

Water Shortage Contingency Plan

PREPARED FOR

City of Stockton
Municipal Utilities Department



PREPARED BY



Table of Contents

1.0 Water Supply Reliability Analysis	1
2.0 Annual Water Supply and Demand Assessment Procedures.....	2
2.1 Decision-Making Process	2
2.2 Key Data Inputs.....	3
2.3 Assessment Methodology	4
3.0 Six Standard Water Shortage Stages	4
4.0 Shortage Response Actions and Effectiveness	5
4.1 Demand Reduction	6
4.2 Additional Mandatory Restrictions	9
4.3 Supply Augmentation and Other Actions.....	10
4.4 Operational Changes	10
4.5 Emergency Response Plan.....	11
5.0 Communication Protocols.....	11
5.1 Communication for Foreseeable Events	11
5.2 Communication for Unforeseeable Events	12
6.0 Compliance and Enforcement	12
6.1 Stages 1 Enforcement and Penalties	12
6.2 Stages 2 and Above Enforcement and Penalties.....	13
6.3 Appeal and Exemption Process	13
7.0 Legal Authorities	13
8.0 Financial Consequences of WSCP	14
9.0 Monitoring and Reporting	14
10.0 WSCP Refinement Procedures.....	15
10.1 Systematic Monitoring	15
10.2 Feedback from City Staff and Customers	15
11.0 Special Water Feature Distinction	15
12.0 Plan Adoption, Submittal, and Availability	15

Table of Contents

LIST OF TABLES

Table 1. Water Shortage Contingency Plan Stages (DWR Table 8-1)	5
Table 2. Water Shortage Contingency Plan Demand Reduction Actions (DWR Table 8-2).....	7
Table 3. Current Water Conservation Regulations	8
Table 4. Supply Augmentation and Other Actions (DWR Table 8-3).....	10

LIST OF ACRONYMS AND ABBREVIATIONS

AB	Assembly Bill
AWSDA	Annual Water Supply and Demand Assessment
CF	Cubic Feet
City	City of Stockton
COSMUD	City of Stockton Municipal Utilities Department
CWC	California Water Code
DWR	Department of Water Resources
DWTP	Delta Water Treatment Plant
ERP	Emergency Response Plan
MOU	Memorandum of Understanding
PIO	Public Information Officer
SB	Senate Bill
SEWD	Stockton East Water District
SMC	Stockton Municipal Code
UWMP	Urban Water Management Plan
WID	Woodbridge Irrigation District
WSCP	Water Shortage Contingency Plan
WWTP	Wastewater Treatment Plant

Water Shortage Contingency Plan

A water shortage may occur due to a number of reasons, such as population growth, climate change, drought, and catastrophic events. Drought, regulatory action constraints, and natural and manmade disasters may occur at any time. A water shortage means that the water supply available is insufficient to meet the normally expected customer water use at a given point in time.

This plan presents the City of Stockton's (City) Water Shortage Contingency Plan (WSCP). The WSCP describes the City's strategic plan in preparation for and responses to water shortages with a goal to proactively prevent catastrophic service disruptions. It includes water shortage levels (also called "stages") and associated shortage response actions that will be implemented in the event of a water supply shortage. As part of the WSCP, the City's legal authorities, communication protocols, compliance and enforcement, and monitoring and reporting are included. The Stockton Municipal Code (SMC) Chapter 13.28 Water Conservation and SMC Chapter 13.32 Water Shortage Emergencies are complementary chapters that support the City's WSCP, and are available at <https://qcode.us/codes/stockton/>, under Title 13. These chapters have been updated over time.

In 2018, the California State Legislature (Legislature) enacted two policy bills, (Senate Bill (SB) 606 (Hertzberg) and Assembly Bill (AB) 1668 (Friedman)) (2018 Water Conservation Legislation), to establish a new foundation for drought planning to adapt to climate change and the resulting longer and more intense droughts in California. The 2018 Water Conservation Legislation set new requirements for water shortage contingency planning.

The City's WSCP has been updated so that it is consistent with the 2018 Water Conservation Legislation requirements. The City plans to modify SMC Chapter 13.28 and SMC Chapter 13.32 to support these updates. The City intends for this WSCP to be dynamic, so that it may assess response action effectiveness and adapt to emergencies and catastrophic events. Refinement procedures and adoption requirements are provided in this plan to allow the City to modify this WSCP outside of the Urban Water Management Plan (UWMP) process.

1.0 WATER SUPPLY RELIABILITY ANALYSIS

Chapters 6 and 7 of the City's 2020 UWMP present the City of Stockton Municipal Utilities Department (COSMUD) water supply sources and reliability, respectively. Findings show the COSMUD will have adequate water supply through 2045 for normal year, single dry-year, multiple dry-year water supply conditions and account for increased water demands due to planned developments and increased projected population.

