

Mandatory California Water Restrictions

Apple Valley Ranchos Water Company (Ranchos Water) has been ordered by the California Public Utilities Commission to notify its customers of the State Water Resources Control Board's (Board) restrictions and fines for violations of the Board's regulations. This notification is being sent because California is facing one of the most severe droughts in recent memory. To help ensure reliability of supply, we are asking customers to conserve water by avoiding the activities listed below.

The Board has determined that the following water use activities by Ranchos Water customers are not allowed:

1. Watering outdoor landscapes in a way that causes "runoff" onto the adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
2. Washing a vehicle with a hose without a shut-off nozzle or device that will immediately stop the flow of water when not in use.
3. Using drinking water to wash driveways and sidewalks.
4. Using drinking water in a fountain or other decorative water feature, except where the water is recirculated.

Violation of any of these four prohibited water use activities is an infraction punishable by a fine up to five hundred dollars (\$500) for each day in which the violation occurs. Please note that such fines can be assessed only by the appropriate local authority. Ranchos Water will not receive any money from the enforcement authority. Other enforcement action may be taken including discontinuing water service for customers who repeatedly violate these restrictions.

Further information may be obtained at our business office located at 21760 Ottawa Road, Apple Valley, CA 92308 or call 760-247-6484.

PRESORTED
STANDARD
U.S. POSTAGE
PAID
SMI

AVR

APPLE VALLEY RANCHOS
WATER COMPANY™

PO Box 7005
21760 Ottawa Road
Apple Valley, CA 92307
www.avrwater.com

Important Information
About Statewide
Water Restrictions

In a Drought State



Mandatory Water Restrictions



The last three years in California have been exceptionally dry, pushing our state into a historic drought. Our customers have done a great job at answering the call to conserve. **Apple Valley Ranchos Water Company (Ranchos Water) customers are using less than 188 gallons a day on average which is a 30% reduction since 2007.** Nonetheless, more needs to be done to preserve our limited water resources in this state we call home. In addition to the mandatory restrictions, here are a few ways you can help conserve water to ensure we have enough for generations to come:

At Home

- ◆ Fix broken or defective plumbing, sprinklers, watering or irrigation systems.
- ◆ Run only full loads in the dishwasher and washing machine.
- ◆ Take five-minute or shorter showers.
- ◆ Install water-saving devices, such as low-flow showerheads and high-efficiency toilets and clothes washers.
- ◆ Inquire about the Cash for Grass Program.
- ◆ Avoid the filling or refilling of swimming pools.

At Work

- ◆ Wash commercial vehicles only at facilities that avoid wasteful use.
- ◆ Provide water only upon request at restaurants.
- ◆ Keep water use to a minimum for new construction landscaping. If possible, use drought-friendly landscaping.



Helping You Save Water

Fresh, drinking water is a precious, life-essential resource that is in short supply. Ranchos Water offers the following programs to help you save water.

Water-Saving Upgrades

We're here to help you conserve with these water-saving programs:

- ◆ Ultra High-Efficiency Toilet Program
- ◆ Conservation Irrigation Nozzle Program
- ◆ Cash for Grass

Visit **www.avrwater.com** to learn more.

Cash for Grass

Replace your grass with desert smart plants. You may be eligible to receive a rebate of \$0.50 per square foot. Contact our water conservation representative Norma Armenta at (760) 240-8329 or narmenta@avrwater.com for more information.

No-Cost Conservation Tools

We offer the following water-saving devices at no cost to our customers::

- ◆ Indoor conservation kits
- ◆ Shut-off nozzles
- ◆ Shower timers
- ◆ Toilet flappers

Pick up any of these free water-smart tools at our office at 21760 Ottawa Road, Apple Valley, CA 92308.

Expert Advice on Saving Water at Home

A trained Ranchos Water audit specialist will come to your home to review how you use water and suggest specific ways to conserve water. This is a complimentary service at no charge to you. To schedule an audit, call our office at (760) 247-6484.

Help Us Help You

Visit our website at **www.avrwater.com** for a variety of tips and tools to help you cut your water use. Together, we can help make a difference for our community and communities across the state.

