Water Shortage Contingency Plan

North Tahoe Public Utilities District

Tahoe Vista, California
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Acronyms and Abbreviations

AB	Assembly Bill
Annual Assessment	annual water supply and demand assessment
CWC	California Water Code
ERP	Emergency Response Plan
MG	million gallons
NTPUD or District	North Tahoe Public Utility District
SB	Senate Bill
SOP	standard operating procedure
UWMP	Urban Water Management Plan
WSCP	Water Shortage Contingency Plan

1 Introduction

This Water Shortage Contingency Plan (WSCP) examines the North Tahoe Public Utility District's (NTPUD or District) contingency plan in the event of a declared water emergency or enactment of more stringent restrictions on water use.

In 2018, two long-term conservation bills, Senate Bill (SB) 606 and Assembly Bill (AB) 1668, were signed into law by Governor Jerry Brown. The two bills amend portions of the California Water Code (CWC), including Section 10632, which is related to water shortage contingency planning. Among other changes, the amended CWC requires agencies to incorporate an annual water supply and demand assessment under its Urban Water Management Plan (UWMP). It also specifies the adoption of six standard water shortage levels. This WSCP discusses the District's compliance with new regulations, as outlined in Sections 10632 (a)(2) and 10632.1 of the CWC, and steps taken to address an extended drought and water emergency.

2 Annual Water Supply and Demand Assessment

The new CWC Section 10632(a)(2) requires that urban water suppliers conduct an annual water supply and demand assessment (Annual Assessment). This chapter describes the procedures used to 1) conduct the Annual Assessment and 2) prepare and submit an Annual Assessment Report to the state. In addition, this chapter outlines key inputs to conduct the Annual Assessment, the decision-making process for determining water supply reliability, and the ability/flexibility for NTPUD to use shortage response actions not included in the WSCP, as applicable.

The District, in accordance with the provisions of the CWC, will determine if a supply shortage exists and declare any foreseen water shortage level based on the results of the Annual Assessment, which will then be included in the Annual Assessment Report submitted to the state. The evaluation is conducted by the District to determine if a shortage declaration is needed, and at what level. The Annual Assessment Report will document any anticipated shortage, any triggered shortage response actions, associated compliance and enforcement actions, and communication actions. Reasonable alternative actions can be used to address identified water shortages, provided that descriptions of alternative actions are submitted with the Annual Assessment Report.

2.1 Decision-Making Process

Each year, NTPUD will use the following steps to determine, and subsequently report to the state, its water supply reliability.

- The District will determine available local supplies and total available supplies.
- The District will review known infrastructure constraints (including water quality conditions limiting local sources).

- The District will review and estimate current and projected water demands.
- The District will compare supply and demand and make a determination of the water supply reliability for the current year and 1 dry year.
- The District will prepare and submit an Annual Assessment Report to the state.

Evaluation criteria for NTPUD's supplies, demands, and water shortage levels will include local groundwater and surface water availability, storage, infrastructure constraints, and recent water demand trends.

2.2 Current and Projected Demands

The Annual Assessment will use the District's recent demand data and projections (adjusted by previous year active consumption), which consider demand, weather, population growth, and other influencing factors for the current year and following years.

2.3 Available and Projected Water Supply

The District will evaluate the current year available supply and 1 dry year available supply in its Annual Assessment. The available water supply evaluation will consider hydrological and regulatory conditions. Available supply from each water source will consider local surface water storage and emergency storage allocations, groundwater production from the previous year, and potential projected groundwater production.

2.4 Infrastructure Constraints

NTPUD's existing water supply infrastructure includes a water treatment plant, pipelines, storage tanks, pump stations, and groundwater wells. The District will evaluate existing water supply and capacities and any constraints for the current year and for 1 dry year. Infrastructure constraints may consider supply capabilities in the current year, such as shut-downs due to maintenance, construction impacts, and water quality impacts. Once constraints have been identified, the District will determine whether the total quantified water supply should be adjusted to account for these identified constraints.

3 Water Shortage Levels

Per District Water Ordinance, Section 8 (Water Conservation), NTPUD has six stages available to declare depending on conditions (Table 3-1). Stages of water conservation measures, use requirements, and restrictions are described in detail in the Water Ordinance. Increasing stages correspond with increasing levels of required water conservation, use, and restrictions as formally declared by the Board at a publicly noticed meeting. Each increasing stage level also includes all conservation measures, use requirements, and restrictions of all previously declared lower-level stages.

