

Rule No. 14.1-SD

STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

(N)

A. TERRITORY

This rule is applicable within the Southern Division of California American Water Company, which includes the Coronado District, the Los Angeles District and the Village District. All others served by California American Water Company are excluded from this particular rule, but are included in separate and distinct Water Conservation and Plans.

B. GENERAL INFORMATION

- 1. The conservation program of this Rule will become applicable beginning the effective date of AL 772 and will remain in effect until such time that the Commission authorizes its de-activation. Mandatory conservation will only occur by Commission approval of a separate Tier 2 advice letter as outlined in Section E of this Rule.
2. A reliable minimum supply of potable water is essential to the public health, safety and welfare of the people and economy of the Southern California region.
3. Southern California is a semi-arid region and is largely dependent upon imported water supplies. A growing population, climate change, environmental concerns, and other factors in other parts of the State and western United States, make the region highly susceptible to water supply reliability issues.
4. Careful water management that includes active water conservation measures not only in times of drought, but at all times, is essential to ensure a reliable minimum supply of water to meet current and future water supply needs.
5. Article X, Section 2 of the California Constitution declares that the general welfare requires that water resources be put to beneficial use; waste or unreasonable use or unreasonable method of use of water be prevented; and conservation of water be fully exercised with a view to the reasonable and beneficial use thereof.
6. California Water Code section 375 authorizes water suppliers to adopt and enforce a comprehensive water conservation program to reduce water consumption and conserve supplies.
7. The adoption and enforcement of a water conservation program is necessary to manage California American Water Company's Southern Division's potable water supply in the short and long-term and to avoid or minimize the effects of drought and shortage within California American Water Company's Southern Division's service areas. Such a program is essential to ensure a reliable and sustainable minimum supply of water for the public health, safety and welfare.

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(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 772

D. P. STEPHENSON

DATE FILED JUL - 2 2009

NAME

EFFECTIVE JUL 13 2009

DECISION NO.

Director - Rates & Regulations

RESOLUTION NO.

TITLE

Rule No. 14.1-SD (continued)

STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

B. GENERAL INFORMATION (Continued)

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8. The purpose of this Rule is to establish a water conservation program that will reduce water consumption within California American Water Company's Southern Division's service area through conservation, enable effective water supply planning, assure reasonable and beneficial use of water, prevent waste of water, and maximize the efficient use of water within California American Water Company's Southern Division's service area to avoid and minimize the effect and hardship of water shortage to the greatest extent possible.
9. This Rule establishes permanent water conservation standards intended to alter behavior related to water use efficiency at all times and further establishes three levels of water supply shortage response actions to be implemented during times of declared water shortage or declared water shortage emergency, with increasing restrictions on water use in response to worsening drought or emergency conditions and decreasing supplies..
10. Prior to declaration of mandatory conservation, a utility may request authorization of a Schedule 14.1 – Staged Mandatory Water Conservation tariff, via a Tier 2 advice letter.
11. If, in the opinion of the utility, more stringent water measures are required, the utility shall request Commission authorization to implement the staged mandatory conservation measures set forth in Sections E through H.
12. The utility shall file a Tier 1 advice letter to request activation of a particular stage of Schedule 14.1 – Staged Mandatory Water Conservation tariff.
 - a. If a Declaration of Mandatory Conservation is made by utility or governing agency, or
 - b. If the utility is unable to address voluntary conservation levels set by itself, supplier, or governing agency, or
 - c. If the utility chooses to subsequently activate a different stage.
13. When Schedule 14.1 is in effect and the utility determines that water supplies are again sufficient to meet normal demands in accordance with the permanent conservation requirements set forth in Section D, and mandatory conservation measures are no longer necessary, the utility shall seek Commission approval via a Tier 1 advice letter to deactivate the particular stage of mandatory conservation that had been authorized.
14. The utility shall make available to its customers water conservation kits as required by its version of Rule 20. The utility shall notify all customers of the availability of conservation kits via a bill message or direct mailers.

