

Voluntary Water Conservation Program



CALIFORNIA
AMERICAN WATER



VOLUNTARY WATER CONSERVATION PROGRAM IN EFFECT FOR SOUTHERN CALIFORNIA CUSTOMERS OF CALIFORNIA AMERICAN WATER

California American Water's mission is to provide you, its customers, with a reliable supply of water each and every day. But sometimes Mother Nature has a say. And, as you've probably heard, she's been less than generous in recent times. Given the likelihood of yet another troubled water supply year, California American Water wants to help its customers tighten up their water use practices now while we're still in voluntary mode. That way, should things get really serious, and we're forced to implement a mandatory program later in the year, you'll be well on your way.

California American Water has implemented a voluntary water conservation program (referred to as CPUC Rule 14.1) aimed at reducing water usage for your area, and encourages all consumers—residential, business and other customer classifications we service—to help reduce water use in the community by voluntarily ending non-essential or unauthorized water use that includes:

Rule 14.1, Section C (non-essential uses of water)

1. Use of water through any connection when the utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering or irrigation system and the customer has failed to make such repairs within five days after receipt of such notice.
2. Use of water which results in flooding or run-off in gutters, waterways, patios, driveway, or streets.
3. Use of water for washing aircraft, cars, buses, boats, trailers or other vehicles without a positive shut-off nozzle on the outlet end of the hose. Exceptions include washing vehicles at commercial or fleet vehicle washing facilities operated at fixed locations where equipment using water is properly maintained to avoid wasteful use.
4. Use of water through a hose for washing buildings, structures, sidewalks, walkways, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas in a manner which results in excessive run-off or waste.
5. Use of water for watering streets with trucks, except for initial wash-down for construction purposes (if street sweeping is not feasible), or to protect the health and safety of the public.
6. Use of water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used.
7. Use of water for more than minimal landscaping in connection with any new construction.
8. Use of water for outside plants, lawn, landscape, and turf areas more often than every other day, with even numbered addresses watering on even numbered days of the month and odd numbered addresses watering on the odd numbered days of the month, except that this provision shall not apply to commercial nurseries, golf courses, and other water-dependent industries.
9. Use of water for watering outside plants and turf areas using a hand-held hose without a positive shut-off valve.
10. Use of water for decorative fountains or the filling or topping off of decorative lakes or ponds. Exceptions are made for those decorative fountains, lakes, or ponds which utilize recycled water.
11. Use of water for the filling or refilling of swimming pools.
12. Service of water by any restaurant except upon the request of the patron.

California American Water has conservation kits available for all of its customers. If you would like a free water conservation kit, please visit your local California American Water office.

California American Water appreciates your support and efforts in meeting the goals of our voluntary water conservation measures.

At California American Water we speak your language. Our customer service representative will be happy to assist you in any language. For assistance, call 1-888-237-1333.

California American Water 的员工能说您的语言。我们的客户服务代表乐于用任何语言向您提供任何帮助。要寻求帮助，请致电：1-888-237-1333。

En California American Water hablamos su idioma.
Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma.
Para asistencia, llame al 1-888-237-1333.

Sa California American Water, nagsasalita kami ng inyong wika.
Maaari kayong tulagan ng aming mga kinatawan sa customer service sa alinmang wika.
Para humingi ng tulong, mangyaring tawagan ang 1-888-237-1333.

ที่ California American Water เราพูดภาษาของท่านได้
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกๆภาษา
หากต้องการความช่วยเหลือ กรุณาติดต่อ 1-888-237-1333

California American Water nói được ngôn ngữ của quý vị.
Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng
giúp đỡ quý vị bằng bất cứ ngôn ngữ nào.
Để được giúp đỡ, xin vui lòng gọi số 1-888-237-1333

A Conservation Message from California American Water

California American Water is constantly looking to ensure water is available for future generations, and we are committed to conserving our most precious resource. With some small changes in water use habits, you can be a part of this commitment while lowering your water bill.



**CALIFORNIA
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WE CARE ABOUT WATER. IT'S WHAT WE DO.
(888) 237-1333 • www.californiaamwater.com