Statewide water supply conditions, changes in groundwater levels, subsidence, and actions by surrounding agencies, may impact the COSMUD available water supply. For the COSMUD, a water shortage condition occurs when the supply of potable water available cannot meet ordinary water demands for human consumption, sanitation, fire protection, and other beneficial uses. The COSMUD may be able to foresee its water shortage condition in some cases; however, in other cases, the water shortage may be caused by an unforeseen sudden or emergency event. In general, the COSMUD water supply conditions may be affected by the following issues:

- Delta Water Treatment Plant (DWTP) supply availability and/or production issues
- Stockton East Water District (SEWD) supply availability and/or production issues
- North Stockton and/or South Stockton well production reduction and/or water quality issues

Water Shortage Contingency Plan

Approximately three months prior to the beginning of the water year (April 1), the City determines the expected purchased water and surface water supply availability. In other cases, the City may experience unforeseen water shortage when catastrophic interruption of water supplies occurs due to regional power outage, an earthquake, or other potential emergency events. In events of a water shortage condition, shortage response actions may be taken to reduce water demand and augment water supplies, as summarized in Table 1 through Table 4.

In future years, the City will conduct an annual water supply and demand assessment in accordance with Section 2. The analysis associated with this WSCP was developed in the context of the COSMUD water supply sources and reliability.

2.0 ANNUAL WATER SUPPLY AND DEMAND ASSESSMENT PROCEDURES

Beginning July 1, 2022, California Water Code (CWC) §10632.1 requires water suppliers to submit an Annual Water Supply and Demand Assessment (AWSDA). Water suppliers will also be required to submit an Annual Water Shortage Assessment Report beginning July 1, 2022. This WSCP provides the procedures for the COSMUD to conduct its Annual Water Supply and Demand Assessment. The findings from that assessment will provide information for the COSMUD Annual Water Shortage Assessment Report.

The procedures provided in this section are intended to assist the COSMUD in planning for potential, foreseeable shortage in water supplies. These procedures provide the steps the COSMUD needs to take that may lead to declaring a water shortage emergency and associated water shortage levels (see Section 3) and implementation of water shortage response actions (see Section 4).

2.1 Decision-Making Process

The decision-making process described below will be used by the COSMUD to determine its water supply reliability in a consistent manner annually. The COSMUD may adjust this process for improved decision-making during implementation.

A team of COSMUD staff is responsible for the preparation of the AWSDA and Annual Water Shortage Assessment Report, and submittal of the reports to the Department of Water Resources (DWR) by July 1 of each year. The Team will gather key data inputs described in Section 2.2 and conduct the assessment in accordance with Section 2.3. By April 2021, COSMUD will finalize its assessment based on confirmation of water supply allocations from SEWD and Woodbridge Irrigation District (WID). The team will complete the AWSDA and develop the Annual Water Shortage Assessment Report based on analysis of data and information. The report will include findings and make recommendations for actions, as needed. The team will present the AWSDA and Annual Water Shortage Assessment Report to the COSMUD Director, or his designee, for review. After review, the AWSDA and Annual Water Shortage Assessment Report will be finalized and resubmitted to the COSMUD Director, or designee, for approval. The final approved documents will be submitted to DWR by July 1 each year.

In the event that the AWSDA finds that available supply will not meet expected demands, the team will prepare to present the finalized assessment to the City Council, along with recommendations on water shortage condition determination and shortage response actions. The team will prepare a resolution (as needed) approving determinations and actions for consideration and authorization by City Council.

Water Shortage Contingency Plan

Recommended actions may include declaration of a water shortage emergency, declaration of a water shortage level, and water shortage actions as needed.

Additionally, the team will coordinate interdepartmentally, with the region's water service providers, and with San Joaquin County for the possible proclamation of a local emergency.

The City Council will conduct a duly noticed public hearing and receive presentation of the finalized assessment recommendations on water shortage condition determination and actions. The City Council will determine if a water shortage condition exists. If needed, the City Council may adopt a resolution to declare a water shortage emergency and water shortage level, and authorize water shortage response actions.

After the City Council acts, the team will prepare the City's Annual Water Shortage Assessment Report using finalized the AWSDA, and incorporate City Council determinations and approved actions for submittal to DWR by July 1, 2021. After City Council acts, COSMUD will implement the water shortage responses as authorized by City Council.

Due to variations in climate and hydrologic conditions, the schedule for the finalization of the AWSDA and Annual Water Shortage Assessment Report may be adjusted. The intent of the proposed schedule is to allow shortage response actions to effectively address anticipated water shortage conditions in timely manner, and to comply with the State's reporting requirements.

2.2 Key Data Inputs

The AWSDA requires the evaluation of supply and demands for the current year and one dry year that is assumed to follow the current year. The planned water supply and demand for the current year and a subsequent dry year will be used to evaluate the COSMUD water supply reliability.