The District operates in Water Conservation Stage 1 under normal conditions, unless otherwise directed by the state or as otherwise determined by the District Board of Directors. The District Water Ordinance, Section 8 (Drought Conditions), enables the Board to make such declarations. Customers are required to comply with the most

current conservation stage declared by the District or by other government agencies, whichever is more restrictive.

Each step (beginning with Stage 1) implements increased conservation requirements. Reduction goals are summarized in Table 3-1 and described in detail below. The amount of water supply augmentation during a water shortage is detailed in Table 3-2 using the standard six levels.

Table 3-1. Water Shortage Levels

Water Shortage Level	Percent Reduction
Stage 1: Standard Operating Condition	10
Stage 2: Drought Watch Condition	20
Stage 3: Board Declared Emergency Action	30
Stage 4: Drought Critical Condition	40
Stage 5: State and Board Declared Extreme Emergency Action	50
Stage 6: State and Board Declared Extreme Emergency Action	> 50

Table 3-2. Supply Augmentation and Other Actions

Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier[a]	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (Optional)
		Volume or Percentage Drop down	*Shortage Gap Reduction Value (MG)*	
Shortage Level 1	—	—	—	—
Shortage Level 2	—	—	—	—
Shortage Level 3	Stored Emergency Supply	Volume	4	District emergency supply withdrawals (includes Carnelian, Dollar Cove, and Tahoe Main systems)
Shortage Level 4	Stored Emergency Supply	Volume	4	District emergency supply withdrawals (includes Carnelian, Dollar Cove, and Tahoe Main systems)
Shortage Level 5	Stored Emergency Supply	Volume	4	District emergency supply withdrawals (includes Carnelian, Dollar Cove, and Tahoe Main systems)
Shortage Level 6	Stored Emergency Supply	Volume	4	District emergency supply withdrawals (includes Carnelian, Dollar Cove, and Tahoe Main systems)

Definitions: MG = million gallons

[a] These are the only categories that will be accepted by the WUEdata online submittal tool.

4 Shortage Response Actions

Shortage response actions included in this WSCP are a mix of prohibitions on end use, consumption reduction methods, supply augmentation, and operational change measures (Table 4-1). The District will follow communication protocols, along with other member agencies, to relay to customers, the public, and others if there is a predicted or current water shortage as well as convey whether shortage response actions are triggered or are anticipated to be triggered.

Table 4-1. Restrictions and Prohibitions on End Users

Demand Reduction Actions					
Yes	Is the supplier completing this table using the standard six levels? (yes/no)				
Stage	**Restrictions and Prohibitions on End Users[a]**	**How much is this going to reduce the shortage gap?**		**Additional Explanation or Reference (Optional)**	**Penalty, Charge, or Other Enforcement?**
		Volume or Percentage	***Shortage Gap Reduction Value (MG)***		
Shortage Level 1	Other – Customers must repair leaks, breaks, and malfunctions in a timely manner	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(a)(b)	Yes
Shortage Level 1	Landscape – Restrict or prohibit runoff from landscape irrigation	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(c)(d)	Yes
Shortage Level 1	Other – Require automatic shut-off hoses	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(e)(f)	Yes
Shortage Level 1	Water Features – Restrict water use for decorative water features, such as fountains	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(g)	Yes
Shortage Level 1	Other	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(h)(i)	Yes
Shortage Level 1	Landscape – Other landscape restriction or prohibition	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(j)(k)(l)	Yes
Shortage Level 1	Landscape – Limit landscape irrigation to specific times	Percentage	10	NTPUD Water Ordinance Chapter 8.2.1(m)	Yes
Shortage Level 2	Other	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(a)(e)	Yes
Shortage Level 2	Landscape – Limit landscape irrigation to specific days	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(b)(c)(d)	Yes
Shortage Level 2	Other – Prohibit use of potable water for washing hard surfaces	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(f)	Yes
Shortage Level 2	Other water feature or swimming pool restriction	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(g)	Yes

