



Administrative Rule

Water Emergency and Curtailment Plan, Practices and Procedures

Rule No. 12.01.080-07-01

Effective 06-06-2012

Upon finding that municipal water supply is incapable of providing an adequate water supply for normal usage due to a drought, system failure or any other event, City Council may declare a water emergency and require that water usage must be curtailed. The declaration shall include the effective date, reason for declaration and level of prohibition declared. A declaration by the city manager shall be received by the City Council within 14 days and may be affirmed, modified, or withdrawn by the council.

I. Water Curtailment Process

- A. Curtailment planning is the development of proactive measures to reduce demand during supply shortages as a result of prolonged drought or system failure from unanticipated catastrophic events (for example, flooding, landslides, or contamination).
- B. The goal of this curtailment plan is to have objective criteria that trigger actions that will ensure sufficient water to meet water demands of the water supply system without jeopardizing the health, safety, or welfare of the community.

II. Water Curtailment Stages

- A. The City's curtailment plan has four levels of increasing severity.
- B. Curtailment stages are triggered by criteria presented in the curtailment plan described above.
- C. Tigard Water Service Area customers will be notified of actions they should take based on the level of severity connected to the curtailment plan.

Level I – Voluntary

City manager will implement Level I voluntary alert activation with the goal to reduce demand by approximately 5 percent. Customers will be requested to voluntarily comply with the following measures:

Initiation Conditions	Resulting Actions
<ul style="list-style-type: none"> • General recognition of drought conditions in Washington County • Very hot, dry weather is forecasted 	<ol style="list-style-type: none"> 1. Minimize landscape watering between 10 a.m. and 6 p.m. (period of highest water loss resulting from evaporation). 2. Water landscaping on alternate days (even numbered addresses water on even numbered days and odd numbered addresses water on odd numbered days). 3. Implement other conservation measures, such as those suggested on city website.

Level II – Limited

City manager will implement Level II limited alert activation with a goal to reduce demand by approximately 10 percent. The city will prohibit the following activities or actions, with few exceptions:

Initiation Conditions	Resulting Actions
<ul style="list-style-type: none"> • Drought Emergency for Washington County declared by the governor • Supply capacity is 91 - 100 percent of demand 	<ol style="list-style-type: none"> 1. Watering, sprinkling, or irrigating lawn, grass or turf. <u>Exceptions:</u> <ol style="list-style-type: none"> a. New lawn, grass or turf that has been seeded or sodded 90 days prior to declaration of water shortage may be watered as necessary until established; b. High-use athletic fields used for organized play; c. Mandatory rotational watering plan may be imposed rather than an absolute prohibition on watering if Level II declaration so provides. 2. Watering, sprinkling, or irrigating flowers, plants, shrubbery, ground cover, crops, vegetation or trees except from 6 p.m. to 10 a.m. 3. Using water to wash, wet down, or sweep sidewalks, walkways, driveways, parking lots, open ground, or other hard surfaced areas. <ol style="list-style-type: none"> a. Where there is a need to meet public health and safety requirements, such as to alleviate immediate fire or sanitation hazards; for dust control to meet air quality requirements mandated by DEQ; b. Power washing buildings, roofs, and homes before painting, repair, remodeling, or reconstruction, and not solely for aesthetic purposes. 4. Washing trucks, cars, trailers, tractors, other land vehicles boats, other water-borne vehicles, except by commercial establishments or fleet washing facilities which recycle or reuse water in washing processes or by bucket and hose with shut-off mechanism. <u>Exception:</u> <ol style="list-style-type: none"> a. Where health, safety, and welfare of the public are contingent upon frequent vehicle cleaning, such as to clean garbage trucks and vehicles that transport food and other perishables, or otherwise required by law. Owners/operators of these vehicles are encouraged to utilize establishments that recycle or reuse water in the washing process. 5. Cleaning, filling, or maintaining decorative water features, natural or manmade, including, but not limited to, fountains, lakes, ponds, and streams, unless the water is re-circulated through the decorative water feature. Water features that do not include continuous or constant inflowing water are not included. 6. Wasting water by leaving unattended hoses running. 7. Water line testing and flushing in connection with construction projects. <u>Exception:</u> <ol style="list-style-type: none"> a. Testing and flushing of critical water facilities. 8. Other actions that City Council determines should be restricted, consistent with Level II situation, including any restriction or curtailment imposed on city by water suppliers or applicable law, regulation, or order.