Planned water supplies will be used as input to the AWSDA for the current year and the following one dry year. In planning for water supplies, the following factors are considered, as applicable and appropriate:

1. Hydrological conditions
2. Regulatory conditions
3. Contractual constraints
4. Surface water and groundwater basin conditions
5. North Stockton and/or South Stockton groundwater well production limitations
6. Infrastructure capacity constraints or changes
7. Capital improvement projects implementation
8. DWTP supply availability and/or production issues; Intake structure issues
9. SEWD supply availability and/or production issues

Planned water supply sources and quantities will be described and be reasonably consistent with the supply projections in the City's last updated UWMP Chapter 6 (Water Supply Characterization). Should the supply sources and projections deviate significantly from projections, an explanation for the difference will be provided.

Water Shortage Contingency Plan

Planned unconstrained water demands will be used as input to the AWSDA for the current year and the following one dry year. Unconstrained water demands are customer demands where no water conservation measures are in effect. In planning for water demands, the following factors are considered, as applicable and appropriate:

1. Weather conditions
2. Water year type
3. Population changes (for example, due to development projects)
4. Anticipated new demands (for example, changes to land use)
5. Pending policy changes that may impact demands
6. Infrastructure operations

Planned water demand types and quantities will be described and be reasonably consistent with the demand projections in the City's last updated UWMP Chapter 4 (Customer Water Use). Should the demand projections deviate significantly from projections, an explanation for the difference will be provided.

2.3 Assessment Methodology

In preparing the AWSDA, the COSMUD will follow the assessment methodology and evaluation criteria to evaluate the water supply reliability for the current year and following one dry year.

The COSMUD uses a spreadsheet to plan for current year and future year water demands. Planned supply and demand inputs described in Section 2.2 will be entered in the spreadsheet in annual increments. As needed, the increments may be revised to monthly or seasonal periods to more closely evaluate specific conditions and needs.

Supply and demand will be compared to determine the reliability of the COSMUD water supplies in the current year and the following one dry year. The COSMUD water supplies for the current year and the following dry year will be determined as reliable if water supply is sufficient to meet the planned water demands. If water supply is insufficient to meet planned water demands in the current year and/or the following dry year, the extent of the water shortage condition will be determined, and the COSMUD will prepare shortage response actions in accordance with this WSCP.

The AWSDA findings will be presented to the City Council, along with recommendations for action for City Council consideration.

3.0 SIX STANDARD WATER SHORTAGE STAGES

To provide a consistent regional and statewide approach to conveying the relative severity of water supply shortage conditions, the 2018 Water Conservation Legislation mandates that water suppliers plan for six standard water shortage levels that correspond to progressive ranges of up to 10, 20, 30, 40, 50 percent, and greater than 50 percent shortage levels from the normal reliability condition. Each shortage condition should correspond to additional actions water suppliers would implement to meet the severity of the impending shortages.

Water Shortage Contingency Plan

In Table 1, the City's water shortage stages, corresponding water shortage level conditions, and shortage response actions are identified. The City's water shortage stages apply to both foreseeable and unforeseeable water supply shortage conditions. Water shortage is the gap between available supply and planned demands.

As described in Section 2, the COSMUD will conduct an AWSDA to determine its water supply condition for the current year and the following one dry year. The preparation of AWSDA helps the City ascertain the need to declare a water shortage emergency and water shortage stage. In other cases, the City may need to declare a water shortage emergency due to unforeseen water supply interruptions. When the COSMUD anticipates or identifies that water supplies may not be adequate to meet the normal water supply needs of its customers, the City Council may determine that a water shortage exists and consider a resolution to declare a water shortage emergency and associated stage. The shortage stage provides direction on shortage response actions.

Table 1. Water Shortage Contingency Plan Stages (DWR Table 8-1)

Shortage Level (Stages)	Percent Shortage Range	Shortage Response Actions (Narrative description)
1	Up to 10%	Mandatory Water Conservation per SMC Chapter 13.28
2	Up to 20%	Water Shortage Emergency per SMC Chapter 13.32
3	Up to 30%	Water Shortage Emergency per SMC Chapter 13.32
4	Up to 40%	Water Shortage Emergency per SMC Chapter 13.32
5	Up to 50%	Water Shortage Emergency per SMC Chapter 13.32
6	More than 50%	Water Shortage Emergency per SMC Chapter 13.32*
NOTES: *Proposed revisions to SMC 13.32.060 will address water shortage conditions greater than 50 percent.		

The City's 2015 UWMP included five stages that addressed up to 50 percent gap between supply and demand. In Table 1, the five stages are reorganized to align with the State's standard stages and a sixth stage is added to address a 50 percent or greater gap between supply and demand.

