

Water Shortage Contingency Plan for the Northstar Community Services District



Northstar Water System CA #3110028

Martis Valley Water System CA #3110051

Effective: June 21, 2023



Contents

Section I:	Declaration of Policy, Purpose, and Intent	3
Section II:	Public Notification	3
Section III:	Coordination with Regional Water Planning Groups	3
Section IV:	Authorization	3
Section V:	Application	3
Section VI:	Definitions.....	3
Section VIII:	Shortage Response Triggers.....	5
	Stage 1 Triggers - ACUTE Water Shortage Conditions.....	5
	Stage 2 Triggers - CRITICAL Water Shortage Conditions	6
	Stage 3 Triggers - EMERGENCY Water Shortage Conditions	6
Section IX:	Shortage Response Stages and Actions.....	6
	Stage 1 Response - ACUTE Water Shortage Conditions	11
	Stage 2 Response - CRITICAL Water Shortage Conditions.....	11
	Stage 3 Response - EMERGENCY Water Shortage Conditions	13
	EMERGENCY Notification of Emergency Service Providers.....	14
Section X:	Enforcement	14

Section I: Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) supply facilities, with particular regard for domestic water use, sanitation, and fire protection, to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the NCS D hereby adopts the following regulations and restrictions on the delivery and consumption of water through this Water Shortage Contingency Plan (Plan).

Water uses regulated or prohibited under this Plan are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply condition are deemed to constitute a waste of water subjecting the offender(s) to penalties as defined in Section XI of the Plan.

Section II: Public Notification

During water shortages, NCS D will regularly update the public with information about the Plan, including information about the current conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage, including methods and opportunities for conservation.

Section III: Coordination with Regional Water Planning Groups

The service area of the NCS D is partially located within the Martis Valley Groundwater Basin. The groundwater resources in the Martis Valley are evaluated and managed by the Martis Valley Groundwater Basin Local Agencies through a Groundwater Management Plan. A copy of the Groundwater Management Plan was shared with the community and posted on our website beginning in 2013. Per the GMP, annual reports on the current state of the groundwater resources are conducted and are also posted to the website when they become available.

Section IV: Authorization

The General Manager, or designee, is hereby authorized and directed to implement the applicable provisions of this Water Shortage Contingency Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The General Manager, or designee, shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan.

Section V: Application

The provisions of this Plan shall apply to all persons, customers, and properties utilizing water provided by the NCS D. The terms “person” and “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities.

Section VI: Definitions

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water use for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and Institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as schools, hospitals, clinics, retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

Customer: any person, company, or organization using water supplied by NCSD.

Domestic water use: water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation use: water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, rights-of-way and medians.

Non-essential water use: water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

- (a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;
- (b) use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;
- (c) use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas;
- (d) use of water to wash down buildings or structures for purposes other than immediate fire protection;
- (e) flushing gutters or permitting water to run or accumulate in any gutter or street;
- (f) use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools;
- (g) use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life;
- (h) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- (i) use of water from hydrants for construction purposes or any other purposes other than firefighting or hauling water for a domestic water use.

Section VII: Summary of Shortage Response Stages and Response Actions

The General Manager, or designee, shall monitor water supply and/or demand conditions on a monthly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified “triggers” are reached.

The triggering and termination criteria described in subsequent sections of this document are based on:

- Groundwater well production capacities relative to system demands
- Surface water production capacities relative to system demands
- County, State or Federal Drought Emergency Orders
- Emergencies such as fire, earthquake, etc. resulting in potential water outages

The response actions described in subsequent sections of this document are based on the following general precepts:

- Conservation techniques employed include progressively implementing more strict water use policies, primarily focused on outdoor irrigation and increasingly restrictive water use in business functions. In natural disaster type scenarios, water supplies are limited based on a per capita per day scenario.
- Notification of the public is performed in a variety of ways to ensure shortage messaging is received by the residents. Depending on the severity of the shortage, this may include messages on NCSD’s website, automatically generated email messaging, message boards and house-to-house outreach services.
- NCSD will coordinate with a variety of agencies including State Water Board’s Division of Drinking Water and Martis Valley Groundwater Basin Local Agencies.

Section VIII: Shortage Response Triggers

The drought response triggers and terminations discussed below provides details on when varying levels of shortage responses, further discussed in Section X, will be implemented and then subsequently terminated. The NCSD Board of Directors may choose to make modifications to the triggers and terminations depending on real-time scenarios, however these response triggers stand in the absence of other Board decisions.

Stage 1 Triggers - ACUTE Water Shortage Conditions

Requirements for initiation

Under Stage 1, NCSD may initiate voluntary conservation measures. Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section IX of this Plan when total production capacity falls between 100-120% of total system demands.

