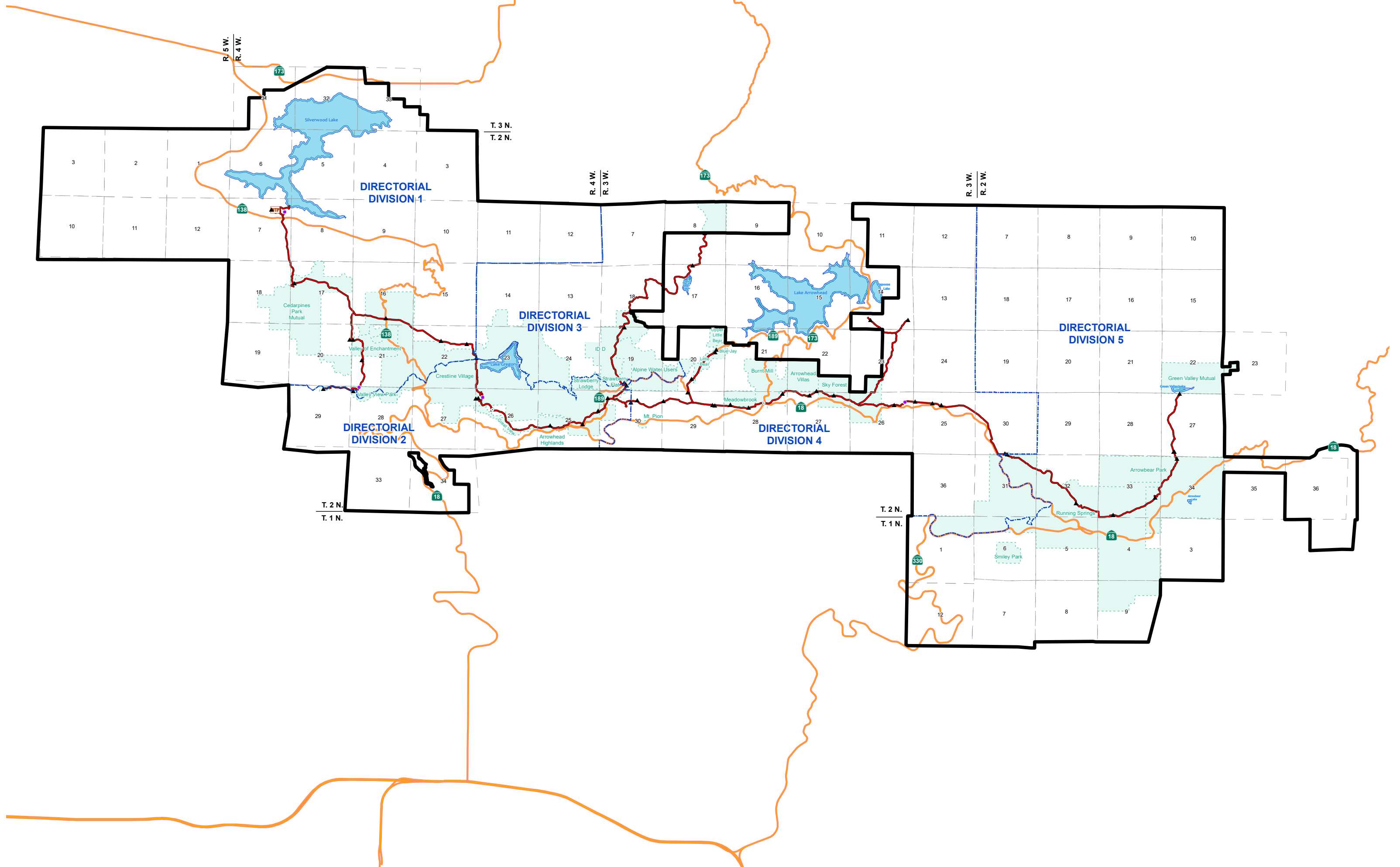
Sources: Webb(a), pp. 12 and 15; 2021 electronic Annual Report (eAR).