The current SMC Chapters 13.28 and 13.32 address water use regulations that are in place at all times (SMC §13.28.030 Regulations), as well as additional demand reduction actions that would be enacted by the City for each water shortage stage (SMC §13.32.060 Stages of Water Shortage Emergency). Concurrent with the preparation of this UWMP, the City is in the process of updating SMC Chapters 13.28 and 13.32 to address water shortage levels up to and greater than 50 percent.

4.0 SHORTAGE RESPONSE ACTIONS AND EFFECTIVENESS

CWC §10632 (a)(4) requires shortage response actions that align with the defined shortage levels. The City's shortage response actions consist of a combination of demand reduction, supply augmentation, and operational changes. The City's suites of response actions are dependent on the event that precipitates a

Water Shortage Contingency Plan

water shortage stage, the time of the year the event occurs, the water supply sources available, and the condition of its water system infrastructure.

The COSMUD plans to use a balanced approach, combining supply augmentation, demand reduction, and operational changes to respond to the event and the resulting water shortage stage. The COSMUD will adapt its implementation of response actions to close the gap between water supplies and water demand and meet the water use goals associated with the declared water shortage stage.

The COSMUD water system is fully metered, from production to individual customer meters. System-wide water production and water use can be compared to previous periods. This monitoring allows the COSMUD to assess water system supplies and demands, and compare them with its water shortage response objective. The COSMUD may then adjust its shortage response actions, allowing it to equalize demands with available water supplies. For example, the COSMUD may intensify its public outreach or more vigorously enforce compliance to water use prohibitions if needed water demand reduction goals are not met for any specific stage. Conversely, the COSMUD may reduce public outreach frequency or decrease compliance actions if demand reduction goals are exceeded.

The shortage response actions discussed below may be considered as tools that allow the COSMUD to respond to water shortage conditions. Because the COSMUD may continuously monitor and adjust its response actions to reasonably equate demands with available supply, the extent to which the gap between water supplies and water demand will be reduced by implementation of each action is difficult to quantify and therefore is provided as an estimate. Certain response actions, such as public outreach and enforcement, support the effectiveness of other response actions and do not have a quantifiable effect on their own.

4.1 Demand Reduction

During water shortage conditions, the City plans to close the gap between water supply and water demand by implementing demand reduction action categories shown in Table 2. The water shortage stage for which each demand reduction action will commence implementation is also provided, along with the estimate of extent that the action will reduce the shortage gap. Table 2 also indicates if the City plans to use compliance actions such as penalties, charges, or other enforcement actions for each demand reduction action.

Water Shortage Contingency Plan

Table 2. Water Shortage Contingency Plan Demand Reduction Actions (DWR Table 8-2)

Shortage Level (Stages)	Demand Reduction Actions <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? <i>For Retail Suppliers Only Drop Down List</i>
1	Expand Public Information Campaign	Studies have shown that a targeted public information campaign during a drought can reduce water use by 7 - 8%	City to encourage water customers and users to implement best water management and conservation practices listed in Stage 2.	No
1	Other - Prohibit use of potable water for washing hard surfaces	Boosts other methods - not readily quantifiable		Yes
1	Water Features - Restrict water use for decorative water features, such as fountains	Boosts other methods as a public display of drought conservation, difficult to quantify	Recirculation of water only.	Yes
1	Decrease Line Flushing	Depends on extent and frequency of current flushing activities		No
1	Landscape - Limit landscape irrigation to specific times	Depends on times that irrigation will be allowed, but can reduce water use by 20-25 gallons per day per household		Yes
1	Implement or Modify Drought Rate Structure or Surcharge	Generally, the cost of water does not significantly effect water use. The cost increase needs to be significant to result in water use reduction.	Municipal Code: 13.32.060 - Up to 10% Reduction in residential use	Yes
1	Increase Water Waste Patrols	Boosts the effectiveness of implemented restrictions, especially those related to landscape water use	Water Field Office - Additional staff/temporary staff	Yes
1	Landscape - Restrict or prohibit runoff from landscape irrigation	Many suppliers already prohibit runoff at all times		Yes
1	Landscape - Prohibit certain types of landscape irrigation	Boosts the effectiveness of other methods - not readily quantifiable		Yes
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Boosts the effectiveness of other methods - not readily quantifiable		Yes
1	Other - Require automatic shut of hoses	Many suppliers already prohibit unrestricted hose use		Yes
1	Reduce System Water Loss	Depends on extent and magnitude of current system losses, but could reduce system loss by up to 25 - 35%		Yes

Water Shortage Contingency Plan

1	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	100-200 gal/year/residential connection	For car washes	Yes
1	CII - Restaurants may only serve water upon request	50 gal/day/commercial connection		Yes
1	CII - Lodging establishment must offer opt out of linen service	250-500 gal/day/hotel		Yes
1	Other water feature or swimming pool restriction	N/A	Refer to SMC Section 13.32.060.	Yes
2	Other	N/A	Refer to SMC Section 13.32.060.	Yes
3	Other	N/A	Refer to SMC Section 13.32.060.	Yes
4	Other	N/A	Refer to SMC Section 13.32.060.	Yes
5	Other	N/A	Refer to SMC Section 13.32.060.	Yes
6	Other	N/A	Refer to SMC Section 13.32.060.	Yes

NOTES: Stage 1 demand reduction actions are mandatory in conformance with SMC §13.28.030. Mandatory conservation is required from May 1 to November 1.