Requirements for termination

Stage 1 of the Plan may be rescinded when total production capacity exceeds 120% of total system demands.

Stage 2 Triggers - CRITICAL Water Shortage Conditions

Requirements for initiation

Under Stage 2, NCSD initiates mandatory conservation measures. Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section IX of this Plan when total production capacity falls between 90-100% of total system demands.

Requirements for termination

Stage 2 of the Plan may be rescinded when total production capacity exceeds 100% of total system demands. Upon termination of Stage 2, Stage 1 becomes operative unless otherwise specified.

Stage 3 Triggers - EMERGENCY Water Shortage Conditions

Requirements for initiation

NCSD initiates emergency conservation measures. Customers shall be required to comply with the restrictions on certain non-essential water uses provided in Section IX of this Plan when total production capacity falls lower than 90% of total system demands. Triggers may also include earthquakes resulting in significant infrastructure damage, emergency conservation needed for fire protection, or other actual or threatened catastrophic water infrastructure failure as determined by the General Manager, or designee.

Requirements for termination

Stage 3 of the Plan may be rescinded when total production capacity exceeds 90% of total system demands. Upon termination of Stage 3, Stage 2 becomes operative unless otherwise specified.

Section IX: Shortage Response Stages and Actions

The General Manager, or designee, shall monitor water supply and/or demand conditions on a monthly basis and, in accordance with the triggering criteria set forth in Section IX of this Plan, shall determine if a water shortage condition exists and the severity of any

such water shortage conditions (e.g., 1-Acute, 2-Critical, 3-Emergency Water Loss), and shall implement the following notification procedures accordingly:

Notification

Description of Customer Notification Methods:

The General Manager, or designee, shall notify the public by means of one of the following Methods:

- Method 1: Notice on NCSD website
- Method 2: Message Boards
- Method 3: Email to customer listing via WaterSmart
- Method 4: Direct Mail to each customer, in bill or flyer format
- Method 5: Door to door outreach to residences with high usage and/or parts of the distribution system impacted by emergency conditions

Prepared materials from Department of Water Resources, "Save Our Water Toolkit", may be used as shortage communication tools with the NCSD logo added. The link for these materials is provided below:

<https://saveourwater.com/en/Partner-Toolkit>

Support Services Contacts:

The following is a listing of support services that may be appropriate for a water shortage emergency.

State Office of Emergency Services	(800) 852-7550
Answering Service (Answer West)	(775) 825-2222
ControlPoint Engineering	(530) 957-1304 Matt Boring
ControlPoint Engineering	(916) 884-3180 Jason Foster
Creekside Electric	(775) 841-5558 Jim Andrews
AT&T Telephone	(530) 332-1321 (Data lines)
Charter Communications	(530) 546-8555
Placer County Public Works/Road Dept.	(530) 581-6220
Placer County Encroachment Permits	(530) 581-6221 Tim Boyer
Liberty Energy	(530) 546-1737 Angie Custer Work (775) 721-5853 Angie Custer Cell
Southwest Gas Locations/Emergency	(775) 831-1066 or (530) 583-5531
Underground Service Alert	811 or (800) 642-2444
Truckee Sanitary District	(530) 587-3804
Tahoe Truckee Sanitation Agency	(530) 587-2525
Incline Village G.I.D.	(775) 832-1100
Tahoe City P.U.D.	(530) 583-3796
North Tahoe P.U.D.	(530) 546-4212
Truckee Donner P.U.D.	(530) 587-3896
Olympic Valley P.S.D.	(530) 583-4692
Placer County Sheriff's Department	(530) 581-6331
California Highway Patrol	(530) 582-7500

WATER QUALITY EMERGENCY NOTIFICATION PLAN

Public Water System Name: NCSD – Northstar Water System and MVWS Date: 7/1/2023
 Public Water System No.: CA 3110028 and CA 3110051
 Public Water System Address: 900 Northstar Drive, Truckee, CA 96161

The following persons have been designated to implement the plan upon notification by the Division of Drinking Water, SWRCB that an imminent danger to the health of the water users exists:

Water Utility:		Telephone		
Contact Name & Title	Email Address	Day	Evening	Cell
1 Joshua Detwiler	joshuad@northstarcsd.org	(530) 550-6123		(530) 308- 0190
2 Eric Martin	ericm@northstarcsd.org	(530) 550-6133		(530) 308- 1679
3 Shaun Evans	shaune@northstarcsd.org	(530) 550-6144		(530) 308- 2021

The implementation of the plan will be carried out with the following DDW-SWRCB and County Health Department personnel:

DDW-SWRCB & County Health Departments:		Telephones	
Contact Name & Title		Day	Evening
1. Jonathan Sorunke Water Resource Control Engineer DDW-SWRCB	Jonathan.Sorunke@waterboards.ca.gov	(916) 341-5137	(916) 341-5137
2. Ali Rezvani, P.E., Sacramento District Engineer DDW-SWRCB	Ali.rezvani@waterboards.ca.gov	(916) 445-5285	(916) 712-7231
3. Jason Phillippe, Director Placer County Environmental Health & Human Services	Jphillippe@placer.ca.gov	(530) 745-2341	(530) 745-2306

4. If the above personnel cannot be reached, contact:

Office of Emergency Services Warning Center (24 hrs) (800) 852-7550 or (916) 845-8911
 When reporting a water quality emergency to the Warning Center, please ask for the State Water Resources Control Board – Division of Drinking Water Duty Officer.

NOTIFICATION PLAN

Attach a written description of the method or combination of methods to be used (radio, television, door-to-door, sound truck, etc.) to notify customers in an emergency. For each section of your plan give an estimate of the time required, necessary personnel, estimated coverage, etc. Consideration must be given to special organizations (such as schools), non-English speaking groups, and outlying water users. Ensure that the notification procedures you describe are practical and that you will be able to actually implement them in the event of an emergency. Examples of notification plans are attached for large, medium and small communities.

Report prepared by:

Signature and Title

Date

PLAN I (Medium Community)

Our community is small and the most efficient means of notification will be through email notices through our WaterSmart software system. Other means of notification can be made through the NCSD website, message boards, and finally door to door outreach and door hangers. Other entities, such as the Northstar Property Owners Association, condominium associations, and gate houses for the Lahontan, Martis Camp and Schaffer's Mill communities will be notified as a priority to ensure that as many customers will be notified as quickly as possible.

These notification procedures could be implemented quickly with the majority of customers being notified within 4 hours of an emergency.

Shortage Responses Actions:

In addition to the Shortage Response Stages detailed below, NCSD has a continuously running rebate program to create water-efficient homes and landscapes, program highlights include:

- Water Leak Rebate Program – Receive a \$100 rebate by having water leaks fixed in your home.
- Water Efficient Toilet Rebate Program – Receive a rebate up to \$100 by replacing older toilets with water efficient toilets.
- High Efficiency Clothes Washer Rebate Program – Receive a rebate up to \$150 by replacing older, less efficient clothes washers with ENERGY STAR rated washers.
- Turf Conversion Rebate Program – Receive \$250 to \$500 by removing turf and replacing with drought resistant plants.

Details of our rebate program can be found on the NCSD website and will be included in all Shortage Response messaging. NCSD also offers several complimentary conservation supplies such as:

- Hose Nozzle: Current State regulations require use of a hose nozzle when using a hose for applications such as washing vehicles, bikes, boats, and trailers.
- Rain Gauge: See how much it rained and adjust irrigation accordingly. State law mandates no watering within 48 hours of measurable (1/4") precipitation.
- Leak Detection Dye Tabs: If you suspect a toilet may be running, drop one of these tablets into the tank of your toilet. If the water in the bowl turns blue, then your toilet may be leaking.
- Shower Timer: Reduce your shower to 5 minutes and save water.
- Moisture Meter: Avoid overwatering! Keep your plants healthy and save water. Use it to check your indoor or outdoor plants to see when they need water.
- Shower Heads: Using optimal pressure while conserving water during showers.

Stage 1 Response - ACUTE Water Shortage Conditions

Target: Achieve a voluntary 10% percent reduction in total monthly water usage.

Best Management Practices for Supply Management:

- (a) NCSD will begin a water loss audit to evaluate potential areas for limiting water loss. This will be completed for NCSD and for public messaging later.
- (b) Decrease flushing from regular flushing routine to only as needed for water quality issues.

Voluntary Water Use Restrictions for Reducing Demand:

- (a) Water customers are requested to voluntarily limit the irrigation of landscaped areas to 2 days a week and to irrigate landscapes only between the hours of 5:00 a.m. and 9:00 a.m. and 8:00 p.m. to midnight.
- (b) Water customers are requested to practice water conservation and to minimize or discontinue water use for non-essential purposes such as ornamental fountains, washing down of sidewalks or hard surface areas.
- (c) All restaurants are requested to serve water to patrons only upon request.
- (d) Water customers are requested to not irrigate during rain or within 48 hours after measurable rainfall.
- (e) Hotels/Motels are requested to provide guests the option of not having towels and linens laundered daily.