(a) Crestline-Lake Arrowhead Water Agency Fact Sheet, p. 2










CLAWA's Past Experience With Drought

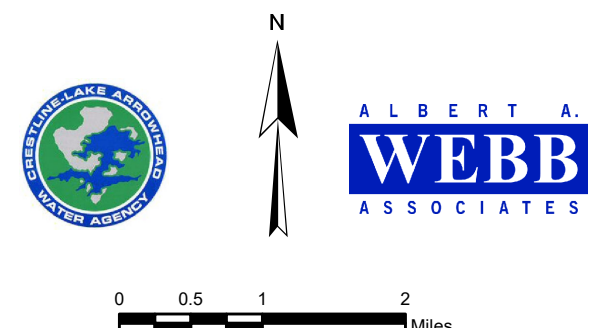
CLAWA has been the source of supplemental potable water for its wholesale customers in the San Bernardino Mountain community since its creation in 1962 and the first delivery of water in 1971. During drought years and wildfire season, the community's reliance on CLAWA increases; however, throughout its history, the Agency has never been unable to provide water to meet the needs of its wholesale or retail customers including fire suppression. This includes times when DWR declared 0% of Table A water to be allocated to State Water Project Contractors. During those times, CLAWA increases water use restrictions for retail customers and augments supply by utilizing carryover water, Houston Creek appropriations, and exchange agreements with other State Water Project Contractors. CLAWA has further prepared for emergencies by installing backup generators at all pump stations and at the treatment plant. Notably, a water allocation plan for Wholesale Customers was implemented once in 1993 and has not been repeated since. Between calendar years 1996 and 2022, the year with the highest water usage was 2007 (2,697 AF) which was mostly due to a fire, and the year with the lowest water take from Lake Silverwood was 1998 (759 AF), which was a very wet winter. The average amount of water produced from Lake Silverwood over the same 26-year period is about 1,593 AFY.

Year	Percentage
2000	85%
2005	75%
2010	73%
2015	75%
2018	75%



Legend

-  Pipeline
-  Storage Tank (capacity noted)
-  Pump Station
-  Pressure Reducer
-  Turnout
-  Treatment Plant
-  CLAWA Boundary
-  Directorial Division Boundary
-  Water Company Boundary



Appendix B Public Notices

CALIFORNIA NEWSPAPER SERVICE BUREAU

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Krista Ketterhagen
CRESTLINE-LAKE ARROWHEAD WATER
PO BOX 3880
CRESTLINE, CA 92325

SBS# 3690070

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING

Ad Description
PUBLIC HEARING

To the right is a copy of the notice you sent to us for publication in the SAN BERNARDINO COUNTY SUN. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

04/27/2023

NOTICE OF HEARING
NOTICE IS HEREBY GIVEN that the Board of Directors of Crestline-Lake Arrowhead Water Agency will hold a public hearing on a proposed Water Shortage Contringency Plan at the continue regualr Board meeting on Thursday, May 11, 2023, at the hour of 2:00P.M., at the Agency's Board room located 24116 Crest Forest Drice in Crestline, California. Comments also may be submitted in writting filed with the Agency prior conclusions of the hearing. The report is available for public review on the agency's website, www.clawa.org, and at the Agency's office.
Dated April 10, 2023
Krista J. Ketterhagen,
Secretary of the Board of Directors
Crestline-Lake Arrowhead Water
Agency
4/27/23

SBS-3690070#

The charge(s) for this order is as follows. An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

Publication	\$202.62
Total	\$202.62



clawa2 clawa.net

From: clawa2 clawa.net
Sent: Thursday, April 27, 2023 4:59 PM
Subject: Draft Water Shortage Contingency Plan

Good afternoon,

This email will serve as notification that the Agency's DRAFT Water Shortage Contingency Plan is available for review at www.clawa.org/drought. A public hearing will be held during our Board meeting which is scheduled for May 11, 2023 at 2:00 p.m.

Thank you,

Jennifer Spindler, MPA
General Manager
Crestline-Lake Arrowhead Water Agency
P.O. Box 3880 – 24116 Crest Forest Drive
Crestline, CA 92325-3880
(909) 338-1779

AGENDA

The continued regular meeting of the Board of Directors of the Crestline-Lake Arrowhead Water Agency will be conducted on Thursday, May 11, 2023 at 2:00 o'clock p.m. at the Agency office located at 24116 Crest Forest Drive, Crestline, CA.

Members of the public may address the Board regarding any item listed on the agenda, and the Board may discuss and act upon any listed item. When authorized by Government Code section 54956.5, the Board may add unlisted items to the agenda for discussion and action. If members of the public wish to comment upon any item not listed on the agenda, they may do so under the "Public Comment" portion of the agenda, but the Brown Act will prevent the Board from discussing or acting upon the item at this meeting. Copies of records provided to the Board members which relate to any agenda item to be discussed in open session may be obtained from the Agency at the address indicated on the agenda.

