Public Draft

City of Santa Rosa

2025 Water Shortage Contingency Plan

Jointly prepared by

City of Santa Rosa CALIFORNIA

Woodard & Curran

June **2026**

City of Santa Rosa
CALIFORNIA

DRAFT 2025 Water Shortage Contingency Plan

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LIST OF ACRONYMS AND ABBREVIATIONS

Acronym	Definition
AB	Assembly Bill
AF	Acre-Feet
AFY	Acre-Feet Per Year
AMI	Advanced Metering Infrastructure
ASR	Aquifer Storage and Recovery
AWE	Alliance for Water Efficiency
AWIA	America's Water Infrastructure Act
AWSDA	Annual Water Supply and Demand Assessment
BMP	Best Management Practice
BPU	Board of Public Utilities
CalWEP	California Water Efficiency Partnership
CII	Commercial, Industrial, and Institutional
City	City of Santa Rosa
CUWCC	California Urban Water Conservation Council
CWC	California Water Code
DDW	Division of Drinking Water
DMM	Demand Management Measure
DWR	Department of Water Resources
EKI	EKI Environment and Water, Inc.
ET	Evapotranspiration
EUP	Excess Use Penalties
FEMA	Federal Emergency Management Agency
FY	Fiscal Year
GPCD	Gallons Per Capita Per Day
GSP	Groundwater Sustainability Plan
LHMP	Local Hazard Mitigation Plan
MJLHMP	Multi-Jurisdictional Local Hazard Mitigation Plan
MOU	Memorandum of Understanding
P.O.W.E.R.	Public Officials for Water and Environmental Reform
PG&E	Pacific Gas and Electric Company
Restructured Agreement	Restructured Agreement for Water Supply dated June 2006
RRA	Risk and Resilience Assessment
SCADA	System Control and Data Acquisition
SGMA	Sustainable Groundwater Management Act
Shortage Methodology	Water Shortage Allocation Methodology
Shortage Plan	Water Shortage Contingency Plan
Sonoma Water	Sonoma County Water Agency
TGAL	1000 gallons

UWMP	Urban Water Management Plan
WSAP	Water Supply Alternatives Plan
WSC	Water Shortage Charge
WSCP	Water Shortage Contingency Plan
WUE	Water Use Efficiency

1. INTRODUCTION

1.1 Overview of the 2025 Water Shortage Contingency Plan

The City of Santa Rosa (City) Water Shortage Contingency Plan (Shortage Plan) is a detailed operational plan that documents how the City will respond to a variety of water shortage scenarios. The Shortage Plan establishes protocols for triggering City-wide water supply shortage levels, implementing corresponding demand reduction strategies to respond to actual supply conditions, and ensures the strategic management of a short- or long-term water shortage event.

A water shortage may occur due to a variety of potential scenarios, such as drought, climate change, regulatory constraints, natural or human caused disasters, and catastrophic events which may occur at any time. The Shortage Plan is the City's operating manual that allows the City Council, staff, and the public to identify and efficiently implement pre-determined steps to manage a water shortage.

Trigger points for determining water shortage conditions on the Russian River system are determined by the Sonoma County Water Agency (Sonoma Water) and water shortage provisions for the Sonoma Water system are governed by the Restructured Agreement for Water Supply dated June 2006 (Restructured Agreement). The contractual provisions of the Restructured Agreement dictate how water supply reductions will be administered by Sonoma Water in the event of a water shortage. For the City and the other parties to the Restructured Agreement (2006), the shortage provisions are defined in Section 3.5 of that agreement and are further defined in the Water Shortage Allocation Methodology (Shortage Methodology) (2022). The Restructured Agreement Section 3.5 provisions, and the Shortage Methodology, are designed to take into account the demand hardening associated with water conservation. The City continues to implement aggressive water conservation programs and has one of the lowest per capita water use rates among all of Sonoma Water's Water Contractors.

The City's first Shortage Plan was adopted by Santa Rosa's City Council on February 11, 1992, in response to emergency legislation, California Assembly Bill 11X. The Shortage Plan has been updated periodically, at a minimum every five years as part of the City's Urban Water Management Plan (UWMP) as required by State law. Legislation has changed the requirements of water shortage contingency planning several times since the initial bill was passed. The current requirements are in Section 10632 of the California Water Code (CWC), the Urban Water Management Planning Act.

The City's 1992 Shortage Plan was revised in 1996 with updated demand and financial data. In 2002, the City completed a comprehensive revision with updates to the demand projections, financial analysis, rate structure for each rationing stage, and rationing methodology for per capita allocations and landscape allocations. In 2005, the City updated the demand and financial data for its Shortage Plan. In 2006, the City added two sections to the document addressing minimum water supply during drought and emergency planning actions. In 2010, the revision included updates to the demand projections, financial analysis, and per capita allocations, and the City added a new rationing stage. In 2015 the City updated the demand projections and financial analysis, added two new rationing stages, and revised the water allocations in those stages. In 2020, the City updated long-term demand projections, updated the financial analysis, added one additional shortage stage, added per capita allocations in rationing stages, and developed a crosswalk to map the existing water shortage stages to the California Department of Water Resources's (DWR) required six shortage levels.

The City's 2025 Shortage Plan updates the long-term demand projections, and financial analysis.

The City prepared this Shortage Plan on a calendar year basis, with the calendar year starting on January 1 and ending on December 31 of each year. The City reports water volumes in units of acre-feet (AF) and acre-feet per year (AFY) in this plan. The City's reporting methods for this 2025 UWMP are summarized in **Table 1-1**.

TABLE 1-1: AGENCY IDENTIFICATION (DWR TABLE 2-3)

Type of Supplier	
	Supplier is a wholesale supplier
☑	Supplier is a retail supplier
Fiscal or Calendar Year	
☑	UWMP Tables are in calendar years
	UWMP Tables are in fiscal years
Units of measure used in UWMP	
Unit	AF

The Shortage Plan includes the following sections:

1. **Introduction** provides a basic overview of the plan.
2. **Water Service Reliability Assessment** summarizes key elements of the water supply reliability analysis conducted for the City's 2025 UWMP and discussed primarily in its Chapters 4, 6, and 7.
3. **Annual Water Supply and Demand Assessment Procedures** outlines the process that the City will use to conduct assessments each year to determine if a shortage exists or is anticipated and provides written decision-making steps for any subsequent actions.
4. **Water Shortage Stages** describes the City's eight water shortage levels and illustrates how these align with the State's six standard water shortage levels.
5. **Shortage Response Actions** describes the shortage response actions the City will implement for each shortage level and estimates the extent these actions will address the gap between supplies and demand.
6. **Communication Protocols** explains the procedures that the City will use to inform customers, the public, and government entities of any current or predicted water shortages and associated response actions.
7. **Compliance and Enforcement** details the means the City will use to ensure compliance and enforcement of triggered shortage response actions and describes appeal and exemption procedures.
8. **Legal Authorities** describes the legal authorities that will empower the City's implementation of shortage response actions during water shortage emergencies.

9. **Financial Consequences of Shortage Conditions** provides a discussion of the potential revenue reductions and expense increases associated with activating shortage response actions and describes the City's mitigation actions.
10. **Monitoring and Reporting Program** summarizes how the City will ensure appropriate data is collected to monitor customer compliance and to respond to any state reporting requirements.
11. **Procedures for Reevaluating and Improving the Shortage Plan** describes steps the City will take to assess the functionality of the Shortage Plan and make appropriate adjustments as may be warranted.
12. **Plan Adoption, Submittal, and Availability** outlines how the City will adopt, submit, implement, and amend (if necessary) the Shortage Plan, and how the City will make it publicly available.

2. WATER SERVICE RELIABILITY ASSESSMENT

This section relies on the water supply planning analysis and reliability findings from the City's 2025 UWMP. The discussion below includes a concise summary of the City's water supply reliability assessment for 2030-2050 and the Drought Risk Assessment for 2026-2030 (from Chapter 7 of the City's 2025 UWMP). Further information about existing and projected water use can be found in Chapter 4 of the City's 2025 UWMP, while more details on existing and planned water supplies by source can be found in Chapter 6 of the City's 2025 UWMP.

2.1 Water Demand Characterization

The long-term water demand analysis is provided in five-year increments through 2050. It includes a realistic prediction of future potable and non-potable (recycled) water use based on the City's past and current use, combined with considerations of anticipated trends in water use, population growth, employment projections, new development, land use planning data, plumbing code information, new regulations, and climate change. The demand projections consider all customer sectors as well as authorized unbilled uses (for activities such as firefighting and line flushing) and water losses from the potable water system (real loss from the distribution system and apparent loss due to things such as billing errors).

The total projections have been adjusted to account for anticipated "passive" water savings which result from new and existing plumbing codes and local ordinances which help reduce water use. In addition to analyzing the passive savings, an analysis of the potential "active" potable water savings was conducted. The assessment of active water savings focused on customer participation in the City's water use efficiency programs. To be conservative, the City did not reduce its long-term demand projections to adjust for anticipated active water savings due to the variation year over year of program participation.

Under contract with the City, EKI Environment and Water, Inc. (EKI) completed a detailed demand analysis which is provided in Appendix D of the City's 2025 UWMP. The City's projected water demand in five-year increments through 2050 is provided in **Table 2-1**.

TABLE 2-1: PROJECTED WATER DEMAND 2030-2050

	2030	2035	2040	2045	2050
Potable	19,613	19,921	20,313	20,765	21,263
Non-potable (recycled)	140	140	140	140	140
Total	**19,753**	**20,061**	**20,453**	**20,905**	**21,403**

Source: 2025 UWMP Table 4-9 (DWR Table 4-2)

The water supply reliability assessment in the 2025 UWMP also includes a Drought Risk Assessment that considers annual water use for the next five years (2026-2030) at "unconstrained" levels. Unconstrained refers to anticipated water use under normal water year conditions when the City is not experiencing a water shortage. To estimate unconstrained demand for 2026-2030, the City interpolated between 2025 actual use and the projected demand for 2030, as shown in **Table 2-2**.

Non-potable (recycled) water use for 2026-2030 was estimated at 140 AFY. The City has no plans to expand the recycled water system in the urban setting for the foreseeable future. Therefore, demands for urban recycled water for 2026-2030 have been projected based on average use for the last ten years (110 AFY) adjusted to 140 AFY to allow for possible impacts of climate change.

TABLE 2-2: ESTIMATED WATER USE 2026-2030 FOR DROUGHT RISK ASSESSMENT

	2026 Estimated	2027 Estimate)	2028 Estimated	2029 Estimated	2030 Projected
Potable[(a)]	17,660	18,148	18,637	19,125	19,613
Non-potable (recycled)[(b)]	140	140	140	140	140
Total	**17,800**	**18,288**	**18,777**	**19,265**	**19,753**

(a) Estimated potable water demand for 2026-2030 was based on interpolating between actual 2025 use and projected 2030 demands from Table 5-4 in Appendix D (EKI report).

(b) Estimated non-potable (recycled water) demand is expected remain at or below 140 AFY.

2.2 Water Supply Characterization

The City has three existing sources of water supply that are summarized at a high level below. Bullets under each source of supply summarize the long-term supply projections for 2030-2050 under varying hydrologic conditions (normal, single dry, and dry five-year periods). More details on existing and planned water supplies by source can be found in Chapter 6 of the City's 2025 UWMP.

Purchased Water: The City receives approximately 95 percent of its potable water supply from Sonoma Water under the provisions of the 2006 Restructured Agreement for Water Supply (Restructured Agreement). Sonoma Water's primary source of supply is the Russian River, with a small amount of water coming from three groundwater wells. The City's annual entitlement is 29,100 AFY.

Section 3.5 of the Restructured Agreement contains supply shortage provisions, which are further defined in the Shortage Methodology. Under the Shortage Methodology, if Sonoma Water's surface water rights and Russian River supply remain limited to 75,000 AFY and the Water Contractors' total demands reach Sonoma Water's 75,000 AFY available supply, then the City's allocation during a shortage would still be

29,100 AFY, the City's full entitlement under the Restructured Agreement. Because the City has implemented an aggressive water conservation program over the past 30 years, it has one of the lowest per capita water uses among all of Sonoma Water's customers, which is why demand hardening is reflected in the Restructured Agreement.

- *Normal Year*: 29,100 AFY; Sonoma Water's model projects being able to provide the City's full entitlement during normal water years through 2050.
- *Single Dry Year*: Sonoma Water's model does not project a supply shortfall of potable water supply during single-dry years. For the purpose of single-dry year supply projections for the City's 2025 UWMP, purchased water volume is assumed equal to total projected demands.
- *Dry Five-Year Period*: Sonoma Water's model projects having less water than normal during dry five-year periods that are hydrologically equivalent to the driest five-year period on record (1987-1991) through 2050, but the City does not anticipate experiencing water shortages during such periods. For the purpose of multiple dry years supply projections for the City's 2025 UWMP, purchased water volume is assumed equal to total projected demands.
- *Drought Risk Assessment (2026*-2030): Sonoma Water assessed its water supply for 2026-2030 assuming dry conditions equivalent to the driest five year period on record (1987-1991). Sonoma Water determined it could provide supplies equal to unconstrained total City demands (less the volume of groundwater and recycled water supplies available) for each of the upcoming five years if a similar drought occurred.