Level III – Moderate

City manager will implement curtailment program elements with a goal of reducing demand by approximately 20 percent. All of the following actions and activities are prohibited:

Initiation Conditions	Resulting Actions
<ul style="list-style-type: none">Continued prediction of hot, dry weatherSupply capacity is 81 - 90 percent of demandAny other unanticipated reduction in supply or distribution system capacity	<ol style="list-style-type: none">All actions and activities prohibited in Level II situations.Watering of any lawn, grass, or turf, regardless of age or usage.Watering, sprinkling, or irrigating flowers, plants, shrubbery, groundcover, crops, vegetation, or trees.Washing of vehicles other than in establishments that recycle or re-use water in their washing processes.Power washing of buildings, regardless of purpose.Any additional actions that the City Council determines should be restricted consistent with a Level III situation.

Level IV – Severe

City manager will implement severe alert with a goal to reduce demand by more than 20 percent or more and maintain potable water supplies for human consumption, public health and safety.

Initiation Conditions	Resulting Actions
<ul style="list-style-type: none">A major transmission line break, contamination of multiple wells, a natural disaster, or terrorist act resulting in deprivation of water supply, or other unanticipated catastrophe that severely curtails water supply capacitySupply capacity is less than 80 percent of demand	<ol style="list-style-type: none">All actions and activities prohibited in Levels II and III situations.City Council may impose any other restriction on water use or activities that may require the need for water supplies, consistent with city water supply contracts, such as fireworks displays and other events that create a risk of fire.City Council will consider any restriction recommended by the public works director or by any fire district serving the city.The city will inform customers where to obtain potable water if a shortage or contamination occurs and will implement emergency plans as necessary.

III. Public Information Program

- A. Public information program elements for all alert levels will include:
- Contact with local media outlets to publicize voluntary or required measures, potential for water shortages or temporary interruptions to normal service delivery.
 - Post pre-prepared public service announcements and links to conservation tips on city's website.
 - Provide notice on water bills or through utility bill inserts.
 - Provide handouts to field personnel with direction to remind customers of voluntary and required measures and shortage status.
- B. County dispatch phone calls or city "Code Red" automated voice phone notification systems will be used to notify people within Tigard Water Service Area of the implementation of curtailment measures for Levels III and IV.

IV. Authority

- A. Any water curtailment order by city manager or designee will be reviewed by City Council at the session following issuance of order. City Council may affirm, withdraw, or amend the order.

V. Enforcement

- A. City manager or designee shall have authority to enforce any water curtailment order. Enforcement shall follow notification process and actions as indicated below.
 1. First Violation – Warning letter to cease unauthorized water use within 24 hours.
 2. Second Violation – 48 hour notice before installation of flow restrictor that limits water use; and a final notification process fee shall be assessed to customer billing charges as noted in most current fees and charges schedule.
 3. Third Violation – Tampering with flow restrictor shall result in immediate termination of water service. Restoration of water service will require installation of flow restrictor and a water disconnection charge for non-payment shall be assessed to customer billing charges as noted in the most current fees and charges schedule.
 4. Fourth Violation – Water service connection shall be removed from main water line. A meter disconnection fee shall be assessed to customer billing charges. Reconnection of water service shall be charged at rate of actual material and labor costs plus ten (10) percent. All fees and charges shall be paid before reconnection is authorized.

VI. Appeal Process

- A. Customers being terminated from water service due to non-compliance with a water curtailment order may appeal to city manager regarding status of water service connection and/or flow restrictions imposed. Customer may also appeal to city manager regarding fees and charges imposed due to termination action.
- B. All appeals must be in writing stating reason for appeal in a clear, concise manner and shall include customer's request and reason to delay action regarding water service termination within five business days. City manager or designee shall conduct an investigation regarding facts as presented and provide a decision to customer regarding any further action by city within 48 hours receipt of written appeal. All decisions by city manager are final.

Approved by:



Martha L. Wine, City Manager



Date