



The City of

**SAN DIEGO** Public Utilities Department

**FAQ**

## WATER CONSERVATION PROGRAM FREQUENTLY ASKED QUESTIONS

### What is the current drought response level in the City of San Diego?

The City of San Diego is currently in drought response Level 1 with voluntary restrictions.

### What are the current Level 1 voluntary restrictions?

- Limit landscape irrigation to no more than three days per week (not applicable to commercial growers or nurseries, nor to golf course greens and tees or homes using irrigation systems)
- Use a hand-held hose equipped with a positive shut-off nozzle or hand-held container or a garden hose sprinkler system on a timer to water landscaped areas, including trees and shrubs located on residential and commercial properties that are not irrigated by a landscape irrigation system.
- The washing of mobile equipment is permitted only before 10 a.m. or after 6 p.m. with a hand-held container or a hand-held hose equipped with a positive shut-off nozzle for quick rinses except where health, safety and welfare of the public are contingent upon frequent vehicle cleanings. Boats and boat engines are permitted to be washed down after use.

### What are the permanent Water Waste Prohibitions?

The following are the permanent restrictions that will be in effect at all times:

- A customer shall not allow potable water to irrigate outdoor landscapes in a manner that causes runoff, such that, water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures.
- Customers shall repair or stop all water leaks upon discovery or within 72 hours of notification by the City of San Diego.
- Customers shall not wash down sidewalks, driveways, parking areas, tennis courts or other paved areas without using a power washer or a hose with a shutoff nozzle. Washing any paved areas is only allowed to alleviate immediate safety or sanitation hazards. Water shall be collected and prevented from leaving the property and entering the municipal separate storm sewer system.
- Customers shall not overfill swimming pools and spas.
- Customers shall not use non-recirculating potable water in ornamental fountains or cascading fountains.





- Customers shall not use a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it that causes it to cease dispensing water immediately when not in use.
- Single pass-through cooling systems, as part of water service connections, shall be prohibited after the effective date of this section. Nonrecirculating systems in all conveyer car wash and commercial laundry systems shall be prohibited after the effective date of this section.
- The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased is prohibited.
- To promote water conservation, operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language.
- Potted plants, noncommercial vegetable gardens and fruit trees, residential and commercial landscapes, including golf courses, parks, school grounds and recreation fields, may only be watered before 10 a.m. or after 6 p.m.
- The irrigation with potable water of ornamental turf on public street medians shall be prohibited.
- The application of potable water to outdoor landscapes during and within 48 hours after measurable rainfall (1/8 inch or more) is prohibited.

#### How do I report water waste?

Please email [waterwaste@sandiego.gov](mailto:waterwaste@sandiego.gov) or call 619-533-5271 whenever you see water being wasted. The City's free "Waste No Water" smart phone application allows San Diegans to report sightings of water waste. Go to the app store on your iPhone or Android device and search for "Waste No Water" to download the app. You also may report water waste entering the City's storm drain system by calling the StormWater Pollution Prevention Hotline at 619-235-1000 or visiting [sandiego.gov/stormwater](http://sandiego.gov/stormwater).

#### How will this effect fighting wildfires?

Fighting wildfires and protecting the health and safety of our citizens is a top priority for the City of San Diego. There are no restrictions on the availability of water for that critical mission.

#### What is the easiest way to save water?

The City of San Diego will continue offering the free [Residential Water Survey Program](#). City of San Diego Public Utilities customers will receive information and tips, water-saving devices, evaluation of landscape irrigation, and investigation of common household leaks. The City also has free classes for conserving water while improving landscapes, rebates for purchase of water-saving devices, and continue public outreach. Visit [WasteNoWater.org](http://WasteNoWater.org) for more information.

#### Will these changes affect rebates and programs being offered?

The City of San Diego Water Conservation section will continue to offer rebates for residential and commercial customers. A current list of City rebates can be found at [WasteNoWater.org](http://WasteNoWater.org). Additional rebates from Metropolitan Water District can be found at [SoCalWatersmart.com](http://SoCalWatersmart.com)



**What is the City doing for our long-term water supply?**

One of the most exciting programs the City of San Diego is implementing to ensure supply reliability is Pure Water San Diego. This innovative program will produce 1/3 of our city's water supply by 2035. To learn more about the program, visit [purewatersd.org](http://purewatersd.org).

In addition to Pure Water San Diego, the City continues to provide recycled water for irrigation and industrial purposes, explore expansion of our groundwater development and continue to promote water use efficiency and conservation through awareness, programs and services. To learn more about the City's efforts to provide sustainable water supply, visit [sandiego.gov/sites/default/files/2015\\_uwmp\\_report.pdf](http://sandiego.gov/sites/default/files/2015_uwmp_report.pdf) to review the Urban Water Management Plan.

Additionally, San Diego County Water Authority and its member agencies that serve the region's cities and communities have enough water supplies to meet the region's demands for the next three years even as the drought continues. The recent opening of the Carlsbad desalination plant and the raising of the San Vicente dam project, as well as a variety of City of San Diego projects, helped regional water supplies and will continue to do so for decades to come.

**Will the City's water conservation enforcement policy change?**

The City is currently in Drought Response Level 1 (Voluntary) Drought Response Level 1 measures are voluntary and will be reinforced through local and regional public education and awareness measures. The City will continue to enforce Permanent Water Use Restrictions as noted below. Additionally, the City of San Diego will continue to comply with current statewide urban water conservation regulations that have been set in place by State Water Resources Control Board. Efforts are leaning more towards increasing public education outreach on the importance of water conservation practices not only in drought, but our continual efforts to conserve water before drought emergencies.

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- Fix leaks within 72 hours of discovery
  - No washing down sidewalks
  - No overfilling swimming pools/spas
  - No nonrecirculating ornamental fountains
  - No washing vehicle without a shut-off nozzle
  - No median irrigation
  - No irrigation within 48 hours after a measurable rain (1/8 inch or more).

- No runoff from landscape
  - No single pass through cooling systems, non-recirculating car wash or commercial laundry system.
  - No serving drinking water without a request
  - Hotels must provide guests with option to not launder linens daily.
  - No irrigation between 10 a.m. and 6 p.m.
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