Groundwater: The City produces approximately five percent of its potable water supply from groundwater wells located within the Santa Rosa Plain Subbasin (Subbasin) of the Santa Rosa Valley Groundwater Basin. The Subbasin is managed via a Groundwater Sustainability Plan (GSP) developed in response to the Sustainable Groundwater Management Act (SGMA). With the adoption of the 2023 Water Supply Alternatives Plan (WSAP), the City has a renewed focus on new production capacity. This could include developing new groundwater wells, converting emergency wells to production and exploration of aquifer storage and recovery (ASR) wells. With the WSAP, the City anticipates developing new production groundwater wells, up to approximately 4,100 AFY, including existing supply of 2,300 AFY.

- *Normal Year*: 4,100 AFY
- *Single Dry Year*: 4,100 AFY; the City projects that groundwater supply would not be reduced during a single-dry year due to the short duration of a single-dry year and the historic artesian conditions of the City's Farmers Lane wells (currently the sole production wells for the City).
- *Dry Five-Year Period*: 4,100 AFY; the City projects that groundwater supply would not be reduced during dry five-year periods due to the quantity of groundwater storage available and the City's observation that its wells have historically always quickly returned to artesian conditions each year (even during drought conditions).
- *Drought Risk Assessment (2026*-2030): 2,300 AFY; the City projects that groundwater supply would not be reduced if the next five years were equivalent to the driest five-year period on record. 2,300 AFY is the current groundwater supply before new groundwater wells are installed (as described above).

Recycled Water: The City offsets approximately 0.7 percent of total demand for potable water in the urban system with recycled water produced from the Santa Rosa Regional Water Reuse System (Regional System).

The City is not planning to expand the urban recycled water system for the duration of the planning period of the 2025 UWMP. Urban recycled water customers are considered "non-interruptible" and have priority for recycled water deliveries. Therefore, the City projects being able to provide up to 140 AFY of non-potable water (recycled water) to urban recycled water customers through 2045.

- *Normal Year*: The Regional System provides up to approximately 140 AFY for urban recycled water customers.
- *Single Dry Year*: 140 AFY; the City projects non-potable (recycled) water supply would not be reduced during single-dry years.
- *Dry Five-Year Period*: 140 AFY; the City projects non-potable (recycled) water supply would not be reduced during a dry five-year period.
- *Drought Risk Assessment (2026*-2030): 140 AFY; the City projects non-potable (recycled) water supply would not be reduced if the next five years were equivalent to the driest five-year period on record.

2.3 Water Service Reliability Findings

This section summarizes the findings of the reliability analysis of the City's water service under various scenarios. The analysis considers projected water demands discussed in **Section 2.1** and planned water supplies in **Section 2.2** to determine if, and when, water shortages might be anticipated. Water service reliability was evaluated through 2050 in five-year increments for normal water years, single dry water years, and dry periods lasting five consecutive years. Separately, a Drought Risk Assessment was evaluated for 2026-2030 assuming drought conditions equivalent to the driest five-year period on record. Full details on the water service reliability analyses can be found in Chapter 7 of the City's 2025 UWMP.

- *Normal Water Years:* The City projects having adequate water supplies in normal years to meet demands through 2050 (see **Table 2-3**).
- *Single Dry Water Years:* The City does not project a shortfall in contract water supply from Sonoma Water in any single dry year that is hydrologically equivalent to the driest water year on record (1977). The City also does not anticipate a shortfall in groundwater supply or recycled water supply (see **Table 2-4**).
- *Dry Five-Year Periods:* The City projects having adequate water supplies during dry five-year periods to meet normal demands through 2050 (see **Table 2-5**).
- *Drought Risk Assessment:* The City projects having adequate water supplies to meet unconstrained demands for 2026-2030, assuming the hydrology will be equivalent to the driest five-year period on record (1987-1991) (see **Table 2-6**).

TABLE 2-3. NORMAL YEAR SUPPLY AND DEMAND COMPARISON (DWR TABLE 7-2)

	2030 (AF)	2035 (AF)	2040 (AF)	2045 (AF)	2050 (AF)
Supply totals	31,540	32,340	33,340	33,340	33,340
Use totals	19,753	20,061	20,453	20,905	21,403
Surplus/(shortfall)	11,787	12,279	12,887	12,435	11,937

TABLE 2-4. SINGLE DRY YEAR SUPPLY AND DEMAND COMPARISON (DWR TABLE 7-3)

	2030 (AF)	2035 (AF)	2040 (AF)	2045 (AF)	2050 (AF)
Supply totals	22,053	23,161	24,553	25,005	25,503
Use totals	19,753	20,061	20,453	20,905	21,403
Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100

TABLE 2-5. MULTIPLE DRY YEARS SUPPLY AND DEMAND COMPARISON (DWR TABLE 7-4)

		2030 (AF)	2035 (AF)	2040 (AF)	2045 (AF)	2050 (AF)
First year	Supply totals	22,053	23,161	24,553	25,005	25,503
	Use totals	19,753	20,061	20,453	20,905	21,403
	Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100
Second year	Supply totals	22,053	23,161	24,553	25,005	25,503
	Use totals	19,753	20,061	20,453	20,905	21,403
	Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100
Third year	Supply totals	22,053	23,161	24,553	25,005	25,503
	Use totals	19,753	20,061	20,453	20,905	21,403
	Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100
Fourth year	Supply totals	22,053	23,161	24,553	25,005	25,503
	Use totals	19,753	20,061	20,453	20,905	21,403
	Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100
Fifth year	Supply totals	22,053	23,161	24,553	25,005	25,503
	Use totals	19,753	20,061	20,453	20,905	21,403
	Surplus/(shortfall)	2,300	3,100	4,100	4,100	4,100

TABLE 2-6. FIVE-YEAR DROUGHT RISK ASSESSMENT TABLES TO ADDRESS WATER CODE SECTION 10635(B) (DWR TABLE 7-5)

2026	Total
Total Water Use (AF)	17,800
Total Supplies (AF)	17,801
Surplus/Shortfall w/o WSCP Action	1
2027	**Total**
Total Water Use (AF)	18,288
Total Supplies (AF)	18,289
Surplus/Shortfall w/o WSCP Action	1
2028	**Total**
Total Water Use (AF)	18,777
Total Supplies (AF)	18,777
Surplus/Shortfall w/o WSCP Action	0
2029	**Total**
Total Water Use (AF)	19,265
Total Supplies (AF)	19,266
Surplus/Shortfall w/o WSCP Action	1
2030	**Total**
Total Water Use (AF)	19,753
Total Supplies (AF)	19,754
Surplus/Shortfall w/o WSCP Action	1

All water consumed by the City comes from local supply sources. No water is imported from other regions, nor does the City anticipate importing water from other regions throughout the UWMP planning period.

It is important to note that Sonoma Water can store 245,000 AF of water in Lake Sonoma and can divert up to 75,000 AFY for water supply purposes under current water rights permits. This means that Lake Sonoma can store approximately three years of normal water supply, possibly more. In 2023, USACE approved a request from Sonoma Water for a minor deviation to the Lake Sonoma/Warm Springs Dam Water Control Manual. The deviation authorizes USACE to store up to an additional 9,500 ac-ft of water in Lake Sonoma at its discretion until February 15, increasing to 19,000 ac-ft on March 1. The minor deviation expires on September 30, 2026. While purchased water supply volumes in **Table 2-4** are assumed to exactly meet demands in single dry years when shortages might occur, it is anticipated that additional water would remain in storage in Lake Sonoma to meet future demands. In addition, the City's groundwater wells would only be pumped as needed to meet water use, even though the groundwater supply could produce more water.

In addition, the City's existing water management tools have increased the reliability of water supplies. By funding, staffing, and implementing water use efficiency programs for three decades, the City has helped

ensure water is used wisely by customers during all water supply conditions. Details about these efforts are discussed in more detail in Chapter 9 of the City's 2025 UWMP. These programs have helped the City decrease gallons per capita per day (GPCD) 50 percent over the past 35 years, decreasing from 177 GPCD in 1990 to 88 GPCD in 2025. Total water use went down 24 percent, decreasing from 22,494 AF in 1990 to 17,172 AF in 2025, despite an increase in population of 54 percent. Going forward, the City will continue to provide ongoing water use efficiency programs. The City will also respond to water shortage conditions that may require immediate action during mild to severe drought periods or catastrophic supply interruptions by implementing this Shortage Plan.

2.4 Emergency Response Planning

In addition to responding to drought conditions, the City's Shortage Plan can be used to respond to sudden conditions that interrupt water supplies to the City. Water supplies may be interrupted in the future due to a catastrophic supply interruption, area-wide power failures or shutoffs, or natural disasters such as an earthquake.

In accordance with America's Water Infrastructure Act (AWIA), the City completed a Risk and Resilience Assessment (RRA) of its water system in 2020 and updated it in 2025. The RRA systematically evaluated the City's assets, threats, and risks, and countermeasures that might be implemented to minimize overall risk to the water system. The RRA screened assets for vulnerability, including critical water system components and facilities such as storage tanks, wells, water mains, chemical tanks, water valves, pump stations, portable pumps, emergency generators, fire hydrants, and System Control and Data Acquisition (SCADA) systems. To ensure the security of the City's water system, the RRA is being retained by the City as a confidential document.

Sonoma Water's facilities are also subject to catastrophic supply interruption, area-wide power failures or shutoffs, or a natural disaster such as an earthquake. Sonoma Water facilities serving the City have backup provisions for responding to such emergencies. Additional information about Sonoma Water's emergency response and hazard mitigation plans can found in its 2025 UWMP.

In the event of an emergency such as those described below, the Water Department would respond according to the then-current City of Santa Rosa Water Department Water System Emergency Response Plan.

2.4.1 Catastrophic Supply Interruption

If Sonoma Water's Russian River supply becomes contaminated (e.g., due to a chemical spill or other environmental incident), it may be possible that no water would be available from Sonoma Water for a period of time. In such a case, the City would rely on water from Sonoma Water's distribution system storage facilities and/or the City's distribution system storage facilities, the Farmers Lane wells, and/or emergency wells. If such an event were to occur, the City would also implement the corresponding stage of this Shortage Plan and immediately notify customers of the need to reduce water use until Sonoma Water's water supply is restored.

2.4.2 Area-Wide Power Failure or Shutoff

In the event of an area-wide electrical power failure or localized public safety power shutoff within the City's water service area, the City would activate stationary and/or mobile standby generators to ensure facilities

have adequate power to operate. In addition, the City has numerous pumper connectors and pressure regulating valves throughout the water system to move water from different pressure zones during an emergency. Since the devastating Tubbs Wildfire in October 2017, the City has made substantial investment in backup power at critical facilities, successfully responded to dozens of public safety power shutoffs by PG&E of varying geographic scale and duration, and the City has also responded to additional wildfire events which have threatened or impacted the water system. Despite the challenges these circumstances have posed, the City has maintained water deliveries and the safe operation of its water facilities throughout each event.

2.4.3 Seismic Risk and Mitigation

CWC Section 10632.5(a) requires that Water Shortage Contingency Plans include a seismic risk assessment and mitigation plan to assess water system vulnerabilities and mitigate those vulnerabilities. A Local Hazard Mitigation Plan (LHMP) may be incorporated into Water Shortage Contingency Plans to address this requirement if it addresses seismic risk.

The City's 2016 Local Hazard Mitigation Plan (2016 LHMP) was adopted by the City Council on January 10, 2017 (Resolution No. RES-2017-004). The 2016 LHMP was submitted to the Federal Emergency Management Agency (FEMA), which found it in conformance with Title 44 Code of Federal Regulations Part 201.6 Local Mitigation Plans. The 2016 LHMP was updated in 2021. The newest draft plan, now called the Multi-Jurisdictional Local Hazard Mitigation Plan (MJLHMP 2026) is expected to go to Council in 2026.[1]

As discussed in the 2021 LHMP and draft 2026 MJLHMP, seismic activity is a known and historic threat to the City. The Rodgers Creek fault is an active fault running through the City and its Urban Growth Boundary. In addition, Santa Rosa's location in the San Francisco Bay Area makes the City vulnerable to regional seismic impacts.