At all times, regardless of whether a water shortage stage has been enacted, the City has regulations in place to conserve water use. These are provided in SMC Chapter 13.28 and are summarized in Table 3.

The City may request that its customers further reduce their water demands in response to a water shortage emergency through SMC Chapter 13.32. During Stage 1, the City requires mandatory water conservation from its customers and enforces the regulations provided in SMC §13.28.030 as presented in Table 3 to achieve up to a 10 percent demand reduction. During Stage 2, the City adds additional mandatory restrictions as provided in Section 4.2 to achieve up to a 20 percent demand reduction. Further, the City will require mandatory demand reduction for various customer sectors during Stage 3 and above in accordance with SMC §13.32.060. The City is currently updating SMC Chapter 13.32 to incorporate Stage 6 for water shortage conditions greater than 50 percent.

Table 3. Current Water Conservation Regulations^(a)
<i>Washing Pavement</i>
Prohibit hosing off sidewalks, driveways, and other hardscapes
<i>Exterior Washing of Autos, Boats, Buildings (SFR, MFR, CII)</i>
Prohibit washing automobiles or boats with hoses not equipped with a shut-off nozzle
Prohibit of operation of non-self-service commercial car wash unless reclaimed water is used
Prohibit use of water cleaning the exterior of buildings or mobile homes unless bucket/sponge or pressurized washing device equipped with quick acting positive shut off is used
<i>Ornamental Water Features (SFR, MFR, CII)</i>
Prohibit using non-recirculated water in a fountain or other decorative water feature
<i>Landscape Irrigation</i>
Prohibit watering lawns in a manner that causes runoff, or within 48 hours after measurable precipitation
Prohibit irrigating ornamental turf on public street medians
Prohibit irrigation between the hours of 11:00 am to 6:00 pm ^(b)
Conduct irrigation in such a manner that allows water to run off, escape, or be wasted ^(b,c)
<i>Fire Hydrant Supply</i>
Prohibit any use of potable water from fire hydrant except by regularly constituted fire protection agencies for fire suppression purposes or by the responsible water agency ^(b)

Water Shortage Contingency Plan

Table 3. Current Water Conservation Regulations^(a)

<i>Private Water Plumbing</i>
Prohibit water loss through leaks, breaks, or malfunctions within the water user's plumbing or distribution system
<i>Restaurants</i>
Water shall be served upon request
<i>Other</i>
Prohibit use of potable water for dust control purposes except for public health and safety purposes ^(d)
Unnecessary running of water or washing without reasonable purpose ^(e)
Draining or refilling existing swimming pools prohibited between June 1st and October 1st.
(a) Water Conservation Regulations per SMC §13.28.030. Currently in place at all times regardless of whether a water shortage stage has been enacted.
(b) Water use prohibited from May 1 st to November 1 st
(c) Exceptions include use of drip or mist irrigation systems, during initial 21-day establishment of new plantings, other uses which cannot reasonably comply with regulations. The other uses must have approval.
(d) Reclaimed, recycled, or non-potable water may be used as long as it is not wasted.
(e) Exceptions include public water systems or groundwater aquifer used by public water system.

4.2 Additional Mandatory Restrictions

In addition to the above discussed demand reduction response actions, the City may implement mandatory water restrictions set forth in SMC §13.32.40. For Stages 2 and above, the following restrictions take effect:

1. Any use of potable water from any fire hydrant is prohibited, except by regularly constituted fire protection agencies for fire suppression purposes or by the responsible water agency, when alternate water sources or recycled water sources are available. In the absence of alternate water sources or reclaimed water sources, use of potable water from a hydrant may be used, provided a permit for such use is approved by the Fire Department and the responsible water agency.
2. Use of potable water for dust control purposes, except for public health or safety purposes. Reclaimed, recycled or other non-potable water may be used for such purposes so long as such water is not wasted.
3. Irrigation of exterior landscaping, turf areas, open ground, crops, trees, grass, lawn, groundcover, shrubbery, or decorative plantings between the hours of 11:00 a.m. and 6:00 p.m., except irrigation by drip or mist irrigation systems shall not be restricted as to hours.
4. Irrigation of exterior landscaping, turf areas, open ground, crops, trees, grass, lawn, groundcover, shrubbery, or decorative plantings in such a manner or extent that allows water to run off or escape from the premises or to be wasted.