1. CALL TO ORDER
2. RECOGNITION OF VISITORS
3. PUBLIC COMMENT
4. APPROVAL OF MINUTES – April 6, 2023
5. ENGINEERS
 - (A) Public Hearing- Proposed Draft Water Shortage Contingency Plan
6. AUDITORS
 - (A) Investment Discussion
7. GENERAL MANAGER
 - (A) Discussion Regarding Lock-Off Policy
 - (B) Houston Creek Monitoring Report
 - (C) Approve Burnt Mill Extension Invoices- TK Construction
 - (D) Consider Request for Water Billing Adjustment- Account SF 336-211-0200
 - (E) Consider Upgrade to Chlorine Pumps for MIOX System- Treatment Plant
 - (F) Transmission and Distribution Status Update
8. LEGAL COUNSEL
 - (A) State Water Contractor's Meeting
9. DIRECTOR COMMENTS
10. ADJOURNMENT

Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such requests to the Board Secretary at (909) 338-1779 at least 48 hours before the meeting, if possible.

AGENDA

+ The regular meeting of the Board of Directors of the Crestline-Lake Arrowhead Water Agency will be conducted on Thursday, June 1, 2023 at 2:00 o'clock p.m. at the Agency office located at 24116 Crest Forest Drive, Crestline, CA.

Members of the public may address the Board regarding any item listed on the agenda, and the Board may discuss and act upon any listed item. When authorized by Government Code section 54956.5, the Board may add unlisted items to the agenda for discussion and action. If members of the public wish to comment upon any item not listed on the agenda, they may do so under the "Public Comment" portion of the agenda, but the Brown Act will prevent the Board from discussing or acting upon the item at this meeting. Copies of records provided to the Board members which relate to any agenda item to be discussed in open session may be obtained from the Agency at the address indicated on the agenda.

1. CALL TO ORDER
2. RECOGNITION OF VISITORS
3. PUBLIC COMMENT
4. APPROVAL OF MINUTES – May 11, 2023
5. GENERAL MANAGER
 - (A) Consider Resolution 883- Appropriations Limit for the 2023-24 Fiscal Year
 - (B) Adopt Ordinance 68- Abridged Water Shortage Contingency Plan
 - (C) Distribution/ Transmission Water System Status
6. LEGAL COUNSEL
 - (A) State Water Contractor's Meeting
7. DIRECTOR COMMENTS
8. ADJOURNMENT

Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting should direct such requests to the Board Secretary at (909) 338-1779 at least 48 hours before the meeting, if possible.



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Arrowhead
Water Agency

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News & Notices

Please check here for the latest information on CLAWA news and public notices.

Public Hearings

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on May 11, 2023, on a proposed Water Shortage Contingency Plan. Click the link below to read the notice of public hearing.

[Public Hearing Notice - May 11, 2023](#)

DRAFT Water Shortage Contingency Plan

To read the DRAFT Water Shortage Contingency Plan click the link below.

[DRAFT Water Shortage Contingency Plan](#)

Public Hearings

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on March 2, 2023, to consider the declaration of a Stage 2 Alert, which requires water conservation measures as provided in the Agency's Ordinance No. 66. Click the link below to read the notice of public hearing.

[Public Hearing Notice - March 2, 2023](#)

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on March 3, 2023, to consider annual water standby charges for the fiscal year 2022-2023 in the same amounts as established for the fiscal year 2022-2023. Click the link below to read the notice of public hearing.

[Public Hearing Notice - June 2, 2022](#)

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on March 3, 2022, to consider water conservation measures as provided in the Agency's Ordinance No.66. Click the link below to read Ordinance No.66.

[Public Hearing Notice - Ordinance No. 66](#)

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on March 3, 2022, to consider the declaration of a Stage 2 Alert, which requires water conservation measures as provided in the Agency's Ordinance No. 66. Click the link below to read the notice of public hearing.

[Public Hearing Notice - March 3, 2022](#)

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on March 3, 2022, to consider annual water standby charges for the fiscal year 2022-2023 in the same amounts as established for the fiscal year 2020-2021. Click the link below to read the notice of public hearing.

[Public Hearing Notice - March 3, 2022](#)

The Crestline-Lake Arrowhead Water Agency will conduct a public hearing on December 2, 2021, to receive input regarding potential adjustment of Director Division Boundaries. Click the link below to read the notice of public hearing.

[Public Hearing Notice - December 2, 2021](#)