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C. DEFINITIONS

1. "Authorizing Agency" means any agency that supplies, controls or allocates the water supply to California American Water Company or any governmental body that authorizes the Company to produce and sell water in the service area, or California American Water Company itself if acting in accordance with Section G of this Rule.
2. "Billing unit" means the unit of water used to apply water rates for purposes of calculating water charges for a person's water usage and equals 100 cubic feet.
3. "Historical base period" means the period of time established by an Authorizing Agency against which declared water use reductions are to be measured.
4. "Landscape irrigation system" means an irrigation system with pipes, hoses, spray heads, or sprinkling devices that are operated by hand or through an automated system.
5. "Large landscape areas" means a lawn, landscape, or other vegetated area, or combination thereof, equal to more than one (1) acre of irrigable land.
6. "Potable water" means water which is suitable for drinking.
7. "Recycled water" means the reclamation and reuse of non-potable water for beneficial use as defined in Title 22 of the California Code of Regulations.
8. "Person" means any natural person or persons, corporation, public or private entity, governmental agency or institution, or any other user of water provided by the California American Water Company
9. "Single pass cooling systems" means equipment where water is circulated only once to cool equipment before being disposed.

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Rule No. 14.1-SD (continued)

STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

D. CONSERVATION - NON-ESSENTIAL OR UNAUTHORIZED WATER USE

The following water conservation requirements are effective at all times until deactivation is authorized by the Commission. Violations of this section will be considered waste and an unreasonable use of water.

1. Limits on Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
2. Limit on Watering Duration: Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes watering per day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
3. No Excessive Water Flow or Runoff: Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch is prohibited.
4. No Washing Down Hard or Paved Surfaces: Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when necessary to alleviate safety or sanitary hazards, and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, a low-volume, high-pressure cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom.
5. Obligation to Fix Leaks, Breaks or Malfunctions: Excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing or distribution system for any period of time after such escape of water should have reasonably been discovered and corrected and in no event more than seven (7) days after receiving notice from California American Water Company, is prohibited.
6. Re-circulating Water Required for Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water feature that does not use re-circulated water is prohibited.
7. Limits on Washing Vehicles: Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not is prohibited, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

D. CONSERVATION - NON-ESSENTIAL OR UNAUTHORIZED WATER USE (continued)

The following water conservation requirements are effective at all times until de-activation is authorized by the Commission. Violations of this section are considered waste and an unreasonable use of water.

8. Drinking Water Served Upon Request Only: Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested. Establishments must prominently display notice of this option in each bathroom using clear and easily understood language.
9. Commercial Lodging Establishments Must Provide Guests Option to Decline Daily Linen Services: Hotels, motels and other commercial lodging establishments must provide customers the option of not having towels and linen laundered daily. Commercial lodging establishments must prominently display notice of this option in each bathroom using clear and easily understood language.
10. No Installation of Single Pass Cooling Systems: Installation of single pass cooling systems is prohibited in buildings requesting new water service.
11. No Installation of Non-re-circulating Water Systems in Commercial Car Wash and Laundry Systems: Installation of non-re-circulating water systems is prohibited in new commercial conveyor car wash and new commercial laundry systems.
12. Restaurants Required to Use Water Conserving Dish Wash Spray Valves: Food preparation establishments, including but not limited to restaurants or cafes, are prohibited from using non-water conserving dish wash spray valves.
13. Use of potable 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, is prohibited;
14. Use of potable 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, is prohibited.
15. Use of potable water for construction purposes unless no other source of water or other method can be used, is prohibited;
16. Use of potable water for street cleaning, is prohibited;
17. Operation of commercial car washes without recycling at least 50% of the potable water used per cycle, is prohibited; and
18. Use of potable water to flush hydrants, except where required for public health or safety, is prohibited.