Table 4-1. Restrictions and Prohibitions on End Users

Stage	Restrictions and Prohibitions on End Users[a]	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (Optional)	Penalty, Charge, or Other Enforcement?
		Volume or Percentage	*Shortage Gap Reduction Value (MG)*		
Shortage Level 2	Other	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(h)	Yes
Shortage Level 2	CII – Lodging establishment must offer opt out of linen service	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(i)	Yes
Shortage Level 2	Expand public information campaign	Percentage	20	NTPUD Water Ordinance Chapter 8.2.2(j)(k)	Yes
Shortage Level 3	Other	Percentage	30	NTPUD Water Ordinance Chapter 8.2.3(a)(g)	Yes
Shortage Level 3	Landscape – Limit landscape irrigation to specific days	Percentage	30	NTPUD Water Ordinance Chapter 8.2.3(b)(c)(d)(e)	Yes
Shortage Level 3	CII – Restaurants may only serve water upon request	Percentage	30	NTPUD Water Ordinance Chapter 8.2.3(f)	Yes
Shortage Level 4	Other	Percentage	40	NTPUD Water Ordinance Chapter 8.2.4(a)(b)	Yes
Shortage Level 4	Landscape – Prohibit all landscape irrigation	Percentage	40	NTPUD Water Ordinance Chapter 8.2.4(c)	Yes
Shortage Level 4	Other – Prohibit use of potable water for washing hard surfaces	Percentage	40	NTPUD Water Ordinance Chapter 8.2.4(d)	Yes
Shortage Level 4	Water Features – Restrict water use for decorative water features, such as fountains	Percentage	40	NTPUD Water Ordinance Chapter 8.2.4(e)	Yes
Shortage Level 5	Other	Percentage	50	NTPUD Water Ordinance Chapter 8.2.5(a)	Yes
Shortage Level 6	Other	Percentage	60	NTPUD Water Ordinance Chapter 8.2.6(a)	Yes

[a] These are the only categories that will be accepted by the WUEdata online submittal tool.
Note: See Water Ordinance, Chapter 8 (Attachment 8-1).

4.1 Stage 1: 10 Percent Reduction Goal

1. The customer shall maintain the private service lateral from the water service connection in good repair.
2. Any leak or abnormal use in plumbing and/or irrigation systems, including running toilets, or any leak in any receptacle used to store water for any purpose, shall be repaired when found; in any case, leak shall be repaired within 10 days of NTPUD's notice to repair.
3. Irrigation resulting in application of, or runoff onto, sidewalks, walkways, roadways, parking lots, structures, any non-irrigated area, or adjacent properties is prohibited.
4. Any use of water that results in flooding or runoff into gutters or streets or onto adjacent property is prohibited.
5. Automatic shutoff valves or nozzles shall be used whenever a hose is used for cleaning or clearing of vehicles, walkways, patios, tennis courts, decks, driveways, parking areas, or other improved areas, whether paved or unpaved.
6. Automatic shutoff valves or nozzles shall be used whenever water is used in connection with construction activity.
7. Decorative water features that do not recirculate water are prohibited.
8. Written authorization from the District shall be obtained prior to use of any fire hydrant for any purpose other than fire suppression or emergency aid.
9. Water pressure shall not exceed 60 pounds per square inch within any structure.
10. Irrigation systems shall be winterized and discontinued from operation by November 1 of each year.
11. Any new irrigation system installed shall be equipped with a rain-sensing device that will halt irrigation during and within 48 hours after measurable precipitation.
12. New non-turf landscaping, including bedding plants and trees, shall be on drip, micro-sprinkler, or micro-sprayer irrigation systems. Overhead watering shall only be allowed for turf areas.
13. Landscaping may not be irrigated: (1) between the hours of 9 a.m. and 6 p.m., (2) during, or within 48 hours after, measurable precipitation, and/or (3) when air temperature is less than 40 degrees Fahrenheit.

4.2 Stage 2: 20 Percent Reduction Goal

1. Water consumption by each customer, as measured by NTPUD's meter, shall be reduced by 20 percent.
2. No irrigation shall occur on Saturday.
3. Properties with an even number street address may only irrigate on Monday, Wednesday, and Friday.

4. Properties with an odd number street address may only irrigate on Tuesday, Thursday, and Sunday.
5. Irrigation of non-turf areas that exclusively utilizes drip systems, including micro-sprinklers and micro-sprayers, or a hose with an automatic shutoff nozzle, shall be exempt from designated irrigation days.
6. Water shall not be applied to hard surfaces for any reason, except as required for pavement resurfacing or sealing, or health and safety reasons.
7. No filling or refilling of swimming pools.
8. Water consumption and allowed uses shall be reduced as specifically prescribed for individual customers based on historic: consumption, type of use, time of use, or any other relevant factors.
9. All visitor accommodations/businesses shall wash guest linens only on request and/or after checking out. A placard or notice stating such shall be displayed in each guest room.
10. All public entities shall display informational material, placards, and/or decals provided by the District in places visible to all customers.
11. The owner and/or manager of each hotel, motel, restaurant, convention center, and other visitor-serving facility shall display informational water conservation materials, placards, and/or decals provided by the District in places visible to all customers.