Historically, very few earthquakes have caused damage in the City. The 1906 earthquake that notoriously impacted San Francisco also caused strong shaking impacts in Santa Rosa, stemming from a nearly 300-mile fault rupture along the San Andreas Fault. The shaking collapsed Santa Rosa City Hall and many other buildings across the City. In 1969, two earthquakes along the Healdsburg Fault (with epicenters two miles north of the City) caused some damage in Santa Rosa, including bursting City water pipelines along two creeks. In 1989, the Loma Prieto earthquake (one of the most significant earthquakes in recent history in the San Francisco Bay Area) caused ground shaking in Santa Rosa but did not damage the City's water system.

The City's proximity to active fault zones means the City will continue to face earthquake hazards in the future. The Rodgers Creek and San Andreas faults are among the most active Bay Area faults and have experienced movement within the last 150 years. According to the 2016 LHMP and MJLHMP 2026, some utility facilities (water, sewer, wastewater treatment, and recycled water systems) are at risk of damage from moderate to very high ground shaking events.

As mentioned earlier, the City completed a RRA of its water system in 2020. The RRA systematically evaluated the City's assets, threats, and risks, and evaluated countermeasures that might be implemented to minimize overall risk to the system. The RRA screened assets for vulnerability, including critical water system components and facilities such as storage tanks, wells, water mains, chemical tanks, water valves,

[1] www.srcity.org/540/Local-Hazard-Mitigation-Plan

pump stations, portable pumps, emergency generators, fire hydrants, and SCADA systems. The RRA determined that some water assets are at risk of damage due to earthquakes with very strong to severe shaking. The RRA also determined that critical water assets are not located in areas considered highly susceptible to liquefaction.

In response to the 2016 LHMP, 2026 MJLHMP and 2020 RRA, the City has been integrating the findings into its master planning processes and implementing seismic retrofit projects through its Capital Improvement Program to enhance the resiliency of the water system. Additionally, the City's facilities have been constructed in accordance with the applicable building codes to minimize potential damage during an earthquake. While some facilities may be damaged as the result of a strong earthquake, the City has planned for this potential by constructing redundancy into its water system. The City has multiple storage facilities, looped distribution pipelines, and a hose reel trailer with over 2,500 linear feet of potable hose in various sizes with fittings to allow potentially damaged portions of the City's system to be quickly isolated and repaired as well as being able to construct manifolds for temporary emergency water stations. The City also participates in local, regional, and statewide emergency response assistance networks and mutual aid agreements.

3. PROCEDURES FOR ANNUAL WATER SUPPLY AND DEMAND ASSESSMENT

Beginning July 1, 2022, CWC Section 10632.1 requires water suppliers to complete an Annual Water Supply and Demand Assessment (AWSDA) and submit an Annual Water Shortage Assessment Report to DWR. The first annual assessment report was due July 1, 2022.

This Shortage Plan provides the procedures for the City to conduct its AWSDA and prepare an Annual Water Shortage Assessment report to discuss the findings and recommended response actions. The procedures provided below are intended to assist the City in planning for, and responding to, potential foreseeable shortages in water supplies. These procedures provide the steps the City needs to take to complete the AWSDA and Annual Water Shortage Assessment Report, the results of which may lead to declaring a water shortage emergency and water shortage stage and implementation of the water shortage response actions detailed in this Shortage Plan.

3.1 Decision Making Process

The decision-making process described below will be used by the City annually to determine its water supply reliability in a consistent manner. The City may adjust this process as needed for improved decision-making during implementation.

Each year beginning in 2022, a team of City Water Department staff is responsible for preparing the AWSDA and the Annual Water Shortage Assessment Report and submitting the report to DWR by July 1 of each year.

The City Team will gather key data inputs described in **Section 3.2** and conduct the AWSDA in accordance with **Section 3.3**. The Team will complete the AWSDA and develop the Annual Water Shortage Assessment Report based on an analysis of data and information. The report will include findings and make recommendations for actions, as needed. The Team will present the AWSDA and Annual Water Shortage Assessment Report to the Deputy Director Water Resources, or designee, for review. The final approved documents are submitted to DWR by July 1 each year.

If the AWSDA finds that available water supply will be sufficient to meet expected demands for the current year and one subsequent dry year, no further action will be required.

Upon a determination by the AWSDA that supply will not meet projected demand, the Team will prepare a resolution or ordinance, as needed, for required City Council consideration and authorization at a public meeting, with optional review and recommendation prior to that by the Board of Public Utilities.

Additionally, the Team and the Director of Water, or designee, will coordinate internally across divisions and departments and externally with Sonoma Water and other local water suppliers for the possible proclamation of a local water emergency. In addition, state officials will be informed.

If a shortfall is projected, the AWSDA findings will be presented optionally to the Board of Public Utilities for recommendation and to City Council at a public meeting, along with the recommendations from the Annual Water Shortage Assessment Report. Recommended actions may include declaration of a water

shortage emergency, declaration of a water shortage stage, authorization of water shortage response actions, and/or other actions as needed.

After City Council acts, the City will implement the water shortage responses as authorized by City Council and will report as required to State and local officials and stakeholders.

The City will follow **Table 3-1** for its decision making.

TABLE 3-1: PROPOSED SCHEDULE OF DECISION-MAKING ACTIVITIES (SUBJECT TO CHANGE)

Start Date	End Date	Activities	Responsible Party
May 15	May 30	Based on determinations of AWSDA, prepare the Annual Water Shortage Assessment Report with recommendations on water shortage condition determination and response actions. Submit to Deputy Director, or designee, for review.	Team
Jun 1	Jun 15	Review AWSDA and Annual Water Shortage Assessment Report and provide comments as needed.	Deputy Director Water Resources
Jun 1	Ongoing as needed	Coordinate interdepartmentally, with the region's water service provider, and with County for the possible proclamation of a local emergency.	Team
Jun 15	June 30	Finalize and approve AWSDA and Annual Water Shortage Assessment Report.	Team
Jul 1	Jul 1	Submit approved Annual Water Shortage Assessment Report to the State.	Team
As needed	As needed	If a shortage is projected, prepare City Council resolution or ordinance (as needed) approving determinations and actions. • Schedule public meeting and meet requirements for public notification. • Present AWSDA findings and Annual Water Shortage Report recommendations (optional: Board of Public Utilities for recommendation) at City Council public meeting, along with resolution or ordinance (as needed) approving determinations and response actions. • Council to conduct public meeting, consider the findings and recommendations, and act on resolution (and/or ordinance as needed) to declare a water emergency and water shortage stage, and authorize water shortage response actions for implementation. • Implement the Shortage Plan response actions as authorized by City Council. • Report as required to State officials.	Team, Director of Water, Board of Public Utilities, City Council, Outreach Team, and Water Use Efficiency Section

3.2 Key Data Inputs

The AWSDA requires the evaluation of supply and demands for the current year and one dry year that is assumed to follow the current year. The following key data inputs will be used to evaluate the City's water supply reliability.

Planned water supplies will be used as input to the AWSDA for the current year and the following one dry year. In planning for water supplies, the following factors are considered:

1. Hydrological conditions
2. Regulatory conditions
3. Contractual constraints
4. Surface water and groundwater quality conditions
5. Infrastructure capacity constraints or changes
6. Capital improvement projects implementation
7. Supply availability and/or production issues

Planned water supply sources and quantities will be described and will be reasonably consistent with the supply projections in the City's adopted UWMP Chapter 6 (Water Supply Characterization) and based on updated modeling by Sonoma Water each year for contract water. Should the supply sources and projections deviate significantly from projections, an explanation for the difference will be provided.

Planned unconstrained water demands will be used as inputs to the AWSDA for the current year and the following one dry year. Unconstrained water demands are customer demands where no water conservation measures are in effect. In planning for water demands, the following factors are considered:

1. Weather conditions
2. Water year type
3. Population changes
4. Anticipated new demands
5. Pending policy changes that may impact demands
6. Infrastructure operations

Planned water demands types and quantities will be described and be reasonably consistent with the demand projections in the City's adopted UWMP Chapter 4 (Water Use Characterization). Should the demand projections deviate significantly from projections, an explanation for the difference will be provided.

3.3 Assessment Methodology

In preparing the AWSDA, the City will use the following methodology and evaluation criteria to assess the agency's water supply reliability for the current year and following one dry year.

The City will use a spreadsheet to plan for current year and future year demands. Planned supply for each water source and estimated demand inputs described in **Section 3.2** will be utilized for the forecast.

Projected supplies will be compared to demands to determine the reliability of the City's water supply in the current year and one subsequent dry year. The City's water supply will be determined to be reliable if water supply is sufficient to meet the planned water demands for the current and subsequent year. If unconstrained demands exceed water supply in the current year and/or one subsequent dry year, the water supply will be determined to have an existing or anticipated water shortage condition.

3.3.1 Water Supply Forecast for the Annual Assessment

Planned water supply sources and quantities will be described and will be reasonably consistent with the supply projections in the City's adopted UWMP Chapter 6 (Water Supply Characterization) for each water supply source and based on updated modeling by Sonoma Water each year for contract water. Should the supply sources and projections deviate significantly from projections, an explanation for the difference will be provided. The City may adjust its water supply projections as needed to account for hydrological conditions, regulatory conditions, contractual constraints, water quality conditions, infrastructure capacity constraints or changes, capital improvement project implementation, or other issues.

3.3.2 Unconstrained Customer Demand for the Annual Assessment

Estimated unconstrained water demands will be reasonably consistent with the projections in the City's adopted UWMP Chapter 4 (Water Demand Characterization). Should the demand estimates deviate significantly from projections, an explanation for the difference will be provided. The City may adjust its customer demand forecast as needed to account for factors such as weather, population changes, anticipated new demands, prior year conditions, infrastructure operations, and other factors pertinent to land use and customer patterns.

3.3.3 Planned Water Use Current Year Considering Dry Subsequent Year for Annual Assessment

The City will evaluate how anticipated water supplies for the coming year will be used, while assuming the subsequent year will be a dry year. This assessment will be informed by the factors that affect the availability and management of all water supplies under varying hydrologic and regulatory conditions, unique water rights or contract provisions, and infrastructure risks.

3.3.4 Infrastructure Considerations for Annual Assessment

The City will evaluate how infrastructure capabilities and constraints may affect the City's ability to deliver supplies to meet expected water use needs in the coming year. This will include consideration of anticipated capital projects that may influence capabilities, such as repairs that may constrain capabilities or new projects that may add capacity.

3.3.5 Other Factors for Annual Assessment

The City will describe any locally appropriate factors that can influence or disrupt supplies, along with other unique local considerations that are considered as part of the AWSDA.

3.4 Adoption of the Annual Assessment Each Year

Each year beginning in 2022, the City has and will continue to conduct the AWSDA and develop the Annual Water Shortage Assessment Report, as outlined above, to determine whether a water shortage exists or is anticipated in the current and/or one subsequent dry year.

The AWSDA and Annual Water Shortage Assessment Report will be presented to the Director of Water, or designee, for review and approval. The approved report will then be submitted to DWR by July 1 each year.

If the AWSDA finds that available water supply will be adequate to meet expected demands for the current year and one subsequent dry year, no further action will be required.

If the AWSDA finds that available supply will not meet expected demands, the City may present the findings and recommendations to the Board of Public Utilities for recommendation. The City will present these findings to the City Council at a public meeting, along with a resolution or ordinance (as needed) approving the findings and response actions. After City Council acts, the City will implement the authorized water shortage response actions.

4. WATER SHORTAGE STAGES

Recent updates to CWC section 10632 (a)(3) indicate that Shortage Plans must include standard water shortage levels corresponding to progressive ranges of up to 10, 20, 30, 40 and 50 percent shortages and greater than 50 percent shortage. The CWC allows water suppliers to use their own water shortage levels provided they include a narrative or graphic describing the relationship of their water shortage levels to the standard water shortage levels prescribed by the CWC.

To allow for a more refined response to water shortages, the City's Shortage Plan includes eight shortage levels rather than the State's standard six levels. **Section 5** describes the shortage response actions to be implemented during each water shortage level to address the water supply gap.

In normal water supply circumstances, the City meets its anticipated customer water demand with 100 percent available supply. If the City determines that its normally available supply is reduced by up to 10 percent, it will implement Stage 1 of this Shortage Plan, which includes locally appropriate response actions to address the water supply gap. The same shortage considerations apply to the remaining water shortage levels, including Stage 2 (11-15 percent shortage), Stage 3 (16-20 percent shortage), Stage 4 (21-25 percent shortage), Stage 5 (26-30 percent shortage), Stage 6 (31-40 percent shortage), Stage 7 (41-50 percent shortage) and Stage 8 (over 50 percent shortage).

Table 4-1 summarizes the City's eight water shortage levels.