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Rule No. 14.1-SD (continued)

STAGED WATER CONSERVATION PLAN
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E. STAGED MANDATORY CONSERVATION OF WATER USAGE

(N)

- 1. Prior to declaration of mandatory conservation, a utility may request authorization of a Schedule 14.1 - Staged Mandatory Water Conservation tariff, via a Tier 2 advice letter, with full justification. The utility may not institute Schedule 14.1 until it has been authorized to do so by the Commission.
a. A staged Schedule 14.1 that has been authorized by the Commission shall remain dormant until triggered by specific conditions detailed in the Schedule 14.1 tariff and utility has requested and received authorization for activating a stage by Commission.
b. Notice of the Tier 2 advice letter and associated public participation hearing shall be provided to customers under General Order (GO) 96-B rules.
c. Utility shall comply with all requirements of Sections 350-358 of the California Water Code.
d. The Tier 2 advice letter requesting institution of a Schedule 14.1 shall include but not be limited to:
i. Proposed Schedule 14.1 tariff, which shall include but not be limited to:
1. Applicability,
2. Territory applicable to,
3. A detailed description of each Stage of Conservation,
4. A detailed description of the Trigger that Activates each Stage of Conservation,
5. A detailed description of each water use restriction for each Stage of Conservation.
6. Water use violation levels, written warning levels, associated fines, and exception procedures,
7. Conditions for installation of a flow restrictor,
8. Charges for removal of flow restrictors, and
9. Special Conditions
ii. Justification for, and documentation and calculations in support of plan, including but not limited to each item in E.1.d.i above.
2. Number of Stages requested by each utility/district may vary, depending on specifics of water shortage event.
3. The utility shall file a Tier 1 advice letter to request activation of a particular stage of Schedule 14.1 - Staged Mandatory Water Conservation tariff.
a. If a Declaration of Mandatory Conservation is made by utility or governing agency,
b. If the utility is unable to address voluntary conservation levels set by itself or governing agency, or
c. If the utility chooses to subsequently activate a different stage.

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

E. STAGED MANDATORY CONSERVATION OF WATER USAGE (continued)

(N)

- 4. The Tier 1 advice letter requesting activation of a Schedule 14.1 shall include but not be limited to:
 - a. Justification for activating this particular stage of mandatory conservation, as well as period during which this particular stage of mandatory conservation measures will be in effect.
 - b. When the utility requests activation of a particular Stage, it shall notify its customers as detailed in Section K, below.
- 5. All monies collected by the utility through water use violation fines shall not be accounted for as income.
- 6. All expenses incurred by utility to implement Rule 14.1 and Schedule 14.1 that have not been considered in a General Rate Case or other proceeding, shall be recoverable by utility if determined to be reasonable by Commission.
 - a. These monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the Commission.

F. STAGE 1 MANDATORY CONSERVATION

- 1. A Stage 1 Water Conservation exists when an Authorizing Agency determines that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by an Authorizing Agency that water usage should be reduced by 10.01-20% of a historical base period, or that the Permanent Requirements in Section D are ineffective in complying with an Authorizing Agency reduction of 0-10% after three months, California American Water Company will implement the mandatory Stage 1 Conservation measures identified in this section, after authorized by the Commission.
- 2. Additional Water Conservation Measures: In addition to the prohibited uses of water identified in Section D, the following water conservation requirements apply during a declared Stage 1 Water Conservation:

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STAGED WATER CONSERVATION PLAN
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F. STAGE 1 MANDATORY CONSERVATION (continued)

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2. Additional Water Conservation Measures: (continued)

- a. Limits on Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to three days per week on a schedule established and posted by the California American Water Company. During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week on a schedule established and posted by the California American Water Company. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for the express purpose of adjusting or repairing an irrigation system.
- b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification by California American Water Company unless other arrangements are made with California American Water Company.

G. STAGE 2 MANDATORY CONSERVATION

- 1. Stage 2 Water Conservation exists when an Authorizing Agency determines that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Upon the declaration by an Authorizing Agency that water usage should be reduced by 20.01-30% of an historical base period, or that the Measures in Sections D or F are ineffective in complying with an Authorizing Agency reduction of 10.01-20% after three months, or a reduction of 0-10% after six months, California American Water Company will implement the Stage 2 Mandatory Conservation measures identified in this section, after authorized by the Commission.
- 2. Additional Conservation Measures: In addition to the prohibited uses of water identified in Section D and F, the following additional water conservation requirements apply during a declared Stage 2 Water Conservation:
 - a. Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to two days per week on a schedule established and posted by California American Water Company. During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week on a schedule established and posted by California American Water Company. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