Notification Method(s) and Frequency:

Methods: 1, 2, and 3 – Permanent website, monthly outreach

Stage 2 Response - CRITICAL Water Shortage Conditions

Target: Achieve a 25% percent reduction in total monthly water usage.

Best Management Practices for Supply Management:

- (a) Decrease flushing from regular flushing routine to only as needed for water quality issues.
- (b) Increase monitoring of all water sources from monthly to weekly.
- (c) Utilize interties to share water where additional capacity exists.

Mandatory Water Use Restrictions for Reducing Demand:

- (a) Water customers are required to limit the irrigation of landscaped areas to 2 days a week and to irrigate landscapes only between the hours of 5:00 a.m. and 9:00 a.m. and 8:00 p.m. to midnight. However, irrigation of landscaped areas is permitted at any time if it is by means of a filled bucket or watering can of five (5) gallons or less.
- (b) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle is prohibited.
- (c) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited.
- (d) Operation of any ornamental fountain or pond for aesthetic or scenic purposes is prohibited except where necessary to support aquatic life.
- (e) Use of water for the irrigation of golf courses is limited to 50% of historical watering.
- (f) The following uses of water are defined as non-essential and are prohibited:
 - i. washdown of any sidewalks, walkways, unless being performed by a County or emergency response employee addressing a public health issue such as fecal waste removal, etc.;
 - ii. washdown of driveways, parking lots, tennis courts, or other hard-surfaced areas;
 - iii. use of water to wash down buildings or structures for purposes other than immediate fire protection;
 - iv. use of water for dust control;
 - v. flushing gutters or permitting water to run or accumulate in any gutter or street; and
 - vi. failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s).

Notification Method(s):

Methods: 1, 2, 3, and 4 (via bill and separate conservation flyer). At least monthly outreach.

Stage 3 Response - EMERGENCY Water Shortage Conditions

Target: Achieve a 50% percent reduction in total weekly water usage.

Best Management Practices for Supply Management:

- (a) Decrease flushing from regular flushing routine to only as needed for water quality issues.
- (b) Prepare engineering designs, cost estimates and estimated schedule for long-term mitigation strategies.
- (c) Increase monitoring of all water sources from weekly to daily.
- (d) Utilize interties to share water where additional capacity exists.

Mandatory Water Use Restrictions for Reducing Demand:

All requirements of Stage 2 shall remain in effect during Stage 3 with the following modifications:

- (a) All outdoor irrigation is prohibited.
- (b) The watering of golf course greens, tees, and fairways is prohibited unless the golf course utilizes recycled water.
- (c) Use of water from hydrants shall be limited to firefighting, related activities, or other activities necessary to maintain public health, safety, and welfare such as hauling water to domestic well residents.
- (d) Use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle not occurring on the premises of a commercial car wash and commercial service stations, that utilizes internally recycled water, or not in the immediate interest of public health, safety, and welfare is prohibited.
- (e) Use of water to fill, refill, or add to any indoor or outdoor swimming pools, wading pools, or Jacuzzi-type pools is prohibited.

Notification Method(s) and Frequency:

Methods: 1, 2, 3, 4, 5 (via bill and separate conservation flyer). At least monthly outreach.

EMERGENCY Notification of Emergency Service Providers

If adequate water supply will potentially become unavailable for fire response, medical services, public services, etc., then the following emergency providers will be notified as soon as possible to ensure that adequate planning, response and assistance may be provided:

Local Fire Agency: Shall be contacted immediately when any water outages are believed to be potentially imminent or is occurring in any part of the distribution system.

Critical Service Providers (e.g., hospital, school, elder care, etc.): Any critical service providers shall be immediately contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system that may in any way impact that user. These users should have backup plans for water provision and hauling that must be implemented immediately.

The State Water Board's Division of Drinking Water and the County Environmental Health shall be contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system.

County Office of Emergency Services: The County Office of Emergency Services may be contacted when any water outage is believed to be potentially imminent or is occurring in the distribution system as the result of a natural disaster and/or additional County or State support is needed.

Section X: Enforcement

- (a) No person shall knowingly or intentionally allow the use of water from this water system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the shortage response stage in effect at the time pursuant to action taken by the General Manager, or designee, in accordance with provisions of this Plan.
- (b) Any person, including a person classified as a water customer of the water system, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.
- (c) Each day that one or more of the provisions in this Plan is violated shall constitute a separate offense. If a person is in repeated violation of this Plan, the NCSD shall, after the second warning notice to the customer, be authorized to provide a financial penalty of up to \$50 per day for the third notice (not to exceed \$500), and \$200 per day for the fourth and future notices.