These restrictions are in addition to State-mandated prohibitions.

Water Shortage Contingency Plan

4.3 Supply Augmentation and Other Actions

Should the COSMUD water supply portfolio be insufficient to meet the planned demands of its customers, the COSMUD may augment its water supply and take other actions as summarized in Table 4. The shortage stage and level for which each action will commence implementation is provided, along with the estimated extent that the action will reduce the shortage gap. Details regarding operational changes in response to water shortage are provided in Section 4.4.

Table 4. Supply Augmentation and Other Actions (DWR Table 8-3)

Shortage Level (Stages)	Supply Augmentation Methods and Other Actions by Water Supplier <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUEdata online submittal tool</i>	How much is this going to reduce the shortage gap? Include units used (volume type or percentage)	Additional Explanation or Reference (optional)
4	Exchanges	Up to shortage gap	Potentially with neighboring agencies, such as an irrigation district
4	Transfers	Up to shortage gap	Potentially from WID
5	Exchanges	Up to shortage gap	Potentially with neighboring agencies, such as an irrigation district
5	Transfers	Up to shortage gap	Potentially from WID
6	Exchanges	Up to shortage gap	Potentially with neighboring agencies, such as an irrigation district
6	Transfers	Up to shortage gap	Potentially from WID

4.4 Operational Changes

COSMUD may modify its operations on a short-term or long-term basis in response to any water shortage condition. COSMUD may take any one or a combination of the following actions:

1. To facilitate supply augmentation, COSMUD may operate any combination of active and standby wells in the North or South Stockton water service areas to address shortages in surface water supplies.
2. COSMUD may expedite repairs of leaks in its water distribution system. All meter leaks and emergency breaks would usually be repaired the same day they are reported. Non-emergency service line and main breaks would be repaired as soon as feasible.
3. During the duration of the water shortage condition, COSMUD may limit its regular maintenance water system flushing operations such that flushing is conducted only in areas with known water quality issues.

Water Shortage Contingency Plan

4.5 Emergency Response Plan

As stated in Section 3, the City's water shortage stages outlined in Table 1 apply to both foreseeable and unforeseeable water supply shortage conditions, including catastrophic water shortage conditions.

The COSMUD *Water System Emergency Response Plan* (ERP) addresses catastrophic water shortage water conditions. Water shortage emergency response is coordinated with the County's Advisory Water Commission. The ERP outlines response procedures associated with unforeseeable incidents such as water supply contamination, earthquake, infrastructure failure, and other events. The ERP includes actions to be taken in preparation for, during, and recovery from such events.

The City's response planning for continued water service includes the use of standby generators, water purification supplies and equipment, emergency drinking water storage, and water trucks. Water storage, treatment, and pumping facilities have been constructed to meet earthquake safety standards and are inspected regularly. The City has entered into a Memorandum of Understanding (MOU) with Cal WARN for mutual aid and assistance during times of emergency.

5.0 COMMUNICATION PROTOCOLS

In the event of a water shortage, the City must inform their customers, the general public and interested parties, and local, regional, and state entities. Communication protocols for foreseeable and unforeseeable events are provided in this section. In any event, timely and effective communication must occur for appropriate response to the event. COSMUD staff are provided cell phones and City email accounts to communicate internally and externally.

5.1 Communication for Foreseeable Events

Water shortage may be foreseeable when the COSMUD conducts its AWSDA as described in Section 2. When the COSMUD determines the potential of a water shortage event, the City Council may find, determine and declare a water shortage emergency in accordance with SMC §13.32.020.

If a water shortage emergency is anticipated, COSMUD staff will coordinate interdepartmentally, with the region's water service providers, and with San Joaquin County for the possible proclamation of a local emergency.

The City will hold a duly noticed public hearing to receive a presentation of the current or predicted shortage as determined by the AWSDA. If the City Council adopts a resolution declaring a water shortage emergency and water shortage stage, and authorizing water shortage response actions, COSMUD staff will coordinate with the City's Public Information Officer (PIO) to inform customers and the general public.

The PIO and COSMUD staff will coordinate to communicate the water shortage emergency, water shortage stage, and authorized water use restrictions. The City may use bill stuffers or newsletters, social media, its website, and press releases.

If needed, COSMUD staff will communicate with the appropriate State agencies regarding the water shortage emergency.

Water Shortage Contingency Plan

5.2 Communication for Unforeseeable Events

Water shortage may occur during unforeseeable events such as earthquakes, fires, infrastructure failures, civil unrest, and other catastrophic events. The COSMUD ERP provides specific communication protocols and procedures to convey water shortage contingency planning actions during these events. The City may trigger any of these communication protocols at any water shortage stage, depending on the event.