G. STAGE 2 MANDATORY CONSERVATION (continued)

(N)

2. Additional Conservation Measures: (continued)

- b. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within forty-eight (48) hours of notification by the California American Water Company unless other arrangements are made with the California American Water Company.
- c. **Limits on Filling Ornamental Lakes or Ponds:** Filling or re-filling ornamental lakes or ponds is prohibited, except to the extent needed to sustain aquatic life, and have been actively managed within the water feature prior to declaration of a supply shortage level under this Rule.
- d. **Limits on Washing Vehicles:** Using water to wash or clean a vehicle, including but not limited to, any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not, is prohibited except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, by high pressure/low volume wash systems, or at a commercial car washing facility that utilizes a re-circulating water system to capture or reuse water.
- e. **Limits on Filling Residential Swimming Pools & Spas:** Re-filling and initial filling of residential swimming pools or outdoor spas with potable water is prohibited, except to maintain required operating levels of existing pools and spas.

H. STAGE 3 MANDATORY CONSERVATION

- 1. A Stage 3 Mandatory Conservation condition is also referred to as an "Emergency" condition. A Stage 3 condition exists when an Authorizing Agency declares a water shortage emergency or that water usage should be reduced by greater than 30% of an historical base period, or that the measures in Section D, F, or G are ineffective in complying with an Authorizing Agency reduction of 20.01-30% after three months, or a reduction of 10.01-20% after six months, or a reduction 0-10% after nine months. Upon the declaration of a Stage 3 Mandatory Conservation condition, California American Water Company will implement the mandatory Stage 3 conservation measures identified in this section, after authorized by the Commission.
- 2. **Additional Conservation Measures:** In addition to the prohibited uses of water identified in Section D, F, and G, the following water conservation requirements apply during a declared Stage 3 Mandatory Conservation:
 - a. **No Watering or Irrigating:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to the following categories of use, unless California American Water Company has determined that recycled water is available and may be applied to the use:

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

H. STAGE 3 MANDATORY CONSERVATION (continued)

(N)

2. Additional Conservation Measures: (continued)

a. No Watering or Irrigating: (continued)

- i. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device;
- ii. Maintenance of existing landscape necessary for fire protection;
- iii. Maintenance of existing landscape for soil erosion control;
- iv. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
- v. Maintenance of landscape within active public parks and playing fields, day care centers, golf course greens, and school grounds, provided that such irrigation does not exceed two (2) days per week according to the schedule established in Section D II(b)(1) and time restrictions in Section D (a) and (b)(1);
- vi. Actively irrigated environmental mitigation projects.

b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty four (24) hours of notification by California American Water Company unless other arrangements are made with California American Water Company.

c. No New Potable Water Service: Upon declaration of a Stage 3 Mandatory Conservation condition, no new potable water service will be provided, no new temporary meters or permanent meters will be provided for new service, and no statements of immediate ability to serve or provide potable water service (such as, will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:

- i. A valid, unexpired building permit has been issued for the project; or
- ii. The project is necessary to protect the public health, safety, and welfare; or
- iii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of California American Water Company.

This provision does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less.

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

H. STAGE 3 MANDATORY CONSERVATION (continued)

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2. Additional Conservation Measures: (continued)

d. Discontinue Service: California American Water Company may discontinue service to consumers who willfully violate provisions of this section in accordance with Rule No. 11.B.3.

e. No New Annexations: Upon the declaration of a Stage 3 Mandatory Conservation condition, California American Water Company will suspend consideration of annexations to its service area. This subsection does not apply to boundary corrections and annexations that will not result in any increased use of water.

I. ENFORCEMENT OF STAGED MANDATORY CONSERVATION

1. The water use restrictions of the conservation program, in Section D of this rule, become mandatory when the authorized Schedule 14.1-Staged Mandatory Conservation Program is triggered, the utility files a Tier 1 advice letter requesting activation of a particular stage, and authorization is received from the Commission.

a. In the event a customer is observed to be using water for any nonessential or unauthorized use as defined in Section D, F, G or H of this rule, the utility may charge a water use violation fine in accordance with Schedule No. 14.1.

