



Harbor View Mutual Water Company
8475 Harbor View Drive
Kelseyville CA 95451
707-279-8544

Excessive Water Use Policy

Harbor View Mutual Water Company (HVMWC) considers water conservation important all year long, even in non-drought seasons or years. Good conservation policies keep our community safe and our operating costs in line.

This Policy applies only to Excessive Water Use and not to repairable Leaks. (See Leak Policy for more information.)

If a property is a secondary home or rental and the Owner/resident is absent from the property for any reason, it is the Owner's responsibility to monitor water usage or arrange for someone to periodically check the property. Any arrangements regarding water bills and maintenance are made between an Owner and the tenant are the responsibility of the Owner.

With the capabilities of the Smart Meters that have been installed, we are able to monitor a property's water usage on a daily basis. Customers are also able to monitor their own property's water usage through the EyeOnWater portal. As such, the definition of "excessive water usage" utilizes this technology and quantifies a specific daily threshold beyond which is considered to be excessive use of water. Several factors will be used to determine the daily threshold for each property. These will include average "basic use" which is determined by averaging the water use for January/February, average "peak use" which is determined by averaging the water use for August/September, historical data from previous years, and any change of ownership or residents.

"Excessive Water Use" means using potable water to:

- irrigate or water outdoor landscaping in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private or public walkways, roadways, parking lots or structures;
- keep, maintain, operate or use any water connection, hose, faucet, hydrant, pipe, outlet, or plumbing fixture which is not tight and free from leakage;
- sprinkle or irrigate any yard, ground, premise, or vegetation unless the watering device used is controlled by an automatic shut-off device or a person is in immediate attendance of the hose or watering device;

- wash any privately owned motor vehicle, trailer, or boat except from a bucket and with a hose equipped with a shut-off nozzle that can be used for a quick rinse without causing water to flow onto non-irrigated areas, private or public walkways, roadways, parking lots, structures, or adjacent property;
- wash or rinse with a hose or watering device any sidewalk, driveway, parking area, patio or any other exterior paved area, except for public health and safety reasons;
- irrigate outdoor landscapes with potable water during and within 48 hours after measurable rainfall;
- willfully or negligently waste water.

Harbor View Mutual Water Company enforces “Excessive Water Use” and other water conservation restrictions through both automated enforcement (via meter read data) and through visual inspection. All water conservation incidents are recorded on a customer’s account. Fines are issued on a bi-monthly basis for any month with two or more recorded incidents.

Each incident of Excessive Water Use or use of water inconsistent with this Policy is an incident of water waste.

If a customer has one or more incidents of water waste during a month as observed by our staff or as recorded by the meter reading system, the customer shall be issued a Notice of Water Waste and be charged a fine. Such fine shall be added to the customer’s bi-monthly bill and shall be due and payable with that utility bill and subject to Late Payment penalties.

Incident counts for water waste shall be monitored, recorded, documented and enforced on a monthly basis during the calendar year for individual customers and the incident count shall be reset on January 1 of each year.

If a customer performs or permits incidents of water waste for more than three months, a device shall be installed at the meter to restrict water flow.

If a customer performs or permits incidents of water waste more than six consecutive months, the water service to the customer may be terminated unless in the opinion of the Board such termination would result in an unreasonable risk to the health and safety of persons.

If water service is terminated for successive incidents of water waste, the water service may only be restored upon receipt of payment for all past charges, late fees, fines, **and a reconnection fee of \$200.**

Notices and Fines are as follows:

- First Month with an incident – Notice of Water Waste will be issued
- Second Month with an incident - \$25.00 fine
- Third Month with an incident - \$50.00 fine and installation of a flow restrictor at the meter
- Fourth Month with an Incident - \$100.00 fine
- Fifth through twelfth month with an incident - \$100.00 for each month water waste continues

The Board may amend or rescind any or all parts of this Plan and procedures as deemed necessary to the operation of the HVMWC.

All policies and procedures regarding water conservation are subject to those laws and ordinances set forth by the State of California