

STAGE 3- WATER RESTRICTIONS

California is in its third year of a severe drought and the State of California has continued its emergency regulations to safeguard the state's remaining water supplies. What does this mean to Glendora residents?

Continue to conserve water!

The restrictions shown below only apply to Glendora water customers. If you live in Glendora and DO NOT pay a water bill to the City of Glendora, please contact your water company directly for more information on their watering restrictions:

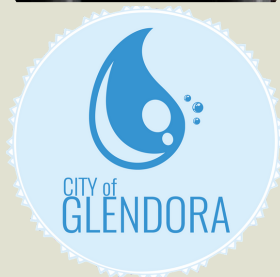
- ◆ Suburban Water Systems: (626) 543-2640
- ◆ Golden State Water Company: (909) 394-2272
- ◆ City of Covina- Water Division: (626) 384-5230
- ◆ City of Azusa Light & Water: (626) 812-5225

RESTRICTIONS: ALL WATER CUSTOMERS

- ◆ No watering between 8 AM- 5 PM (Monday-Sunday)
 - ◆ Watering limited to 3 days per week
 - ◆ Watering limited to 5 minutes per station. Irrigation systems with drip irrigation are given an exception for an additional 15 minutes as long as there is no runoff.
- ◆ No washing down sidewalks or driveways.
- ◆ No excessive runoff from landscape irrigation that causes water to flow onto an adjoining sidewalk, driveway, street, alley, or gutter.
- ◆ No outdoor watering during and 48 hours following measurable rainfall.
- ◆ No washing motor vehicles with a hose, unless the hose is fitted with a shut-off nozzle.
- ◆ 20% water reduction (30 gallons per person, per day)

ADDITIONAL RESTRICTIONS: FOR BUSINESSES

- ◆ Restaurants, cafes, and bars can only serve water to customers upon request.
- ◆ Hotels and motels must display a notice providing guests with the option of choosing not to have towels and linens laundered daily.



IF YOU HAVE ANY QUESTIONS OR CONCERNS:

📞 Water Conservation Hotline at (626) 852-5205

✉️ waterconservation@cityofglendora.org

🌐 Report an issue online:
cityofglendora.org/reportaproblem

For additional water regulations, gardening tips, and ways you can conserve, visit:

➔ cityofglendora.org/WaterConservation



TOP 10 QUESTIONS & ANSWERS FOR GLENDORA RESIDENTS

The drought is still far from over and we must all do our part to prevent water waste. Here are some frequently asked questions and answers about the City's watering restrictions and what you can do to save water:

Will someone monitor my water use?

No, but you can monitor your own water usage by login into the City's website and creating an account. Go to cityofglendora.org/departments-services/eservices and click on the "FlexNet Customer Connect" button.

Will I be cited by the City's Community Preservation Division if my front yard lawn turns yellow?

No. You will not be cited for complying with the City's current outdoor watering restrictions. However, all other code violations will continue to be cited, such as having overgrown weeds.

I am interested in replacing my lawn with something else. What programs are available?

Metropolitan Water District (MWD) is currently accepting applications for their Turf Removal Program which provides rebates of up to \$2 per square foot of grass removed and replaced with drought tolerant landscape. Please visit their website at www.socalwatersmart.com for additional information.

How about the parkway, am I responsible for that too?

Yes. Although the parkway is in the City's right-of-way, it is the property owner's responsibility to maintain and keep it clean.

How can I report a water related issue?

You can report the issue to the Water Conservation Hotline at (626) 852-5205. Please include the exact address, date, time, and a brief description of the issue.

I've seen water flowing in the streets or other public areas. What is the City of Glendora doing to conserve water?

The City is held to the same restrictions as residents and businesses. We are committing five million dollars of capital improvement project funding to replace existing turf at city facilities to drought friendly options, upgrading inefficient water devices at all city facilities, and evaluating a new direct install toilet program. If you see a main leak or water coming out of a meter box, please use the ways mentioned above to report the issue.

I reported a leak in the street a few days ago and the city hasn't repaired it. If we're in a drought, why does the city take so long to make the repairs?

Due to safety regulations set by the State of California, utility companies are required by law to notify all underground utility companies before they start excavating and must provide them 48 hours to respond. As soon as the request has been cleared, we can legally and safely start excavating to make the necessary repairs.

I live in an apartment; do I need to cut back on my water use too?

Yes! Living in an apartment or a house makes no difference when it comes to water conservation. You can focus on reducing your indoor water use by washing only full loads of laundry and dishes, taking shorter showers, and shutting off the water while brushing your teeth and shaving.

I have fixed all leaks and fine-tuned my irrigation system, what else can I do?

We all can do more. Look for opportunities to conserve water through your home and in your daily routines, including washing hands, taking showers, and doing the laundry. Keep in mind, whenever water flows from the faucet to the drain with nothing in between, you are wasting water!

I received a VERY high water bill. What can I do to reduce my water bill?

Schedule a free Water Use Efficiency audit. The audits are designed to provide residents and business owners with conservation tips and techniques for interior and exterior water use. The audit is performed by conservation staff free of charge and normally takes 30 to 45 minutes to complete. To schedule a free water audit, please contact the Water Division at (626) 852-4838.