4.3 Stage 3: 30 Percent Reduction Goal

1. Water consumption by each customer, as measured by NTPUD's meter, shall be reduced by 30 percent.
2. No irrigation shall occur on Saturday, Sunday, or Wednesday.
3. Properties with an even number street address may only irrigate on Monday and Thursday.
4. Properties with an odd number street address may only irrigate on Tuesday and Friday.
5. Irrigation of non-turf areas which exclusively utilizes drip systems, including micro-sprinklers and micro-sprayers, will be allowed only Monday through Friday, and shall be prohibited on Saturdays and Sundays.
6. All food service and drinking establishments shall serve drinking water only on request and shall provide a placard at each table, and/or language on their menu, stating such.
7. Other specific water-reduction mandates and/or use restrictions as defined and designated by the Board when Stage 3 action is declared.

4.4 Stage 4: 40 Percent Reduction Goal

1. Water consumption by each customer, as measured by NTPUD's meter, shall be reduced by 40 percent.

2. The use of water for other than domestic and commercial non-irrigation use is prohibited.
3. Irrigation of landscaping of any type is prohibited, except that irrigation of public facilities may be permitted pursuant to review, conditioning, and approval by the District.
4. The application of water to hard surfaces is prohibited.
5. Use of decorative water features is prohibited.

4.5 Stage 5: 50 Percent Reduction Goal

Water consumption by each customer, as measured by the District's meter, shall be reduced by 50 percent.

4.6 Stage 6: Greater than 50 Percent Reduction Goal

The District may implement mandatory water rationing using rolling outages or other methods if needed. Affected customers will be notified via public outreach, local media, written notice posted at the property, mail, and/or personal contact.

5 Determining Water Shortage Reductions

The District's expected (targeted) savings are provided in the Water Ordinance, Chapter 8.

NTPUD uses meters to monitor the effectiveness of the combination of shortage response actions in each water shortage level. The District meters both water supplies entering the distribution system, and water consumed by individual customers. The District can compare this meter data with water use in prior months and during non-drought years to determine if it is achieving specific percentage goals for water consumption associated with the drought response levels. NTPUD is fully metered and reads all meters monthly. If the goals are not being met, the District can implement additional shortage response actions. Table 5-1 provides a summary of the consumption reduction measures implemented by the District.

Table 5-1. Stages of Water Shortage Contingency Plan – Consumption Reduction Methods

Stage	Consumption Reduction Methods by Water Supplier*	Additional Explanation or Reference (Optional)
1	Reduce system water loss	—
2	Expand public information campaign	—
2	Increase water waste patrols	—
3	Moratorium or net zero demand increase on new connections	—

*These are the only categories that will be accepted by the WUEdata online submittal tool.

6 Penalties

Once an offense to the above noted water waste restrictions is confirmed, NTPUD utilizes the below stepped system with increasing enforcement actions as required. The customer is given 5 days (with an exception between the 4th Action and Last Action, for which the customer is given 2 days) to correct their water waste issue(s) before the District elevates the customer/property to the next stage.

- Initial Engagement: Friendly “education-based” letter (mailed First Class) noting violation, the potential for fines, and ultimately that the water will be shut off if not addressed.
- 2nd Action: Warning letter No. 1 (certified mail) with stronger message noting violation and potential for fines.
- 3rd Action: Warning letter No. 2 (certified mail) noting fines have begun ($100 per day).
- 4th Action: Warning letter No. 3 (Federal Express Next Day) noting fines have increased ($250 per day).
- Last Action: Water is shut off.

The District’s enforcement and patrols increase consistent with the severity of the water condition(s) and increasing stages of action.

7 Revenue and Expenditure Impacts

NTPUD operates on two distinctly separate Water Enterprise accounting platforms. Each is addressed below.

7.1 Water Capital Funds

Capital is primarily funded through any grants received and a fixed flat rate line item on customer’s bills called the “Water System Replacement Fees.” Because this “System Replacement Fee” is a fixed rate with a steady revenue stream, any reduction in consumption billing does not affect capital. Capital also receives revenue through connection fees; however, these are typically a minor amount and do not warrant the effort of developing a separate drought-related rate structure.