TABLE 4-1: CITY'S WATER SHORTAGE CONTINGENCY PLAN LEVELS

Shortage Level	Percent Shortage Range Numerical value as a percent	Water Shortage Condition (Narrative description)
1	Up to 10%	Voluntary 10% reduction in use community-wide
2	Up to 15%	Mandatory 15% reduction in use community-wide
3	Up to 20%	Mandatory 20% reduction in use community-wide
4	Up to 25%	Mandatory 25% reduction in use community-wide
5	Up to 30%	Mandatory 30% reduction in use community-wide, with water allocations assigned to each customer
6	Up to 40%	Mandatory 40% reduction in use community-wide, with water allocations assigned to each customer
7	Up to 50%	Mandatory 50% reduction in use community-wide, with water allocations assigned to each customer
8	Over 50%	Mandatory more than 50% reduction in use community-wide, with water allocations assigned to each customer

The State requires water providers to indicate how their water shortage levels compare to the State's standard six stages for shortages. The City wishes to have more flexibility in less severe shortages. **Table 4-2** illustrates how the City's eight water shortage stages align with the State's six standard stages.

TABLE 4-2: CITY'S SHORTAGE LEVELS COMPARISON TO DWR STANDARDS (DWR TABLE 8-1)

State Standard Shortage Levels	Percent Shortage Range	Santa Rosa's Shortage Levels	Percent Shortage Range (City Shortage Stage)
1	Up to 10%	1[(a)]	Up to 10%
2	Up to 20%	2 & 3	Up to 15% (2) Up to 20% (3)
3	Up to 30%	4 & 5	Up to 25% (4) Up to 30% (5)
4	Up to 40%	6	Up to 40%
5	Up to 50%	7	Up to 50%
6	>50%	8	>50%
NOTES: (a) Stage 1 is voluntary.			

5. SHORTAGE RESPONSE ACTIONS

This Shortage Plan provides for a broad range of shortage response actions for reducing water use and managing demands as needed during water shortages (see **Section 5.2**). It also includes one supply augmentation shortage response action (see **Section 5.1**). Specific actions differ depending on the severity of the shortage level and the anticipated water use reduction impact of each action.

5.1 Supply Augmentation

The City may find that, under certain conditions, its contract water supply is reduced catastrophically and suddenly. In this situation, the City may activate its production wells (if not already in use). Under normal water conditions, the City's production wells provide water supply during dry, peak demand irrigation months (typically April through October). If these production wells were to be activated during non-irrigation months, this could be an augmentation of water supply of up to 2,300 AFY as shown in **Table 5-1** and **Table 5-2**. The City may also activate its standby wells, if available, to augment emergency water supply.

TABLE 5-1: CITY WELL PUMP CAPACITY

Well Name/Number	Well Status	Capacity (AFY)
A Place to Play (W7)	In construction. Will be used for emergency potable purposes.	To Be Determined (TBD)
Leete (W1)	Offline for rehabilitation; used for emergency potable purposes only.	TBD
Carley (W21)	Offline for rehabilitation; used for emergency potable purposes and some landscape irrigation. May be re-permitted as a production well.	TBD
Peter Springs (W22)	Offline for rehabilitation; used for emergency potable purposes, landscape irrigation and filling of a nearby lake.	TBD
Farmers Lane (W4-1)	Active Status[(a)]	2,300 (combined with W4-2)
Farmers Lane (W4-2)	Active Status[(a)]	2,300 (combined with W4-1)
NOTES: [(a)] Change in status approved by California Department of Public Health (now Division of Drinking Water (DDW)) on July 20, 2005.		

TABLE 5-2: SUPPLY AUGMENTATION SHORTAGE RESPONSE ACTIONS (DWR TABLE 8-2 RETAIL)

No	Is the Supplier completing this table using the standard six levels?			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (OPTIONAL)
		Volume or Percentage	Shortage Gap Reduction Value (May be a range) (AF)	
Any	Other Actions (describe)	Volume	2,300	In non-irrigation months, production wells can be activated as emergency augmented water supply in the case of catastrophic/sudden water supply reduction.

5.2 Demand Reduction Actions

Demand reduction strategies will be employed at all stages of a water shortage emergency. These methods include:

- Public information campaign
- Programs to help customers reduce water use
- Water use restrictions and prohibitions
- Water Waste Patrols
- Locally appropriate operational changes
- Water shortage rates
- Water allocations
- Excess use penalties

The shortage response actions for each water shortage level are described below, with a corresponding estimate of the extent the action will address the gap between supplies and demands in **Section 5.3**.

5.2.1 Public Information Campaign

During water shortages of any level, the City will implement an information campaign to inform customers, officials, water suppliers, and interested parties about the water shortage, the water use reduction target, actions customers can take to help achieve the water use reduction target, assistance the City can provide its customers, and water use prohibitions and restrictions. The City may also choose to develop an outreach campaign specifically for any number of CII accounts that meets either of the following designation: 1) water use was reported in the top 20% within the Annual Water Use Report submitted to the State Board and/or 2) has nonfunctional turf present that is subject to AB 1572. A comprehensive communication plan is detailed in **Section 6** of this Shortage Plan.

During each drought experienced by the City to date, public outreach and education efforts have proven to be extremely effective in achieving water reduction targets to ensure demand does not exceed supply. The City's public information campaigns during past water shortages have been designed to help customers understand and implement measures to reduce water use by eliminating water waste, reducing nonessential uses, conserving water, and participating in the City's Water Use Efficiency Programs. During shortages, the community has quickly reduced water use in response to the public information campaign.

5.2.2 Programs to Help Customers Reduce Water Use

Water conservation and demand management are an integral part of the City's water supply strategy. The City has been implementing water conservation programs since the 1976-1977 drought. In the early 1990s, the City expanded these efforts by hiring a full-time Water Conservation Coordinator. By 1998, the City had established its first rebate and incentive programs and had hired three full time staff dedicated to water conservation program implementation. Additionally, in 1998 the City became a signatory to the California Urban Water Conservation Council (CUWCC) *Memorandum of Understanding Regarding Urban Water Conservation* (MOU) dated September 1997. The City continued to expand its demand management and conservation programs to address the requirements of the Best Management Practices (BMPs) identified by the CUWCC. As a result of these efforts, the City was recognized by the Public Officials for Water and Environmental Reform (P.O.W.E.R) 2007 Water Conservation Scorecard as one of only two water retailers in the State of California to successfully complete all 14 of the CUWCC's BMPs outlined in the 1998 CUWCC MOU, without an exemption. Following the CUWCC's restructuring in 2018 to become the California Water Efficiency Partnership (CalWEP), a state chapter of the national organization the Alliance for Water Efficiency (AWE), BMPs are no longer required. However, the City still implements a suite of Demand Management Measures (DMMs) and conservation programs and intends to expand these per new state conservation regulations which became effective in January 2025.

Since the early 1990s, the City has spent approximately $30 million on its water conservation programs, including replacement of approximately 58,000 toilets with ultra low flow and high efficiency toilets and conversion of over 4.3 million square feet of high water use turf grass to low water use landscaping. The City's cumulative water conservation implementation and passive savings has resulted in a 50 percent reduction in per capita use (compared to 1990).

Currently, the City implements the following DMMs and BMPs under all water supply conditions to help the City and its customers use water wisely in all sectors (residential, commercial, industrial, institutional, and large landscape irrigation):

- Full-time water conservation program coordination and staffing
- Distribution system water loss auditing and water loss controls
- Enforcement of a Water Waste Ordinance
- Implementation of the Water Efficient Landscape Ordinance
- Metering (Advanced Metering Infrastructure [AMI]) and monthly billing of all water customers
- Conservation pricing and rate structure
- Public education and outreach
- WaterSmart Customer Portal
- Free fixtures (such as high efficiency faucet aerators and showerheads)

- Technical assistance and site evaluations
- Incentives and rebates

During water shortages of any level, the City can decide to increase the monetary amount of various customer incentives and rebates to drive additional program participation. Additional details regarding the City's conservation efforts can be found in the City's 2025 UWMP in Chapter 9 Demand Management Measures.

5.2.3 Water Use Prohibitions and Restrictions

In addition to any state-mandated prohibitions and the City's Water Waste Ordinance, the City has established prohibitions for each water shortage stage. Compliance and enforcement procedures are discussed in **Section 6** of this Shortage Plan.

5.2.3.1 Water Waste Ordinance

The City adopted a Water Waste Ordinance in 1999, which is in effect at all times during normal and shortage conditions. The Ordinance includes provisions for the following:

- Prohibits waste of water due to breaks or leaks in the water delivery system or water use in outdoor areas resulting in runoff.
- Requires all new water services using evaporative cooling systems, decorative water fountains, conveyer car washes, and industrial clothes washers to be equipped with water recycling or reuse systems.
- Provides the City the authority to discontinue service and/or place a fee on the water bill if the water waste is not corrected.

The City typically receives reports of potential water waste violations from a range of sources, such as the general public, the City's Water Waste Patrols (discussed in **Section 5.2.4**), other City staff, automated Advanced Metering Infrastructure (AMI) alerts of continuous use, automated billing system alerts of unusually high use during a billing cycle, and/or automated or manual review of customer use data and water allocations. **Section 7** provides a detailed discussion of compliance and enforcement procedures for water waste and other violations of the Shortage Plan provisions which occur during water shortages.

5.2.3.2 Restrictions on Water Features

In compliance with the CWC Section 10632(b), the City provides separate restrictions on water use for swimming pools and spas from those on other water features, such as decorative water features and ornamental fountains. These water use restrictions are called out separately in this Shortage Plan.

5.2.3.3 Prohibitions and Restrictions by Shortage Stage

See **Appendix A** for a full list of each prohibition and restriction by shortage stage.

5.2.4 Water Waste Patrols

During a water shortage of any level, the City may implement proactive water waste patrols to identify and inform customers about violations of the Water Waste Ordinance (e.g., water running off a site due to over-irrigation or broken irrigation equipment) and/or violations of other irrigation restrictions (prohibition against all irrigation in Stage 8, for example). Water Waste Patrol efforts may include physical patrols in vehicles as well as "patrols" using AMI data to monitor for compliance. The frequency and scope of Water Waste Patrols will increase or decrease as needed, depending on the time of year, weather conditions, and shortage level restrictions in place. When a violation has been observed by the Water Waste Patrol, the customer will be notified and offered technical assistance, recommendations, and information on incentive and rebate programs to help the customer correct the violation. **Section 7** provides a detailed discussion of compliance and enforcement procedures.

5.2.5 Locally Appropriate Operational Changes

During a water shortage of any level, the City may elect to implement operational measures to support implementation of the Shortage Plan. This may include hiring temporary workers, reassigning staff, and/or increasing overtime to provide staffing for a range of efforts, such as conducting Water Waste Patrols, implementing the communication protocols, responding to customer service requests, scheduling and conducting site assessments and consultations, processing incentive and rebate applications, and conducting compliance and enforcement efforts. The City may also elect to limit water main flushing and restrict potable water use for fire department drills. Operational changes will be considered at each level of water shortage to determine whether and when to implement such measures.

5.2.6 Water Shortage Charge

During water shortage Stages 2 through 8, the Water Shortage Charge (WSC) can be implemented to encourage customers to reduce water use commensurate with the water shortage target and to help the City recover a portion of the cost of the revenue from the shortfall from the entire community. If a customer reduces water use consistent with the water shortage target, their water bill will not significantly change (relative to standard rates with normal usage) even after the water usage rates are increased by the WSC. See **Section 9** for a discussion of the financial analysis used to set the WSC for each Stage.

Under normal water supply conditions and in shortage Stage 1, the current water rate structure remains in place. Beginning in Stage 2, a WSC of 5 percent can be added to the customer usage rates on every unit of water sold for all customer services. The WSC will increase to 7.5 percent in Stage 3, 10 percent in Stage 4, 15 percent in Stage 5, 25 percent in Stage 6, 35 percent in Stage 7, and finally 45 percent in Stage 8. In addition, beginning in Stage 5 and continuing through Stage 8, the tiered water usage rate structure for Single Family, Duplex, and Dedicated Irrigation services is replaced by the then-current uniform water usage rate applicable to Multi-Family and Commercial, Industrial, and Institutional (CII) services.

Table 5-3 summarizes the incremental changes in water rates as a function of water shortage stages. More detail is provided in **Section 9**.

