

STAGE 2 WATER ALERT Q&A

1. **When was the City notified of the Bureau's decision?**

The City learned of the potential water supply cuts in late July.

2. **Why has it taken the City of Folsom so long to respond?**

We already have a very active conservation awareness and support program in place, and we have been focused on that, and on the encouragement of volunteer conservation. But we have also been conducting an in-depth review of resources and use. With that information more solidly available, we have determined that a Stage 2 Water Alert is necessary at this time.

3. **Is the City exploring obtaining water from other sources?**

Yes, we are looking into other options, but we can in no way presume that other resources will become available.

4. **The Bee has reported that Folsom residents have exceptionally high water use patterns. To what extent has that contributed to the shortage?**

We believe that some early reports about Folsom water use were inaccurate. In general, Folsom residential water use is very much in line with regional use. In addition, we are seeing the benefit of our conservation awareness program and our water wise house calls. Nonetheless, given the extreme conditions we are facing this year, mandatory restrictions have become necessary.

5. **What exactly does Stage 2 mean?**

Stage 2 imposes a set of mandatory restrictions including alternate day landscape watering, limited hours for automatic sprinkler use and avoidance of run-off onto streets and gutters. (See below for details.)

6. **Why are you asking residents to cut back when the City itself has been wasteful in its watering practices?**

The City has cut back usage in Landscape and Lighting Districts and other public areas by 20 percent. We have fixed broken sprinkler heads and shortened the length of irrigation. We continue to receive some calls regarding runoff or other waste, and we are doing our best to respond to those notifications and correct them immediately. We appreciate being made aware of these circumstances.

7. **To what extent is water waste in Folsom due to aging infrastructure?**

Leaks due to an aging infrastructure may be a contributing factor. The City is auditing its system to find potential leaks that, if found, will reduce overall water use.

8. **Prior to this announcement, has the City taken any action to encourage conservation?**

Absolutely. We have a very active campaign in progress. The theme is "Reduce Water Use." The campaign includes advertising, mailers, a TV public service spot, an ad that airs in movie theaters and other elements designed to promote conservation and help residents learn how they can effectively conserve.

9. **How will the Stage 2 requirements be enforced?**

For the moment we are hoping residents will comply voluntarily. In September our City Council will consider adopting more stringent enforcement measures, such as fines.

10. **Will the Water Waste Patrols enforce the Stage 2 requirements?**

The Water Waste Patrols will continue to notify residents and businesses if water waste is observed. After the September City Council meeting, the Water Waste Patrols may also enforce the Stage 2 requirements.

11. **Summer is coming to an end. Will conservation make any difference at this point?**

Yes. Conservation throughout September and October can have an important impact. We will also see significant savings if residents decrease automatic system watering during wetter winter months.

12. **What's the status of implementing metering in Folsom?**

Some areas of Folsom are already actively metered. The entire City will have metering in place by 2012. That process is being actively implemented.

13. **What are the details of the Bureau's impending cut?**

Folsom has a secure water supply of 27,000 acre feet per year. Through the Bureau, we can receive up to an additional 7,000 acre feet. In recent years we have made little or no use of that additional supply. The Bureau's cut is based on historic use. Therefore, our access to those 7,000 acre feet could be cut completely. Since we are currently projecting annual use of 30,000 acre feet,

without conservation we face a potential shortfall of up to 3,000 feet. A 20 percent reduction in use is therefore imperative.

14. Will this Stage 2 Water Alert impact water rates?

The alert will not result in increased rates unless we fail to achieve a 20 percent reduction in water use and have to purchase an interim water supply.

15. Are there any variances allowed?

Yes. Where these restrictions impose an undue hardship, a variance will be considered on a case by case basis. Variance request forms and instructions are available on the City website at iConserve.folsom.ca.us. Acceptable reasons for variances may include large landscapes, new landscapes, or safety issue involving sports fields.

16. Who do I contact if I have questions?

Contact the Water Management Division at 916-355-7252 or waterquestions@folsom.ca.us, or visit iConserve.folsom.ca.us for more information and a list of water conservation tips.

Stage 2 Water Alert Restrictions

- Limit landscape watering to three days each week. Residents with even street number addresses water on Wednesday, Friday and Sundays. Those with odd number addresses water on Tuesday, Thursday and Saturdays. No watering is allowed on Mondays. (These restrictions apply to manual and automatic watering.)
- Use automatic sprinkler systems only between 10 p.m. and 10 a.m.
- Avoid excessive watering that runs off onto sidewalks, streets or gutters.
- Pools, spas and ornamental fountains should be re-circulating and leak-proof. Draining and refilling is permitted only for health, maintenance or structural reasons.
- Repair leaky pipes or sprinklers within five days.
- Hoses should be equipped with control valves. Do not hose down driveways, sidewalks or buildings unless necessary for health or safety.
- Restaurants will serve water only upon request.