In general, communications and notifications should proceed along the chain of command. Notification decisions will be made under the direction of the Incident Commander. External communications will be managed by the PIO. All COSMUD staff are provided their communication responsibilities. The Deputy Director will work with the Chief Plant Operator and Laboratory Supervisor to notify regulatory agencies. The ERP provides a list of relevant contacts to notify at the local, regional, and state level.

The PIO is the official spokesperson for COSMUD and is the only staff authorized to speak directly to public media representatives. The PIO maintains a list of contacts to disseminate information to the public. Additionally, the City maintains profiles on social media platforms including Facebook and Twitter. These profiles may be used to convey information to staff and the public, in addition to their website and email.

To maintain the security of the COSMUD water system, the ERP is maintained as a confidential document and may not be incorporated in this UWMP.

6.0 COMPLIANCE AND ENFORCEMENT

SMC Chapter 13.28 and 13.32 support the implementation of the City's water shortage contingency actions. These chapters include provisions for compliance and enforcement of its water use regulations, restrictions, and prohibitions and are available on the City's website. SMC Chapter 13.28 is highlighted on the City's [water conservation webpage](#) to notify the public of year-round regulations and water restrictions. SMC Chapter 13.32 comes into effect when a Stage 2 or above water shortage emergency is declared by City Council. Non-compliance is deemed as a violation and is classified as an infraction. Each day of continued violation is considered as a separate offense.

The COSMUD Director and duly designated representatives are authorized to enforce provisions of SMC Chapter 13.28 and make determinations with regard to the customer water allocations provided in SMC Chapter 13.32. For these purposes, they have the power and discretion of a law enforcement office.

6.1 Stages 1 Enforcement and Penalties

Enforcement and penalties for non-compliance with Stage 1 restrictions are provided in SMC §13.28.050 and §13.28.060. When the City becomes aware of a customer violating, causing, or permitting a violation of the restrictions prohibitions presented in Table 2, the City issues a notice that describes the nature of the violation and includes an order that the violation be corrected within a stated period. Upon occurrence of a second violation or failure to correct the initial violation, the City issues a second notice ordering immediate correction and imposing a surcharge of \$100 per day for each day the violation continues. The COSMUD Director may issue an order to cease and desist until appropriate remedial actions are taken. For continued violation, the COSMUD Director may order discontinuance of service.

Water Shortage Contingency Plan

6.2 Stages 2 and Above Enforcement and Penalties

Enforcement and penalties for non-compliance with Stages 2 and greater are provided in SMC §13.32.100. The first billing period after the effective date of the City Council's declaration of a water shortage emergency or the effective date stated in the resolution is considered as an adjustment period during which no penalties will be imposed for water usage in excess of the minimum allocation allowed under SMC §13.32.60.

Beginning with the second billing period after the effective date, any customer who exceeds the established allocation in any monthly billing cycle is charged an excess use charge in addition to all other charges. For continued violation, the customer is issued a warning. If the violation is not corrected, the City may install a flow restricting device on the customer's water service which remains in place for at least 48 hours and until the customer has paid the removal charges.

If the customer again violates water use restrictions, after removal of a flow restricting device by the City, the City may install a flow restricting device which remains in place for at least two weeks and until payment for removal by the City. Further violations, removal of or by-passing the flow restricting device may result in termination of water service.

6.3 Appeal and Exemption Process

Customers may appeal a determination, order, or directive of the Director by submitting a written appeal to the City Manager and filing written notice to the City Clerk within ten (10) days of receiving the determination, order, or directive. The written appeals should include supporting facts and reasons. The City Manager, or duly designated representative, may hold an appeal hearing, where the appellant and the Director are heard. At the conclusion of hearing the appeal, the City Manager, or duly designated representative, may affirm, reverse or modify the determination, order or directive of the Director. The City Manager's or the designee's action on the appeal is final.

Customers may appeal minimum water allocations or use classifications on the basis of hardship or incorrect calculation by submitting a written appeal to the Director and providing detailed reasons for the appeal. The Director will review appeals for reconsideration and make decisions on the appeal. If the customer disagrees with the Director's decision, the customer may submit an appeal to the City Manager as described in the preceding paragraph.

7.0 LEGAL AUTHORITIES

The City has two ordinances that support the implementation of its WSCP. In April 1988, the City adopted its Water Conservation Ordinance. The Water Conservation Ordinance has been incorporated in the SMC as Chapter 13.28 and updated over time. Further, in March 1991, the City adopted its Water Shortage Emergencies Ordinance. The Water Shortage Emergencies Ordinance was incorporated in the SMC as Chapter 13.32. SMC Chapter 13.28 was updated in September 22, 2017 to incorporate permanent water use restrictions set forth by State Executive Order B-40-17. The current SMC Chapter 13.28 Water Conservation and SMC Chapter 13.32 Water Shortage Emergencies are available at <https://qcode.us/codes/stockton/>, under Title 13. At time of preparation of this WSCP, the City is updating both SMC Chapters to incorporate updates presented herein.