TABLE 5-3: INCREMENTAL CHANGES IN WATER RATES

Stage	Water Shortage Condition	Water Shortage Charge
1	Up to 10 percent	No Water Shortage Charge
2	Up to 15 percent	5 percent of customer use rate
3	Up to 20 percent	7.5 percent of customer use rate
4	Up to 25 percent	10 percent of customer use rate
5	Up to 30 percent	15 percent of customer use rate
6	Up to 40 percent	25 percent of customer use rate
7	Up to 50 percent	35 percent of customer use rate
8	Over 50 percent	45 percent of customer use rate

5.2.7 Water Allocations

Under normal conditions and under shortage conditions in Stages 1 through 4, water services are not subject to water rationing (water allocations). In shortage Stages 5 through 8, water allocations will be assigned to each water service as follows:

Stage 5: 30 percent overall water use reduction, with mandatory allocations assigned to each water service as follows:

- Single Family services receive 40 GPCD (gallons per permanent resident at the house) plus a landscape allocation of 2,000 gallons per billing cycle for use from May through October (the irrigation season).
- Multi-Family services receive 40 GPCD plus a landscape allocation of 2,000 gallons (if irrigation usage is not on a separate dedicated service) per billing cycle for use from May through October.
- Commercial/Industrial/Institutional services receive 85 percent of the previous 12 months' usage or of the most recent 12-month period with no water shortage restrictions in place.
- Dedicated Irrigation Meter services, including recycled water accounts, receive a water budget based on 40 percent of historical net evapotranspiration[1] based demand for the square footage of the irrigated area.
- Health care and public safety services receive 95 percent of the most recent 12 month period with no water shortage restrictions in place (prior to declaration of Stage 1).

Stage 6: 40 percent overall water use reduction, with mandatory allocations assigned to each water service as follows:

- Single Family services receive 36 GPCD plus a landscape allocation of 1,000 gallons per billing cycle for use from May through October.

[1] Historical net ET is based on the average of ten years of ET data from two weather stations in Santa Rosa.

- Multi-Family services receive 36 GPCD plus a landscape allocation of 1,000 gallons (if irrigation usage is not on a separate dedicated service) per billing cycle for use from May through October.
- Commercial/Industrial/Institutional services receive 80 percent of the previous 12 months' usage or of the most recent 12-month period with no water shortage restrictions in place.
- Dedicated Irrigation Meter services receive a water budget based on 20 percent of historical net evapotranspiration based demand for the square footage of the irrigated area.
- Health care and public safety services receive 90 percent of the most recent 12-month period with no water shortage restrictions in place.

Stage 7: 50 percent overall water use reduction, with mandatory allocations assigned to each water service as follows:

- Single family and Multi-Family services receive 32 GPCD.
- Commercial/Industrial/Institutional services receive 75 percent of the previous 12 months' usage or of the most recent 12-month period with no water shortage restrictions in place.
- Dedicated Irrigation Meter services receive a water budget based on 10 percent of historical net evapotranspiration-based demand for the square footage of the irrigated area, which is encouraged to be utilized to support mature trees and shrubs.
- Health care and public safety services receive 85 percent of the most recent 12-month period with no water shortage restrictions in place.

Stage 8: Over 50 percent overall water use reduction, with mandatory allocations assigned to each service.

- Allocations shown below are for up to 60 percent mandatory reduction. However, allocations may be adjusted as needed to respond to the severity of the water shortage.
- Single Family and Multi-Family services receive 28 GPCD.
- Commercial/Industrial/Institutional services receive 70 percent of the previous 12 months' usage or of the most recent 12-month period with no water shortage restrictions in place.
- Dedicated Irrigation Meter services receive no allocation.
- Health care and public safety services receive 80 percent of the most recent 12-month period with no water shortage restrictions in place.

If a customer has an extraordinary circumstance, such as a medical condition where additional water is needed, the City reserves the right to grant an exemption to the allocations described above. See **Section 7.2 and 7.3** which describes the appeal and exemptions process, respectively.

5.2.8 Excess Use Penalties

During any water shortage emergency stage that requires water allocations (water rationing) (Stages 5 to 8), water use in excess of individual account water allocations is prohibited. The City will enforce allocations with Excess Use Penalties (EUP) for water usage that exceeds the water allocation established for each water service. **Section 7** discusses compliance and enforcement procedures.

The structure of the EUP supports a 1,999 gallon "buffer" for each customer prior to the assessment of the penalty; the penalty begins after the use is 2,000 or more gallons over the assigned allocation for that stage.

The structure of the EUP is summarized in **Table 5-4**.

TABLE 5-4: EXCESS USE PENALTY (EUP) STRUCTURE FOR STAGES 5 - 8

Excess Use Over Allocation in thousand gallon units (TGALs)	Penalty per TGAL			
	Stage 5	Stage 6	Stage 7	Stage 8
2 to 10	$ 5.00	$10.00	$20.00	$40.00
Over 10	$10.00	$20.00	$40.00	$80.00

Example One:

In Stage 5, in the month of December, single family customer one has an allocation of 5,000 gallons based on the number of people in the household. They use 6,000 gallons of water this month. No penalty is assessed as the customer is within the "buffer" of the penalty.

Example Two:

In Stage 5, in the month of December, single family customer two has an allocation of 6,000 gallons based on the number of people in the household. They use 10,000 gallons in December. They will be assessed a penalty of 10,000 - 6,000 = 4,000 extra gallons used – 1,999 gallons "buffer" = 2,001 gallons over allocation. 2,000 gallons x $5 per thousand gallons = $10 on the next bill.

The EUP is entirely avoidable by all customers. Therefore, no EUP revenues are planned for or relied upon. EUP revenues are not intended to be used as general operating revenues during the emergency but may be used to: offset the extraordinary costs of the water shortage emergency such as additional conservation support; rebuild the Catastrophic Reserve; and/or establish a rate stabilization fund for the post-emergency recovery. **Section 8** includes additional discussion about the EUP.

To help alleviate the financial burden of an EUP to the customer, the City may allow for a one-time EUP dismissal upon proof of completion of an educational workshop that addresses water use efficiency BMPs and hosted by the City. Such models referred to as "Water School" have been successful at empowering customers with the tools and resources needed to curb their use.

5.3 Shortage Response Action Effectiveness

Table 5-5 summarizes the City's water shortage response actions with their estimated water reductions for each stage using the DWR-provided categories. For each action identified, the City has estimated the extent to which that action will reduce the gap between supplies and demands city-wide. The City has estimated the effectiveness of the shortage response actions based on water use reductions that have occurred historically and on expected reductions associated with implementing the WSC, Water Allocations, and EUP in more severe shortages of 30 percent or more (such shortages have not been experienced to date in Santa Rosa). **Appendix A** provides an expanded table showing all response actions by shortage stage using the City's preferred naming convention for shortage response action.

TABLE 5-5: DEMAND REDUCTION ACTIONS (DWR TABLE 8-2)

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
1 Target: voluntary up to 10% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
1	Offer Water Use Surveys	Less than 0.5%	Always offered. Expect increase in participation. Water savings based on 2014-2016 drought	No
1	Provide Rebates on Plumbing Fixtures and Devices	Less than 0.5%	Always offered. Expect increase in participation. Water savings based on 2014-2016 drought	No
1	Provide Rebates for Landscape Irrigation Efficiency	Less than 0.5%	Always offered. Expect increase in participation. Water savings based on 2014-2016 drought	No
1	Provide Rebates for Turf Replacement	Less than 0.5%	Always offered. Expect increase in participation. Water savings based on 2014-2016 drought	No
1	Decrease Line Flushing	Less than 0.5%	Average total annual flushing is approximately 0.5% of total water.	No
1	Increase Water Waste Patrols	Less than 0.5%	Includes all water waste enforcement efforts.	Yes
1	Landscape - Restrict or prohibit runoff from landscape irrigation	Less than 0.5%	Always prohibited (Water Waste Ord).	Yes

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Less than 0.5%	Always prohibited (Water Waste Ord).	Yes
1	Other - Require automatic shut off nozzles on hoses	Less than 0.5%	Required for garden and utility hoses	Yes
1	Other - Prohibit use of potable water for washing hard surfaces, unless required for public health and safety purposes.	Less than 0.5%	Prohibit hosing off hard surfaces.	Yes
2 Target: up to 15% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
2	Other	1-3%	Combined savings for actions continued from previous stage	Yes
2	Implement or Modify Drought Rate Structure or Surcharge	1-5%	Water Shortage Charge (5% of customer usage rates)	Yes
2	CII - Restaurants may only serve water upon request	Less than 0.5%		Yes
2	CII - Lodging establishment must offer opt out of linen service[1]	Less than 0.5%		Yes
3 Target: up to 20% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
3	Other	1-3%	Combined savings for actions continued from previous stages	Yes
3	Implement or Modify Drought Rate Structure or Surcharge	5-7%	Water Shortage Charge (7.5% of customer usage rates)	Yes

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
3	Other - Prohibit use of potable water for washing hard surfaces, unless required for public health and safety purposes.	0-5%	Prohibit use of potable water for pressure washing.	Yes
3	Landscape - Limit landscape irrigation to specific times	0-15%	Irrigation limited to 8 PM to 6 AM. Savings varies based on time of year/season	Yes
4 Target: up to 25% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
4	Other	3-5%	Combined savings for actions continued from previous stages	Yes
4	Implement or Modify Drought Rate Structure or Surcharge	7-10%	Water Shortage Charge (10% of customer usage rates)	Yes
4	Water Features - Restrict water use for decorative water features, such as fountains	Less than 0.5%	Prohibit operation of ornamental fountains and water features	Yes
5 Target: up to 30% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
5	Other	3-5%	Combined savings for actions continued from previous stages	Yes
5	Implement or Modify Drought Rate Structure or Surcharge	10-15%	Water Shortage Charge (15% of customer usage rates)	Yes
5	Implement or Modify Drought Rate Structure or Surcharge	5-10%	Water Allocations in effect and	Yes

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
			enforced by Excess Use Penalty	
5	Other water feature or swimming pool restriction	Less than 0.5%	Prohibit filling of new pools/spas	Yes
5	Other - Prohibit use of potable water for construction and dust control	Less than 0.5%	Require use of recycled water if available and filling station within one-mile radius	Yes
5	Moratorium or Net Zero Demand Increase on New Connections	0-1%	New construction must offset demand by 1:1 ratio	Yes
6 Target: up to 40% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
6	Other	3-5%	Combined savings for actions continued from previous stages	Yes
6	Implement or Modify Drought Rate Structure or Surcharge	15-20%	Water Shortage Charge (25% of customer usage rates)	Yes
6	Implement or Modify Drought Rate Structure or Surcharge	10-15%	Water Allocations in effect and enforced by Excess Use Penalty	Yes
6	Other water feature or swimming pool restriction	Less than 0.5%	Prohibit filling or topping off existing pools/spas	Yes
6	Landscape - Prohibit certain types of landscape irrigation	Less than 0.5%	Prohibit installation of water-using landscape at new construction	Yes

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
7 Target: up to 50% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
7	Other	3-5%	Combined savings for actions continued from previous stages	Yes
7	Implement or Modify Drought Rate Structure or Surcharge	15-20%	Water Shortage Charge (35% of customer usage rates)	Yes
7	Implement or Modify Drought Rate Structure or Surcharge	20-25%	Water Allocations in effect and enforced by Excess Use Penalty	Yes
7	Landscape - Prohibit certain types of landscape irrigation	Less than 0.5%	Prohibit installation or replanting of any water-using landscape	Yes
8 Target: over 50% reduction	Expand Public Information Campaign	15-20%	Based on community response to calls for reductions over the past 30 years	No
8	Other	3-5%	Combined savings for actions continued from previous stages	Yes
8	Implement or Modify Drought Rate Structure or Surcharge	15-20%	Water Shortage Charge (45% of customer usage rates)	Yes
8	Implement or Modify Drought Rate Structure or Surcharge	20-25%	Water Allocations in effect and enforced by Excess Use Penalty	Yes

Shortage Level	Demand Reduction Actions	How much is this going to reduce the shortage gap?	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement?
8	Landscape - Prohibit all landscape irrigation	0-20%	Savings varies based on time of year/season	Yes
NOTES: (1) Stage 2 "CII - Lodging establishment must offer opt out of linen service" includes short-term rentals.				

6. COMMUNICATION PROTOCOLS

When a water shortage level is triggered by the AWSDA (or for any reason), the City's Water Department will convene a Water Shortage Communication Team to work with the City's Public Information Office to gain assistance. The City will also coordinate with other local water suppliers and the Sonoma Marin Saving Water Partnership to ensure messaging and outreach efforts remain consistent with and leverage the scope and extent of regional outreach efforts.

The Water Shortage Communication Team will keep stakeholders up to date on critical issues, such as:

- Current or anticipated water shortage level
- Corresponding water use reduction target
- Prohibitions and restrictions on water use
- Shortage response actions water users can take to eliminate water waste, minimize non-essential uses, conserve water, and improve water use efficiency
- Available assistance from the City's Water Use Efficiency program such as rebates, technical assistance, site evaluations, do-it-yourself kits, workshops, free fixtures, and other resources
- Water Shortage Charge (Stages 2-8)
- Water shortage allocations (Stages 5-8)
- Excess Use Penalties (Stages 5-8)

Printed and online messaging materials will be available in English and Spanish. Communication channels to reach these stakeholders will leverage a range of avenues, such as:

- Bill inserts and envelope messaging
- Letters and other direct mail (such as postcards) to customers
- Direct outreach efforts to reach target markets, such as high use customers, residential customers, and other stakeholders (e.g., property managers and landscape professionals)
- Social media posts
- Media releases
- Updated website content
- Santa Rosa's City Connections e-newsletter
- Ad buys: Radio, Print, Digital, and Social Media
- Presentations to City and regional policy makers and governing bodies
- Presentations to civic groups, nonprofits, businesses, large employers, schools
- Information booths at local events, fairs, festivals, etc.
- Partnering with community groups such as Community Action Partnership, business districts, Latino Service Providers, and other key stakeholders
- Meetings with officials and regulators and reports documenting regulatory compliance

If a water shortage occurs due to a catastrophic event (for example, earthquake, wildfire, or infrastructure failure), the City's then-current emergency response communication protocols will be implemented.

