



City of Grover Beach

FREQUENTLY ASKED QUESTIONS STAGE III WATER SHORTAGE DECLARATION

Q: When will the Stage III Water Declaration with the 10% reduction be implemented?

A: *Immediately!* Implementation commenced when the City Council declared a “Stage III” water shortage condition on June 16, 2014. Water customers have received a mailed notice of the requirement to reduce water usage by 10%, as well as information on a number of water use prohibitions that were “voluntary” during the last two years under the Stage II Declaration and are now “mandatory”.

Q: How do I know if I am reducing my water consumption by 10%?

A: Customers can view water usage on their City of Grover Beach utility bill (see attached sample [utility bill](#)). Look under the category heading “Water Consumption History” and “Water Used” to see the number of water units. The 10% reduction will be measured based on the same billing cycle a year ago.

Q: What is the average residential water usage?

A: The average person uses 90 gallons a day per person for residential water use. This equals 3.5 units (1 unit = 748 gallons) per person/per month. Under this scenario, a household of 4 persons would use 28 units of water over a two-month billing cycle. (3.5 units x 4 people = 14 units x 2-month billing cycle = 28 units of water used). All customers are required to reduce consumption by 10% regardless of your current water use.

Q: Will there be certain days and/or times when I cannot water my lawn?

A: **No!** The City of Grover Beach does not specify the dates or times for individual water usage. However, the City does provide City-sponsored Water Conservation Incentive Programs and a list of helpful tips to assist in reducing your water consumption. This information is available at City Hall and on the City website at <http://www.grover.org/index.aspx?NID=221>.

Q: What does a Stage III Water Declaration mean?

A: A Stage III Water Shortage Declaration means there are certain prohibited water uses. A 10% reduction in water consumption must be met by each customer. Please refer to the information mailed from the City to all water customers for a list of prohibitions. This information is also available at City Hall and the City website at <http://www.grover.org/index.aspx?NID=221>.

Q: Will I see an increase in my next water bill?

A: Water rates in Grover Beach are not being increased. The amount of the water bill is controlled by the customer through usage. Only those customers who fail to meet the required 10% reduction will see, after two notifications, a penalty on a future water bill.

Q: What is the penalty if I don't reduce my water usage by 10%?

A: The first penalty is a 50% increase of each water consumption rate.
The second penalty and subsequent is a 100% increase of each water consumption rate.
For additional information, please contact the Administrative Services Department by calling (805) 473-4550 or send an email to finance@grover.org.

Q: Why did the City Council declare a Stage III Water Shortage?

A: There have been three consecutive years of drought conditions.

Q: Will I receive prior notification of the penalty if I haven't reduced water use by 10%?

A: **Yes!** You will receive a notice and have an opportunity to meet the 10% reduction prior to penalties being assessed. A customer who does not meet the 10% reduction goal will first receive a Courtesy Reminder. If the customer continues failing to meet the required reduction on the next billing cycle, a Written Warning will be issued. The next (and subsequent) billings that indicate the requirement is not being met will include a penalty.

Q: What time period will be used to compare my current usage (bill) in order to verify whether I have met the 10% reduction requirement?

A: Your current usage will be compared to the same billing period of June 2013 – May 2014 to verify that you have reduced usage by the required 10%. This information is included on your current utility bill.

Q: I have already taken steps to reduce my water use and conserve water – will I be penalized if I can't meet the 10% reduction?

A: Everyone must reduce water consumption by 10%. However, extenuating circumstances will be evaluated on a case-by-case basis at the discretion of the Public Works Director. Please contact the City's Water Conservation Specialist for additional information at (805) 473-4529 or send an email to publicworks@grover.org

Have more questions or need additional information? Please don't hesitate to contact the Grover Beach Public Works Department or visit the City website to view water conservation tips and learn more about how to apply for one of the City-sponsored Water Conservation Programs at: www.grover.org (or directly at: <http://www.grover.org/index.aspx?NID=221>)

Contact information: **Water Conservation Specialist - City of Grover Beach**
154 South Eighth Street, Grover Beach, CA 93433
Telephone: (805) 473-4529 Email: publicworks@grover.org

Water is one of our most important resources and we need to do everything we can to protect it today and into the future!

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