Water Shortage Contingency Plan

When a water shortage is determined, the City will coordinate interdepartmentally, with the region's water service providers, and with San Joaquin County for the possible proclamation of a local emergency in accordance with under California Government Code, California Emergency Services Act (Article 2, Section 8558).

In accordance with SMC §13.32.020, the City Council is required to conduct a duly noticed public hearing for the purpose of determining whether a water shortage emergency condition exists and, if so, the degree of the emergency and what regulations and restrictions should be enforced in response to the shortage. The City shall declare a water shortage emergency in accordance with CWC Chapter 3 Division 1:

Water Code Section Division 1, Section 350

...The governing body of a distributor of a public water supply...shall declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.

The water shortage emergency declaration triggers communication protocols described in Section 5 and compliance and enforcement actions described in Section 6.

8.0 FINANCIAL CONSEQUENCES OF WSCP

The City maintains an adequate operational reserve to protect against a temporary water shortage. The City anticipates reduced revenue due to decreased water use by its customers and additional costs associated with implementing water use restrictions and associated compliance actions. Reduced revenue and costs associated with compliance actions are considered in the City's water rate study.

The City's water rate structure includes drought recovery charges¹ which are applied to customers' water consumption, based on the water shortage stage. The City's current water rates are available at www.stocktonca.gov. The goal of the drought recovery charges is to recover the temporary loss of revenue due to reduction of water sales during a period of water shortage and to recover costs associated with enforcing compliance with water use restrictions. The drought recovery charges are also intended to encourage water use conservation during water shortage emergencies.

9.0 MONITORING AND REPORTING

COSMUD's water system is fully metered, from its water supply sources to individual customer meters. These meters may be used as monitoring tools for compliance and reporting purposes.

COSMUD's meters at its water sources—DWTP, SEWD, and groundwater production wells—provide a systemwide overview of water supply and demands. The City may use this information to assess progress in meeting its water shortage response objectives. The information collected from these meters allows

¹ Formerly referred to as Drought Surcharges.

Water Shortage Contingency Plan

the City to determine the extent of implementation of public outreach and enforcement actions, and adjust other water shortage response actions.

At time of preparation of this WSCP, the State Water Board is preparing regulations for monthly reporting of water production and other uses, along with associated enforcement metrics. COSMUD regularly records its water meter readings, along with enforcement actions, ensuring that the City will be able to comply with upcoming reporting requirements.

10.0 WSCP REFINEMENT PROCEDURES

This WSCP is an adaptive management plan. It is subject to refinements as needed to ensure that the City's shortage response actions and mitigation strategies are effective and produce the desired results. Based on monitoring described in Section 9 and the need for compliance and enforcement actions described in Section 6, the City may adjust its response actions and may modify its WSCP. When a revised WSCP is proposed, the revised WSCP will undergo the process described in Section 12 for adoption by the City Council and distribution to San Joaquin County, its customers, and the general public.

10.1 Systematic Monitoring

The COSMUD will monitor meters at its water sources to evaluate the overall effectiveness of its response actions in meeting the declared water shortage stage. Should overall demands not meet or exceed the goals of the declared water shortage stage, the intensity of public outreach for water conservation and the extent of enforcement of water use restrictions may be increased. Conversely, should overall demands continue to be substantially less than the goals of the declared water shortage stage, the intensity of public outreach for water conservation and the extent of enforcement of water use restrictions may be decreased.

10.2 Feedback from City Staff and Customers

Feedback from City staff and the public is important in refining or incorporating new actions. The City may seek input from staff who interface with customers to gauge the effectiveness of its response actions and for response action ideas.

11.0 SPECIAL WATER FEATURE DISTINCTION

The City distinguishes special water features, such as decorative fountains and ponds, differently from pools and spas. Special water features are regulated separately. Regulations under SMC §13.28.030 prohibit the use of non-recirculated water in fountains or other decorative fountains.

12.0 PLAN ADOPTION, SUBMITTAL, AND AVAILABILITY

This WSCP is adopted concurrently with the City's 2020 UWMP, by separate resolution. Prior to adoption, a duly noticed public hearing was conducted. A copy of this WSCP will be submitted to DWR within 30 days of adoption.

Water Shortage Contingency Plan

No later than 30 days of adoption, copies of this WSCP will be available at the City's offices. A copy will also be provided to San Joaquin County. A copy of this WSCP will also be available for public review and download on the City's website.

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