Appendix B provides a table listing the shortage response actions for Stages 1 through 8 and the associated communication protocols for each shortage level.

7. COMPLIANCE AND ENFORCEMENT

This section describes how the City will ensure compliance with, and enforcement of, provisions of this Shortage Plan. The City's procedures include protocols for treatment of violations and actions associated with more egregious levels of violation. The procedures include appeal and exemption processes.

The City employs multiple methodologies to enforce prohibitions and restrictions on end uses identified in **Table 5-5** (DWR Table 8-2) of this Shortage Plan, including exceedances of water allocations in shortage Stages 5 through 8. Primarily, the City relies on outreach and education to ensure customers are aware of water shortage conditions and the corresponding prohibitions and restrictions that exist for the declared water shortage stage.

The City's enforcement approach is progressive to the extent feasible, starting with customer service, education, and communication programs. Customers will be notified of violations and offered technical assistance to help them come back into compliance. In response to unresolved violations, enforcement action will then include one or more written warnings. If the customer still does not comply, the City may take progressive actions such administering a fine onto the water bill and ultimately shutting off water service if necessary. In addition to these actions, the City will enforce water allocations with EUPs for customers that exceed their delineated water service allocations in Water Shortage Stages 5 through 8 according to the procedures outlined below. See **Section 9** of this Shortage Plan for additional information about water allocations and the EUP.

7.1 Compliance and Enforcement Procedures

Customer Education: The first step for ensuring customer compliance during a water shortage will be to proactively inform customers about the water shortage condition, water use reduction target, and prohibitions and restrictions on end uses, including water-service-specific water allocations described in **Section 5.2.7**. In addition, customers will be informed of the City's water use efficiency programs and assistance to help customers comply with the Shortage Plan. Customer education will be accomplished by implementing the Communication Plan discussed in **Section 6** and detailed in **Appendix B**.

Reports: The City anticipates receiving reports of potential violations from a range of sources, such as the general public, the City's online reporting tool, the City's Water Waste Patrol, other City staff, automated AMI alerts of continuous use, and automated billing system alerts of unusually high use during a billing cycle.

Investigations: When the City receives a report of a violation of prohibitions or restrictions (including water waste and irrigation malfunctions), staff will take steps to determine whether a violation occurred and whether it has been resolved. Investigative steps may include (and are not limited to) actions such as seeking additional information from reporting parties, attempting to observe the violation directly, contacting the customer to gather additional information, and/or reviewing customer water use data directly or through automated processes (for example, for water allocation exceedances in Stages 5-8). Cases that appear to violate other City codes or regulations (for example, by causing or threatening harm to property, public health and safety, creeks, etc.) will be referred to other City staff as needed for corresponding investigation and enforcement.

Initial Notice/First Warning: When following up on a customer's first violation, staff will attempt to contact the customer by phone, email, and/or by mail to inform them of the violation and compliance requirements, including the timeline for resolving the violation and consequences for noncompliance. In non-urgent cases, if the customer is actively working toward resolving the issue, the deadline to comply may be extended. Staff will also offer to provide information about available City assistance and programs (to the extent relevant and feasible) which may help the customer come into compliance. The verbal and written notices are intended to serve as educational resources to inform the customers about water waste prohibitions, water use restrictions, the violation, the period for resolving the violation, and information about available City technical assistance and programs.

Second Warning: If the violation remains unresolved within the time specified in the First Warning, staff will send a Second Warning letter. It will reference the date of the First Warning Letter. It will also include the same or similar information as outlined for the First Letter, including the period for resolving the issue and information about the consequences of noncompliance as well as appeal and exemption processes. In non-urgent cases in which the customer is making progress, the period for resolving the issue may be extended to three weeks after the date of the Second Warning letter.

Third Warning: If the violation remains unresolved within the time specified in Second Warning letter, a Third Warning letter signed by the Director or their designee will be sent to the customer to inform them that City action is imminent if the violation is not corrected by a date certain. The letter will indicate which of these will occur: water service shut off and/or other enforcement action deemed appropriate by the Director of Water or their designee. Water allocation violations will be subject to the EUP. The letter will also indicate the dates of the Initial Notice/First Warning and Second Warning letter and include appeal and exemption processes. In most cases, the period for resolving the issue may be as short as a few days after the date of the Third Warning letter.

Urgent Cases: If at any time during an investigation or enforcement process it is discovered that a violation appears to be urgent and warrants immediate City action, the City will seek to contact the customer directly by phone or in person to inform them of the violation, the need for immediate corrective action by a date certain, and the imminent action(s), including water service shut off, that the City will take if the violation is not resolved by that date. The Director or their designee will also provide this information in writing to the customer. In most cases, the period for resolving the issue may be 15 or fewer days after the date of the urgent warning letter.

Multiple Violations: If a water service is found to have at least three violations within a rolling six-month period during a water shortage, enforcement may be elevated to Urgent status.

7.2 Appeal Process

If a Water customer wishes to appeal a City action taken in response to a violation, the customer may file an appeal in writing within 21 days (3 weeks) of the written notification of the violation to:

WaterResources@srcity.org

or

Deputy Director of Water Resources
Santa Rosa Water

69 Stony Circle
Santa Rosa, CA 95401

The Deputy Director or designee will decide on the matter within 30 calendar days of receiving the appeal. The appeal should include:

- The street address of the subject property
- The water account number
- The water customer's name, phone number, mailing address, and, if available, email address
- An explanation of the grounds upon which the appeal is being filed
- The specific action the customer wishes the Deputy Director to take
- The appeal must be signed by the Water customer and dated

If a customer is not satisfied with the decision, an appeal may be filed within 30 days of the decision to:

Director of Santa Rosa Water
69 Stony Circle
Santa Rosa, CA 95401

The Director will decide on the matter within 30 calendar days of receiving the appeal. The Director's decision is final.

7.3 Exemption and Reassessment Process

If a Water customer wishes to request an exemption from a water use prohibition or restriction, or if a customer wishes to request a reassessment of the water allocation assigned to a Water service, the customer must file a request in writing to:

WaterResources@srcity.org

or

Deputy Director of Water Resources
Santa Rosa Water
69 Stony Circle
Santa Rosa, CA 95401

The Deputy Director or designee will decide on the matter within 30 calendar days of receiving the request.

The request should include:

- The prohibition, restriction, or water allocation of concern
- The street address of the subject property
- The water account number
- The water customer's name, phone number, mailing address, and, if available, email address

- An explanation of the grounds upon which the request for exemption or allocation reassessment is being requested; for example, grounds might include documentation of a significant health and safety need that must be met
- The specific action the customer wishes the Deputy Director to take
- The request must be signed by the Water customer and dated

If a customer is not satisfied with the decision, a request may be filed within 30 days of the decision to:

Director of Santa Rosa Water
69 Stony Circle
Santa Rosa, CA 95401

The Director will decide on the matter within 30 calendar days of receiving the appeal. The Director's decision is final.

8. LEGAL AUTHORITIES

At the time of a water shortage emergency, the Santa Rosa City Council will, by resolution, declare a state of water shortage emergency and empower enactment of the Water Shortage Contingency Plan. A draft Water Shortage Emergency Resolution is found in **Appendix C**. With water emergencies that trigger the WSC rate structure (Stages 2 through 8), water allocations (Stages 5 through 8), or the EUP (Stages 5 through 8), the City Council will also adopt an ordinance.

If a water shortage emergency occurs while the City Council cannot assemble to adopt a Water Shortage Emergency Resolution or Ordinance, the City Manager, or designee, is authorized to implement the appropriate stage of the Shortage Plan based on the reduction in water supply. The determination by the City Manager, or designee, to implement the Shortage Plan shall remain effective until the City Council meeting immediately following such determination, at which time the Santa Rosa City Council will consider adopting a Water Shortage Resolution or Ordinance.

The City's public water system does not provide potable water service to other cities or counties. However, if it does so in the future, the City will coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency, as defined in Section 8558 of the Government Code.

9. FINANCIAL CONSEQUENCES OF WATER SHORTAGE CONTINGENCY PLAN

This section describes the potential revenue reductions and expense increases associated with activating shortage response actions and describes the City's mitigation actions. The water rate structure changes during water shortages are necessary to help cover water system costs and protect the financial stability of the water system as water demands are reduced. In addition, changes to the water rate structure are designed to encourage customers to reduce water use commensurate with water use reduction targets.

9.1 Revenue and Expenditure Impacts

Under normal water conditions and in Stage 1 (with a voluntary community-wide water use reduction target of 10 percent), the City's water rate structure is designed to encourage efficient water use. This is achieved through a low fixed service charge and relatively high usage rates applicable to each unit of water use. This conservation-oriented rate structure introduces some financial risk in that a significant portion of fixed costs is recovered through the usage charge, based on water usage.

The City's water rate structure consists of a two-tier water rate structure for Single Family and Duplex Residential customers, a uniform water usage rate structure for Multi-Family Residential and CII customers, and a water-budget based two-tier water rate structure for Dedicated Irrigation customers. As of July 2025, the normal water usage rates per 1,000 gallons are listed in **Table 9-1**. The water rate structure also includes fixed monthly service charges, which vary with the size of the water meter.

TABLE 9-1: WATER USAGE RATES EFFECTIVE JULY 2025

Customer Sector	Water Usage Rates per 1,000 Gallons
Single Family and Duplex Residential Tiered Rate	
Tier 1 (up to sewer cap)	$ 7.21
Tier 2 (above sewer cap)	$ 8.43
Single Family with No Irrigation Needs	$ 7.21
Multi-Family Residential	$ 7.66
Commercial, Industrial, & Institutional	$ 7.66
Irrigation Water-Budget Based Tiered Rate	
Tier 1 (up to 125 percent of water budget)	$ 7.33
Tier 2 (above 125 percent of water budget)	$ 9.36
Irrigation Water-Budget Based Tiered Rate (Recycled Water)	
Tier 1 (up to 125 percent of water budget)	$ 6.96
Tier 2 (above 125 percent of water budget)	$ 9.36

During water shortage emergencies, a reduction in water usage can result in revenues not covering all fixed costs. In addition, implementing triggered water shortage response actions and procedures for compliance and enforcement will lead to an increase in costs. To address this, the City has developed three approaches for its water shortage financial strategy and rate structure. They are summarized here and discussed below:

- Water customers will be subject to an increased water usage charge (WSC) during Stage 2 through Stage 8 to help cover water system costs, encourage water conservation, and help protect the financial condition of the water utility. The WSC (described below and in **Section 5.2.6**) is designed such that customers meeting use reduction goals will have lower water bills than they do with standard rates and normal usage.
- In Stages 1 through 8, Undesignated Reserves and/or the Catastrophic Reserve may be drawn down to absorb part of the financial deficit caused by a reduction in water rate revenues (due to lower water sales) and increase in costs (due to implementation of triggered water shortage actions and procedures for compliance and enforcement).
- Reductions in Capital Improvement Program expenditures can be implemented in Stage 2 through Stage 8 to offset reduced revenue resulting from decreased water sales and increased costs resulting from implementation of the Shortage Plan.

The WSC is designed to recover a portion of revenue reductions during water shortage Stages 2 through 8. The EUP is designed to reinforce the importance of limiting water use to water allocations in Stages 5 through 8 and is not designed to address revenue shortfalls associated with water shortages.

9.1.1 Water Shortage Charge

Water usage rates during a shortage condition will be based on modifications to the water rate structure in place at the time of the declared emergency for all water sold in Stages 2 through 8. The WSC is added on top of each unit of water sold and will help recover a portion of revenue shortfalls due to declining water sales and increasing costs for responding to the water shortage. The WSC is designed such that a typical customer's bill will not change significantly even though the water usage rates are increased (this assumes the typical customer will reduce water usage consistent with use reduction goals).

Beginning in Stage 5 and continuing through Stage 8, the tiered water usage rates for Single Family Residential and Dedicated Irrigation services are eliminated and the uniform water usage rate applicable to Multi-Family Residential and CII services is imposed on all customer services. **Table 9-2** illustrates incremental changes in the WSC as a function of the shortage stage.