7.2 Water Operations Funds

Annual operations expenses are funded by the customers through their monthly bills. The funds (bills) primarily consist of two components: a fixed base rate and a consumption charge once the customer incurs overages above their monthly allowed (i.e., free of charge) consumption amount (depending on service meter size). The fixed base rate provides the large majority of revenue. This, combined with the rate structure with an allowed volume as part of the base rate, does not translate into the consumption component as being a major part of the water operations revenue stream. The District did notice a reduction in the consumption component revenue during the drought years

of 2012 to 2016; however, it was not significant enough to warrant developing a separate drought-related rate structure to compensate for this reduction.

In all cases, NTPUD maintains reserves to provide a buffer, allowing for consistent attention to the District's systems in the event of variable revenue.

8 Catastrophic Supply Interruption Planning

The District has a number of elements in place in an effort to ensure a maintained supply. Together, these provide redundancy, support, and/or alternatives to engage as applicable in the event they are needed. These elements are described below.

8.1 Standby Generators

All of NTPUD's water stations (supply sources and booster pumps) that rely on power to operate have either a permanent standby generator or transfer switch and plug for a portable unit.

8.2 Emergency Interties

The District has emergency interconnection capabilities with adjacent water systems. In the event of an emergency on either side, these may be activated to move where needed.

8.3 Mutual Aid Agreement

This agreement was established to formalize the ability to shift resources (Equipment, Personnel, Materials, Supplies, etc.) from one agency to the other as needed in the event of an emergency. A copy is provided in Appendix B.

8.4 Emergency Response Plan

NTPUD's Emergency Response Plan (ERP) identifies the District's emergency planning, organization, and response policies. The ERP includes a concept of recovery operations, a hazard analysis, responsibilities, and departmentalized standard operating procedures (SOPs) for emergency response. Because several of the hazards identified in the ERP could result in a catastrophic interruption of water supplies, the ERP provides the actions that NTPUD would implement to minimize the impacts of supply interruption, including emergency interconnections with Tahoe City Public Utility District, Incline Village General Improvement District, Fulton Water Company, and Agate Bay Water Company.

In the event of an incident or emergency, regardless of cause, which impacts NTPUD's water and wastewater services or service area, NTPUD must be prepared to implement plans and procedures to protect lives, property, and operational system(s). The purpose of this ERP is to provide an organizational and procedural framework designed to utilize resources and personnel in the most efficient way to minimize impacts from the emergency. This ERP identifies critical information, including service locations, available

resources, and contact information, that may be used to provide a more effective response, mitigate the severity of an emergency, and facilitate a faster recovery period.

NTPUD is committed to protecting the safety and welfare of its personnel, the community, City property, and critical assets. This ERP has been developed to guide NTPUD in emergency response and recovery operations in conjunction with incident action checklists and SOPs maintained by the individual divisions and departments. When implemented, this ERP guides the protocols for activation, including but not limited to emergency declarations, authorities and responsibilities, personnel emergency assignment, and operational procedures.

The ERP uses the Incident Command System and is compliant with the National Incident Management System. It acts as the fundamental guidance for response operations to emergency events at NTPUD locations. Regular training and exercises are essential to the successful execution of this ERP.

In the event of a water shortage emergency, the District will declare a water shortage emergency per CWC Division 1, Chapter 3, “Water Shortage Emergencies.” The District will coordinate with any city or county within which it provides water for the possible proclamation of a local emergency.

9 Legal Authorities

NTPUD has the legal authority to implement and enforce its WSCP. California Constitution Article X, Section 2 and CWC Section 100 provides that water must be put to beneficial use, that the waste or unreasonable use or unreasonable method of use of water shall be prevented, and that the conservation of water is to be exercised with a view of the reasonable and beneficial use thereof in the interest of the people and the public welfare. Sections of CWC Chapter 3, beginning with Section 350 of Division 1, provide the authority for the governing body of a water agency to declare a water shortage and to adopt and enforce water conservation restrictions (CWC Sections 350-359 and 375-378.0). If necessary, NTPUD shall declare a water shortage emergency in accordance with CWC Chapter 3 of Division 1. Once having declared a water shortage, the District is provided with broad powers to implement and enforce regulations and restrictions for managing a water shortage.

