



Appendix A

Water Shortage Contingency Planning Checklist

First Steps

- Designate water shortage response team leader
- Designate team members from each department or division
- Set priorities
- Identify potential supplemental supply sources
- Identify potential interconnections
- Identify regional suppliers for potential cooperative actions
- Establish a community advisory committee

Supply

- Quantify worst-case supply (minimum) for next five or more years
 - Local surface
 - Wholesale
 - Groundwater
 - Recycled
 - Other

Water Quality

- Project water quality changes by source
- Identify water treatment devices necessary to use on degraded quality sources
- Identify low-quality water sources and develop plan for blending

Demand

- Quantify worst-case demand (maximum) by season for next five or more years
 - Single Family
 - Multifamily
 - Commercial
 - Industrial
 - Institutional
 - Landscape
 - Recycled
 - Agricultural
 - Wholesale
 - New connections

Supply and Demand Balance

- Quantify yearly shortage for next five or more years
 - 2011
 - 2012
 - 2013
 - 2014
 - 2015

Increase Supply

- Project possible supplemental supplies and carryover
- Schedule well driller for new or rehabilitated wells
- Plan to increase supplier efficiency
 - Meters
 - System losses
 - System pressure
 - System flushing
 - Supplier landscaping

Decrease Demand

- Determine health and safety minimum supply
- Plan Stage 1—public relations campaign and recommend customer actions
- Adopt and publicize water-waste ordinance and time of day irrigation restrictions
- Make available nonpotable water stations for nonpotable uses
- Review pricing structure and rates by stage
- Select water allocation method by customer class and stage
- Adopt restriction enforcement rules and penalties
- Selected stage and customer class demand reduction programs to help customers
- Plan for catastrophes with cascading failures – 50 percent supply shortage or more

Complete Draft Water Shortage Contingency Plan

- Establish stage triggers based on priorities and quantifiable supply availability by source
- Include carefully crafted flexibility to triggers
- Identify lag-time and seasonal issues related to each reduction program
- Establish structure and impacts of limited-number-of-days irrigation programs
- Develop revenue plan to balance budget by stage

- Develop customer appeal procedure
- Establish monitoring program to track water production and use

Community Involvement

- Complete Draft Plan
- Provide Draft Plan to community
- Contact significantly impacted customers (agriculture, green industry, tourist industry, etc.) and request input
- Contact local suppliers and government agencies and request input
- Hold at least three public meetings to receive comments on Draft Plan
- Incorporate useful community suggestions into the Draft Plan
- Adopt the final Water Shortage Contingency Plan

Supplier Capabilities and Resources

- Establish required computer capabilities for billing, data tracking, and customer support
- Identify required changes to existing computer systems
- Make required computer system changes and test thoroughly
- Prepare customer information brochures
 - Meter reading
 - Leak detection
 - Plumbing hardware recommendations and rebate programs
 - Customer assistance programs offered by supplier staff
- Identify needed new full-time and part-time contract staff
- Procure space for additional staff and increased customer visits
- Develop media contacts
- Identify and purchase water conservation devices for distribution to customers
- Develop training program for staff
- Develop training programs for affected businesses
- Establish water-waste and information hotline