TABLE 9-2: WATER SHORTAGE CHARGE (WSC) FOR ALL WATER SOLD – STAGES 2 THROUGH 8

Stage	Single Family and Duplex Accounts	Dedicated Irrigation Accounts	Multi-Family Residential Accounts (3 units or more)	Commercial, Industrial, Institutional, Health , Safety
2	5 Percent of Tier 1 & Tier 2 Rates		5 percent of Uniform Rate	
3	7.5 Percent of Tier 1 & Tier 2 Rates		7.5 percent of Uniform Rate	
4	10 Percent of Tier 1 & Tier 2 Rates		10 percent of Uniform Rate	
5	15 percent of Uniform Rate			
6	25 percent of Uniform Rate			
7	35 percent of Uniform Rate			
8	45 percent of Uniform Rate			

9.1.2 Excess Use Penalty

During water shortage Stages 5 through 8, water allocations are assigned to all service connections and water use in excess of individual account water allocations is prohibited (see more details in **Section 5.2.7**). Water allocations will be enforced with the EUP for water usage that exceeds the water allocation established for each water service. The EUP provides an inclining penalty structure designed to reinforce the need for all customers to limit water use to the assigned water allocations. Customers who achieve the reduction target will not be penalized. Customers who exceed their water allocation will be subject to an EUP (see more details and an example in **Section 5.2.8**). See **Section 7** for compliance and enforcement procedures.

The structure of the EUP is summarized in **Table 9-3** (same as **Table 5-4** in **Section 5.2.8**).

TABLE 9-3: EXCESS USE PENALTY (EUP) STRUCTURE FOR STAGES 5 - 8

Excess Use Over Allocation in thousand-gallon units (TGALs)	Penalty per TGAL			
	Stage 5	Stage 6	Stage 7	Stage 8
2 to 10	$ 5.00	$10.00	$20.00	$40.00
Over 10	$10.00	$20.00	$40.00	$80.00

EUPs are entirely avoidable by all customers. Therefore, EUP revenues are not intended to be used as general operating revenues during the emergency and are not considered an element of the water shortage financial strategy and rate structure but may be used to offset the extraordinary costs of the water shortage emergency such as additional conservation support, to rebuild the Catastrophic Reserve, and/or to establish a rate stabilization fund for the post-emergency recovery.

9.1.3 Water Shortage Charge Rate and Excess Use Penalty Structure and Impact

Table 9-4 summarizes the WSC rate structure and the EUP structure for each water shortage stage based on the current (effective July 2025) water rates.

TABLE 9-4: WATER SHORTAGE RATE STRUCTURES – JULY 2025[a]

	Normal Water Usage Rates[b]	Water Use Reduction Ranges[c]						
		Stage 2 11% to 15%	Stage 3 16% to 20%	Stage 4 21% to 25%	Stage 5 26% to 30%	Stage 6 31% to 40%	Stage 7 41% to 50%	Stage 8 Over 50%
Water Shortage Charge[d]	-	5%	7.5%	10%	15%	25%	35%	45%
Excess Use Penalties[e]	-	-	-	-	Penalty based on amount of use over allocation (per thousand-gallon unit)			
Water Usage Rates ($/1,000 gallons)								
Single Family and Duplex Accounts								
Tier 1	$7.21	$7.57	$7.75	$7.93	-	-	-	-
Tier 2	$8.43	$8.85	$9.06	$9.27	-	-	-	-
Single Family with No Irrigation Needs								
All water use	$7.21	$7.57	$7.75	$7.93	-	-	-	-
Multi-Family/Comm./Indus./Inst.								
All water use	$7.66	$8.04	$8.23	$8.43	-	-	-	-
Irrigation (potable water)								
Tier 1	$7.33	$7.70	$7.88	$8.06	-	-	-	-
Tier 2	9.36	$9.83	$10.06	$10.30	-	-	-	-
Irrigation (recycled water)								
Tier 1	$6.96	$7.31	$7.48	$7.66	-	-	-	-
Tier 2	9.36	$9.83	$10.06	$10.30	-	-	-	-
All Water Customers								
Water use up to 100% of water allocation	-	-	-	-	$8.81	$9.58	$10.34	$11.11
Excess Use Penalties for use over allocation	-	-	-	-	Penalty based on amount of use over allocation (per thousand-gallon unit)[e]			

(a) Water shortage charges and excess use penalties are expressed as percentages applied to normal water usage rates. Monthly service charges are unaffected by the water shortage rates and charges. The normal water usage rates shown herein are the water usage rates proposed for July 2025 and are used for illustrative purposes.

(b) Applies to normal water conditions and Stage 1 water shortages.

(c) Stages 2 through 8 are mandatory water reduction stages.

(d) When the water use reduction goal exceeds 10 percent, the normal water usage rates are increased by the water shortage charge percentage shown. The water shortage charge increment provides supplemental revenue to help bridge the financial deficit created by shortage conditions.

(e) Penalties are shown in Table 5-2 and Table 9-3.

Table 9-5 details the City's projected annual revenue and expenditure status (based on a normalized budget and water supply/demand condition for Fiscal Year (FY) 24-25) in non-shortage (normal supply) conditions and at each stage in the water shortage program.

TABLE 9-5: IMPACT OF WATER SHORTAGE ON REVENUES AND EXPENDITURES WITH PROPOSED WATER SHORTAGE STRATEGY (FY 24-25)

	2025	Water Use Reduction Ranges								
	Normal Supply (1)	Stage 1 Voluntary Up to 10%	Stage 2 Mandatory 11% to 15%	Stage 3 Mandatory 16% to 20%	Stage 4 Mandatory 21% to 25%	Stage 5 Mandatory 26% to 30%	Stage 6 Mandatory 31% to 40%	Stage 7 Mandatory 41% to 50%	Stage 8 Mandatory Over 50%
Modeled Water Use Reduction -->	0%	10%	15%	20%	25%	30%	40%	50%	60%
Water Sales (AF) -->	17,196	15,476	14,616	13,757	12,897	12,037	10,317	8,598	6,878
Sources of Funds									
Fixed Charge Revenue (2)	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000	$ 13,681,000
Commodity Revenue (Sale of Water) (2)	$ 37,303,750	$ 33,573,375	$ 31,708,188	$ 29,843,000	$ 27,977,813	$ 26,112,625	$ 22,382,250	$ 18,651,875	$ 14,921,500
Water Shortage Charge Rev. (3)			$ 1,585,409	$ 2,238,225	$ 2,797,781	$ 3,916,894	$ 5,595,563	$ 6,528,156	$ 6,714,675
Misscellaneous Revenues	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000	$ 5,699,000
Total Sources of Funds	$ 56,683,750	$ 52,953,375	$ 52,673,597	$ 51,461,225	$ 50,155,594	$ 49,409,519	$ 47,357,813	$ 44,560,031	$ 41,016,175
(% of normal)		93%	93%	91%	88%	87%	84%	79%	72%
Uses of Funds (10)									
Salaries & Benefits	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000	$ 8,226,000
Maintenance and Services	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000	$ 4,913,000
Minor Capital	$ 83,000	$ 83,000	$ 83,000	$ 83,000	$ 83,000	$ 83,000	$ 83,000	$ 83,000	$ 83,000
Water Purchases (4)	$ 19,405,000	$ 17,465,000	$ 16,494,000	$ 15,524,000	$ 14,554,000	$ 13,584,000	$ 11,643,000	$ 9,703,000	$ 7,762,000
Utilities and Chemicals (4)	$ 1,400,000	$ 1,260,000	$ 1,190,000	$ 1,120,000	$ 1,050,000	$ 980,000	$ 840,000	$ 700,000	$ 560,000
Administrative Allocation	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000	$ 4,751,000
Utility Billing Services	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000	$ 2,419,000
Water Conservation (5)	$ 1,000,000	$ 1,100,000	$ 1,150,000	$ 1,200,000	$ 1,250,000	$ 1,300,000	$ 1,400,000	$ 1,500,000	$ 1,600,000
O&M Projects	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000	$ 125,000
Recycled Water Purchases	$ 34,000	$ 34,000	$ 34,000	$ 34,000	$ 34,000	$ 34,000	$ 34,000	$ 34,000	$ 34,000
Turnback @ 5%	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)	$ (1,148,000)
Transfers To:									
Utility Undrgrnd. Impact Fund	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000	$ 2,229,000
Debt Service Funds	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000	$ 1,666,000
Capital Projects (Approp.) (6)	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000	$ 9,469,000
Other Funds/Reserves	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750	$ 2,111,750
Total Uses of Funds	$ 56,683,750	$ 54,703,750	$ 53,712,750	$ 52,722,750	$ 51,732,750	$ 50,742,750	$ 48,761,750	$ 46,781,750	$ 44,800,750
(% of normal)		97%	95%	93%	91%	90%	86%	83%	79%
Surplus/(Deficit) in Operations	**$ -**	**$ (1,750,375)**	**$ (1,039,153)**	**$ (1,261,525)**	**$ (1,577,156)**	**$ (1,333,231)**	**$ (1,403,938)**	**$ (2,221,719)**	**$ (3,784,575)**
Catastrophic Reserve									
Available Balance (7)	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000	$ 17,500,000
Excess Use Penalty Revenue (8)						$ -	$ -	$ -	$ -
Used to Cover Oper. Deficit (9)	$ -	$ (1,750,375)	$ (1,039,153)	$ (1,261,525)	$ (1,577,156)	$ (1,333,231)	$ (1,403,938)	$ (2,221,719)	$ (3,784,575)
Ending Balance (after 1 year)	$ 17,500,000	$ 15,749,625	$ 16,460,847	$ 16,238,475	$ 15,922,844	$ 16,166,769	$ 16,096,063	$ 15,278,281	$ 13,715,425
Water Shortage Charge			**5%**	**7.5%**	**10%**	**15%**	**25%**	**35%**	**45%**

(1) Reflects estimated FY 25 revenues and expenses under "normal" budgetary, water supply, water demand, and economic conditions, as a basis for financial analysis. Normal water demand, revenues, and expenses were derived from the 2024 water rate study recently completed by the City.

(2) Source: Attachment 1 - 2024 Water and WasteWater Rate Study Report

(3) Pass through rate revenue. Only includes water sold (production and purchased).

(3) Shortage charges are imposed in conjunction with mandatory measures when the use reduction goal exceeds 10 percent and escalate through higher stages to limit the operating deficit.

(4) Water purchases, energy, and chemical costs would all decline in proportion to reduced water usage.

(5) Water conservation and demand management costs would increase in inverse proportion to reduced water sales.

(6) Funding of the capital program could be restricted when the use reduction goal exceeds 10 percent to help bridge the financial deficit and lessen the impact on reserves.

(7) Assumes Catastrophic Reserve is fully funded and available at the outset of a water shortage. Undesignated reserves may also be available at the outset of a water shortage and would be used prior to drawing from the Catastrophic Reserve.

(8) Excess use penalties would be imposed in Stages 5, 6, 7, and 8, but are not expected to generate any revenue, as the penalties can be avoided. Any penalty revenue received would be used to replenish the Catastrophic Reserve and/or fund conservation activities.

(9) Undesignated Reserves and/or the Catastrophic Reserve would be used to offset any operational deficit.

(10) Bold and purple indicates Fixed Costs that are not affected by a water shortage.

Table 9-6 summarizes a sample water bill (not including wastewater fees) for an average Single Family Residential service that uses water consistent with the use reduction goals compared to a sample bill for an average Single Family Residential service that does not reduce water use during declared shortages. Customers who reduce their water use consistent with declared water use reduction goals should expect to see a decrease in the water portion of their monthly utility bill.