10 Monitoring and Reporting

NTPUD uses metered customer demand data to monitor the effectiveness of the combination of shortage response actions in each water shortage level. NTPUD’s water supplies are metered prior to entering the distribution system and at individual customer connections. The District will compare meter data with water use in prior months and during non-drought years to determine if specific percentage goals for water consumption associated with the drought response levels have been achieved. If the goals are not being met, the District may choose to implement additional shortage response actions.

11 WSCP Refinement Procedures

The WSCP will be re-evaluated at least every 5 years in coordination with the UWMP update, but the frequency of the re-evaluations could increase based on the needs of the District. Re-evaluations will be based on lessons learned, new statutory requirements, continued local supply development, or other factors.

12 Special Water Feature Distinction

NTPUD evaluated decorative and recreational water features separately from pools or spas. However, the District does not currently serve recycled water for use in recreational or decorative water features.

13 Communication Protocol

The District regularly engages in communication and outreach with the public on water supplies, water efficiency, and water conservation. However, effective communication plans are necessary, should supply conditions change and NTPUD is required to implement stages of the WSCP.

13.1 Strategies for Communication

During normal water supply conditions, the District will continue to promote water conservation tactics and water efficiency programs using standard ongoing communication protocols. When water shortage levels are triggered, NTPUD will increase communication to reduce water use using methods that include measures within the District's conservation program and as outlined in Table 13-1.

Table 13-1. Communication Outline

Demand Reduction Target	Water Shortage Level					
	Level 1	***Level 2***	***Level 3***	***Level 4***	***Level 5***	***Level 6***
	Up to 10%	**Up to 20%**	**Up to 30%**	**Up to 40%**	**Up to 50%**	**Over 50%**
District Communications	Update messaging to reflect conditions, district response, and needed actions from the public; coordinate with other agencies as appropriate	Update campaign and messaging to generate immediate actions/behaviors by the public; coordinate with other agencies as appropriate	Update campaign and messages to raise awareness for more severe water-saving actions/behaviors by the public; coordinate with other agencies as appropriate	Update campaign and messages to raise awareness for more severe and higher-level water-saving actions/behaviors by the public; coordinate with other agencies as appropriate	Update campaign and messages to reflect extreme or emergency condition and the likely need to focus water use on health/safety necessities; coordinate with other agencies as appropriate	Update campaign and messages to reflect extreme or emergency condition and the likely need to focus water use on health/safety necessities; coordinate with other agencies as appropriate
		Include increased conservation messaging on website and in standard outreach efforts	Update elected officials and other key civic and business leaders of shortage	Conduct specialized outreach to reduce discretionary outdoor water use while minimizing landscape damage	Promote available water assistance resources for vulnerable populations; specialized outreach to impacted industries	Promote available water assistance resources for vulnerable populations; specialized outreach to impacted industries
	Promote available rebates, classes, and workshops	Actively promote available rebates, classes, and workshops	Actively promote available rebates, classes, and workshops	Actively promote available rebates, classes, and workshops	Actively promote available rebates, classes, and workshops	Actively promote available rebates, classes, and workshops
		Targeted outreach to high water users	Outreach to key HOA's building managers, landscape companies about restrictions and need for increased conservation	Specialized outreach and assistance to homeowners, landscape professionals, large-scale water users and high water users	Consider alternate emergency homepage	Implement emergency homepage
		Targeted outreach to specific customer classes	Targeted outreach to specific customer classes	Targeted outreach to specific customer classes	Targeted outreach to specific customer classes	Targeted outreach to specific customer classes

13.2 Catastrophic Communication

In the event of a natural disaster, infrastructure failure, or other situation that requires regional water use to be quickly prioritized for or limited to essential public health and safety needs, NTPUD will immediately deploy or enhance appropriate communication strategies and tactics from WSCP Levels 1 through 6 as needed. They will consider additional strategies and tactics to reflect the need for urgent, emergency-driven water conservation.

In the event of a water shortage emergency, the District will declare a water shortage emergency per Water Code Chapter 3. Water Shortage Emergencies. The District will coordinate with any city or county within which it provides water for the possible proclamation of a local emergency.

14 Plan Adoption, Submittal, and Availability

An in-person public hearing, conducted by the District, was held on May 12, 2026. Members of the public were able to participate and provide public comments and input on the draft WSCP. Following adoption of the WSCP at the public Board meeting on June 9, 2026, NTPUD will submit the plan to DWR and, no later than 30 days after filing the WSCP, the District will make the WSCP available to the public.