2. The utility may, after one verbal and one written warning, install a flow-restricting device on the service line of any customer observed by utility personnel to be using water for any non-essential or unauthorized use as defined in Section D, F, G or H above.

3. A flow restrictor shall not restrict water delivery by greater than 50% of normal flow and shall provide the premise with a minimum of 3 Ccf/person/month. The restricting device may be removed only by the utility, only after a three-day period has elapsed, and only upon payment of the appropriate removal charge as set forth in Schedule No. 14.1.

4. After the removal of the restricting device, if any non-essential or unauthorized use of water shall continue, the utility may install another flow-restricting device. This device shall remain in place until water supply conditions warrant its removal and until the appropriate charge for removal has been paid to the utility.

5. Any tampering with flow restricting device by customer can result in fines or discontinuation of water use at the utility's discretion.

6. If, despite installation of such flow-restricting device pursuant to the provisions of the previous enforcement conditions, any such non-essential or unauthorized use of water shall continue, then the utility may discontinue water service to such customer. In such latter event, a charge as provided in Rule No. 11 shall be paid to the utility as a condition to restoration of service.

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STAGED WATER CONSERVATION PLAN
SOUTHERN DIVISION

I. ENFORCEMENT OF STAGED MANDATORY CONSERVATION (continued)

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7. All monies collected by the utility through water use violation fines shall not be accounted for as income. All expenses incurred by utility to implement Rule 14.1 and Schedule 14.1 that have not been considered in a General Rate Case or other proceeding, shall be recoverable by utility if determined to be reasonable by Commission. These additional monies shall be accumulated by the utility in a separate memorandum account for disposition as directed or authorized from time to time by the Commission.
8. The charge for removal of a flow-restricting device shall be in accordance with Schedule No. 14.1.

J. APPEAL PROCEDURE

1. Any customer who seeks a variance from any of the provisions of this water conservation plan shall notify the utility in writing, explaining in detail the reason for such a variation. The utility shall respond to each such request in writing.
2. Any customer not satisfied with the utility's response may file an appeal with the Division of Water and Audits of the Commission. The customer and the utility will be notified of the disposition of such appeal by letter from the Executive Director of the Commission.
3. If the customer disagrees with such disposition, the customer shall have the right to file a formal complaint with the Commission. Except as set forth in this Section, no person shall have any right or claim in law or in equity, against the utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this water conservation plan.

K. PUBLICITY

1. As stated under Section E.1.b and c, when a utility requests authorization of a Schedule 14.1 – Staged Mandatory Water Conservation tariff, via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public meeting provided to customers, under General Order (GO) 96-B rules, and shall comply with all requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following:
 - a. In order to be in compliance with both the GO and CWC, the utility shall provide notice via both newspaper and bill message/direct mailing.
 - b. Utility shall file one notice for each advice letter filed, that includes both notice of the filing of the Tier 2 advice letter as well as the details of the public meeting (date, time, place, etc).
 - c. The public meeting shall be held after the utility files the Tier 2 advice letter, and before the Commission authorizes implementation of the tariff.
 - d. Utility shall consult with Division of Water and Audits staff prior to filing advice letter, in order to determine details of public meeting.

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SOUTHERN DIVISION

K. PUBLICITY (continued)

2. In the event that a Schedule 14.1-Staged Mandatory Plan is triggered, and a utility requests activation through the filing of a Tier 1 advice letter, the utility shall notify its customers and provide each customer with a copy of Schedule 14.1 by means of bill message or direct mailing. Notification shall take place prior to imposing any fines associated with this plan.
3. During the period that a stage of Schedule 14.1 is activated, the utility shall provide customers with updates in at least every other bill, regarding its water supply status and the results of customers' conservation efforts.

(N)

(N)

(TO BE INSERTED BY UTILITY)

ISSUED BY

(TO BE INSERTED BY C.P.U.C.)

ADVICE LETTER NO. 772

D. P. STEPHENSON
NAME

DATE FILED JUL - 2 2009
EFFECTIVE JUL 13 2009

DECISION NO. _____

Director - Rates & Regulations
TITLE

RESOLUTION NO. _____