

Dear valued customers and community leaders,

In response to historic drought conditions in California, the State Water Resources Control Board (State Water Board) recently approved new regulations targeting a reduction in outdoor urban water use.

The mandatory regulations target both individual water users and local water suppliers to reduce water demand in their communities. The regulations prohibit each of the following, except in case of health or safety needs or to comply with a term or condition in a permit issued by a state or federal agency:

- *The direct application of water to any hard surface for washing.*
- *Watering of outdoor landscapes that cause runoff to adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots or structures.*
- *Using a hose to wash a motor vehicle, unless the hose is fitted with a shut-off nozzle.*
- *Using potable water in a fountain or decorative water feature, unless the water is recirculated.*

According to the State Water Board, violations of prohibited activities are considered infractions and could be punishable by fines of \$500 for each day in which the violation occurs. The State Water Board is very serious about implementing these mandatory measures, and will require frequent reporting by all water providers to monitor water-use reductions.

Any direct reports to Golden State Water of regulation violations will for now result in the company directly contacting that customer to ensure they are aware of the restrictions and offering educational resources to improve water-use practices.

Impact on Golden State Water Customers

Golden State Water is working with the State Water Board and the California Public Utilities Commission, the state regulatory agency that governs investor-owned utilities, to determine the process for implementation of these new regulations.

Golden State Water hopes to curb customer usage through education efforts and will continue its work to proactively share water-use efficient tips with the community.

Resources for Golden State Water Customers

Golden State Water always encourages customers to use water efficiently and offers resources to promote water-use efficiency.

Customers are encouraged to monitor their water use and measure their reductions using the "Usage History" graph on their Golden State Water bill. This tool gives customers a month-by-month account of their water use and allows them to compare monthly totals with the same period from the prior year.

Golden State Water's friendly and knowledgeable Customer Service Representatives are available 24 hours a day at 800-999-4033 to help customers analyze their usage and identify opportunities to improve water-use efficiency.

Resources, tools and information are also available on the [water-use efficiency](#) page of Golden State Water's website.

Golden State Water is asking all customers to adhere to the State Water Board's new outdoor watering regulations to help protect nature's most precious resource during this historic drought.

For additional information or to report water waste in your community, please contact Golden State Water's 24-hour Customer Service Center by calling 800-999-4033.