TABLE 9-6: SAMPLE SINGLE FAMILY RESIDENTIAL CHARGES

Shortage Stage	Single Family Use Reduction Goal[a]	Monthly Water Use, Gallons	Monthly Service Charge	Water Usage Charge	Water Shortage Charge	Household Water Allocation (gal)[b]	Calculated Excess Use (gal)[d]	Excess Use Penalty	Total Monthly Water Bill	Change from Normal Bill[e]
Average Single Family Customer Meeting Reduction Goals[b]										
Normal Conditions	0%	10,000	$15.38	$80.03	n/a	n/a	n/a	n/a	$95.41	
Stage 1	10%	9,000	$15.38	$71.60	n/a	n/a	n/a	n/a	$86.98	($8.43)
Stage 2	15%	8,500	$15.38	$67.39	$3.37	n/a	n/a	n/a	$86.14	($9.28)
Stage 3	20%	8,000	$15.38	$63.17	$4.74	n/a	n/a	n/a	$83.29	($12.12)
Stage 4	25%	7,500	$15.38	$58.96	$5.90	n/a	n/a	n/a	$80.24	($15.18)
Stage 5	(c)	6,500	$15.38	$49.79	$7.47	3,600	0	$0.00	$72.64	($22.77)
Stage 6	(c)	4,900	$15.38	$37.53	$9.38	3,240	0	$0.00	$62.29	($33.12)
Stage 7	(c)	3,200	$15.38	$24.51	$8.58	2,880	0	$0.00	$48.47	($46.94)
Stage 8	(c)	2,700	$15.38	$20.68	$9.31	2,520	0	$0.00	$45.37	($50.04)
Average Single-Family Customer with No Water Use Reduction [b]										
Normal Conditions	0%	10,000	$15.38	$80.03	n/a	n/a	n/a	n/a	$95.41	
Stage 1	10%	10,000	$15.38	$80.03	n/a	n/a	n/a	n/a	$95.41	$0.00
Stage 2	15%	10,000	$15.38	$80.03	$4.00	n/a	n/a	n/a	$99.41	$4.00
Stage 3	20%	10,000	$15.38	$80.03	$6.00	n/a	n/a	n/a	$101.41	$6.00
Stage 4	25%	10,000	$15.38	$80.03	$8.00	n/a	n/a	n/a	$103.41	$8.00
Stage 5	(c)	10,000	$15.38	$76.60	$11.49	3,600	4,000	$40.00	$143.47	$48.06
Stage 6	(c)	10,000	$15.38	$76.60	$19.15	3,240	4,000	$80.00	$191.13	$95.72
Stage 7	(c)	10,000	$15.38	$76.60	$26.81	2,880	5,000	$200.00	$318.79	$223.38
Stage 8	(c)	10,000	$15.38	$76.60	$34.47	2,520	5,000	$400.00	$526.45	$431.04

(a) Stage 1 water reduction goal is voluntary. Stages 2-5 water reduction goals are mandatory.

(b) Assumes Single Family customer with 5/8" meter, a 3-person household allocation (per-person allocation decrease by stage), and a wintertime month that doesn't include an allocation for summer irrigation.

(c) During Stages 5, 6, 7, and 8 customers would be subject to specific water allocations in order to meet required use reduction targets.

(d) Calculated Excess Use is (Monthly Water Use) - (Household Water Allocation) - (1,999 gal buffer), rounded down to the nearest 1,000 gal.

(e) Comparison is with water bill based on normal water usage and standard water rates.

9.2 Use of Reserves

To compensate for loss of revenue from reduced water sales and for increased costs for implementing water shortage responses and compliance and enforcement efforts, the Undesignated Reserve and/or Catastrophic Reserve may be employed in Stages 1 through 8. In the event of a water shortage, adoption of a Water Shortage Resolution by the Santa Rosa City Council will allow the appropriation of funds from these reserves, which may be drawn down to absorb part of the financial deficit caused by a reduction in water rate revenues (due to lower water sales) and increase in costs (due to implementation of triggered water shortage actions and procedures for compliance and enforcement) that exceeds the reduction in operating costs during a water shortage emergency. This discretionary decision to draw down reserves would be made at the time of a water shortage and would depend on conditions that may exist at that time.

9.3 Capital Improvement Program Reductions

As progressive stages of the Shortage Plan are enacted, an additional measure may be taken to stabilize the financial outlook for the utility. Reductions in Capital Improvement Program expenditures could be implemented in Stage 2 through Stage 8. A decrease in capital spending would help to reduce the depletion of available reserves, as well as offset revenue losses resulting from decreased water sales and increased costs resulting from implementation of triggered water shortage actions and procedures for compliance and enforcement. This discretionary decision to reduce capital spending would be made at the time of a water shortage and would depend on conditions that may exist at that time.

10. MONITORING AND REPORTING

Monitoring and reporting are essential for evaluating whether response actions are achieving their intended water use reduction purposes or if improvements or new actions need to be considered.

During all water supply conditions, the City collects, tracks, and analyzes water use data and submits monthly reports to the State on urban water use.

In Stages 1 through 4, the water reduction target ranges from 10 percent (Stage 1) to 25 percent (Stage 4). The water use reduction targets associated with each stage apply to all customers and are not allocation based. As such, the water use reduction targets for Stages 1 through 4 will be implemented as community-wide targets, and compliance will be tracked based on community-wide water use. During all water supply conditions (including normal and shortage conditions), the City monitors water use and water supply volumes on a monthly basis. All City services are metered and delivery volumes are recorded monthly. In addition, water purchased from Sonoma Water and water produced by the City's wells are separately metered and recorded monthly. During shortage conditions, the City also tracks which shortage response actions are being implemented. During water shortage Stages 1 through 4, the City will monitor overall water use each month compared to planned use under normal water conditions, using existing tracking systems to assess progress toward achieving the reduction target.

In Stages 5 through 8, the water reduction target ranges from 30 percent (Stage 5) to over 50 percent (Stage 8). During these stages, each water service will be assigned its own water allocation, and the water use reduction targets for Stages 5 through 8 will be achieved based on customer adherence to these allocations. Progress on achieving the water reduction target will be tracked both on a community-wide basis and on a service-by-service basis to identify whether customers are adhering to their allocations. The City tracks deliveries to each service monthly and tracks water supply volume by source each month. In addition, the City assigns each water service to a customer sector (e.g., Single Family Residential) and regularly collects pertinent information necessary for calculating allocations each month (e.g., number of residents per dwelling unit). Furthermore, the City's AMI technology can allow for monitoring customer water usage as frequently as deemed necessary for assessing compliance with allocations and helping customers achieve the reduction goal. The City will monitor overall water use each month compared to anticipated use under normal water conditions and will monitor use compared to customer allocations.

If reduction goals are not met through implementation of the Shortage Plan (during any water shortage Stage), the Director will notify the Board of Public Utilities and City Council and more aggressive action will be taken. Additionally, if it is determined that this Shortage Plan requires refinements to achieve reduction targets, the City will revise the Shortage Plan according to the procedures discussed in **Section 11** and then adopt it and make it available as discussed in **Section 12**.

11. SHORTAGE PLAN REFINEMENT PROCEDURES

The Shortage Plan is best prepared and implemented as an adaptive management plan. Therefore, the City will use the results of its monitoring and reporting program described in **Section 9** to evaluate whether this Shortage Plan requires refinements to ensure that its shortage response actions are effective and produce the desired results.

If it is determined that revised procedures and/or new or expanded actions would improve the Shortage Plan, the City will revise the Shortage Plan accordingly and then follow the procedures discussed in **Section 12** to adopt the revised plan, submit it to DWR, and make it available to the public.

12. PLAN ADOPTION, SUBMITTAL, AND AVAILABILITY

This section provides information regarding the notification, public hearing, adoption, and submittal of the City's 2025 Water Shortage Contingency Plan. These processes were completed in parallel with those of the City's 2025 UWMP. This section also includes discussion on implementation of the Shortage Plan.

12.1 Notice of Public Hearing

In accordance with CWC section 10642, the City must provide an opportunity for the public to provide input on the Shortage Plan and any amendments which may occur. The City must consider all public input prior to its adoption. There are two audiences to be notified for the public hearing: cities and counties, and the public.

12.1.1 Notice to Cities and Counties Regarding Preparation of the 2025 Shortage Plan

Per CWC Section 10621, notice regarding preparation of the Shortage Plan was sent to Sonoma County and neighboring cities more than 60 days prior to the public hearing date as noted in **Table 12-1**. The notice of preparation sent to the County, local cities, and regional partners is included in Appendix B to the 2025 UWMP.

The City coordinated the preparation of its Shortage Plan internally and coordinated the preparation of its water resiliency analysis (for the UWMP) both internally and with Sonoma Water and the agencies participating in the Regional Alliance for SB X7-7 compliance.

Upon substantial completion of the 2025 UWMP and Shortage Plan, the City provided the same agencies, including internally within the City and Sonoma County, notice of public hearing.

Notifications to cities and counties in accordance with the UWMP Act, are summarized in **Table 12-1**. In addition, the City notified Marin Municipal Water District, North Marin Water District, and Valley of the Moon Water District as well as the Santa Rosa Plain Groundwater Sustainability Agency.

TABLE 12-1: NOTIFICATION TO CITIES AND COUNTIES (DWR TABLE 10-1 RETAIL)

City Name	60 Day Notice	Notice of Public Hearing
City of Cotai	Yes	Yes
City of Petaluma	Yes	Yes
City of Rohnert Park	Yes	Yes
City of Sebastopol	Yes	Yes
City of Sonoma	Yes	Yes
Town of Windsor	Yes	Yes
County Name	**60 Day Notice**	**Notice of Public Hearing**
Sonoma County	Yes	Yes

12.1.2 Notice to the Public for the 2025 Shortage Plan

To encourage community and public input on the development of the Shortage Plan, the City included information about its preparation and how to participate through an insert in the Water bill and social media posts. The City also held a publicly noticed meeting of the City's Water Conservation Subcommittee of the Board of Public Utilities and held meetings of the Board of Public Utilities and Santa Rosa City Council. The City also developed a dedicated webpage (srcity.org/UWMP) to provide information to the public related to development of the Shortage Plan and to provide access to the document for public review and comment.

Following completion of the Draft Shortage Plan, a notification of public hearing was placed in the local newspaper (Santa Rosa Press Democrat) about the 2025 Shortage Plan update process, and copies of the Draft Shortage Plan were made available online on the City's website. During the public review period, local cities, and Sonoma County, as well as the general public, were encouraged to comment on the draft document which was available online at srcity.org/UWMP. Noticing for the public hearing was conducted pursuant to Section 6066 of the Government Code. Public hearing notifications were published in The Press Democrat. Copies of the published Notice of Public Hearing are included in Appendix B to the 2025 UWMP. In addition, the City notified Sonoma Water, Marin Municipal Water District, North Marin Water District, and Valley of the Moon Water District.

12.2 Public Hearing and Adoption

City Council held a public hearing to discuss the 2025 Shortage Plan on June 2, 2026 (TO BE CONFIRMED), in conjunction with the City Council meeting.

The public hearing provided an opportunity for all City water users and the public to become familiar with the Shortage Plan and ask questions about the City's planned responses for managing water demands and supply during water shortages. The 2025 Shortage Plan was also made available online on the City's webpage (srcity.org/UWMP) for public inspection for 30 days prior to the public hearing. The 2025 Shortage Plan was adopted by the City Council on June 2, 2026 (TO BE CONFIRMED). A copy of the adopted resolution is provided as Appendix A to the 2025 UWMP.

12.3 Plan Submittal

An electronic copy of the 2025 Shortage Plan was submitted to DWR within 30 days of adoption using the Water Use Efficiency data submittal tool. A copy of the 2025 Shortage Plan was submitted to the California State Library, and an electronic copy was made available to the cities and counties to which the City provides water.

12.4 Public Availability

No later than 30 days after submittal to DWR, the Shortage Plan was made available online on the City's website at srcity.org/UWMP.

12.5 Amending an Adopted Water Shortage Contingency Plan

The City may amend its Shortage Plan and its UWMP jointly or separately. If the City amends the Shortage Plan in the future, the City will follow the notification, public hearing, adoption, and submittal process

described above. In addition to submitting amendments to DWR through the Water Use Efficiency data Portal, copies of amendments or changes to the Shortage Plan will be submitted to the California State Library and any city or county within which the City provides water supplies within 30 days after adoption. In addition, any amendments will be available online on the City's website.

APPENDIX A: 2025 WATER SHORTAGE CONTINGENCY PLAN RESPONSE ACTIONS

Water Shortage Contingency Response Actions

Shortage Level / Response Actions	Stage 1 up to 10% Voluntary	Stage 2 up to 15% Mandatory	Stage 3 up to 20% Mandatory	Stage 4 up to 25% Mandatory	Stage 5 up to 30% Mandatory	Stage 6 up to 40% Mandatory	Stage 7 up to 50% Mandatory	Stage 8 Over 50% Mandatory
Adopt Resolution declaring water shortage emergency and shortage stage and establishing water use prohibitions	Council Action	Council Action	Council Action	Council Action	Council Action	Council Action	Council Action	Council Action
Implement Communication Protocols	✓	✓	✓	✓	✓	✓	✓	✓
Conduct compliance and enforcement as needed	✓	✓	✓	✓	✓	✓	✓	✓
Implement customer service and assistance with Water Use Efficiency programs	✓	✓	✓	✓	✓	✓	✓	✓
Enforce Water Waste Ordinance	✓	✓	✓	✓	✓	✓	✓	✓
Implement Water Waste Patrols (virtual and/or in-person)	✓	✓	✓	✓	✓	✓	✓	✓
Increase staffing resources, as needed (temporary, reassignments, and/or overtime)	✓	✓	✓	✓	✓	✓	✓	✓
Increase overtime budget for staff to help implement the Shortage Plan, as needed	✓	✓	✓	✓	✓	✓	✓	✓
Require shut-off nozzles for garden and utility hoses	✓	✓	✓	✓	✓	✓	✓	✓
Prohibit washing hard surfaces (sidewalks, driveways, patios, etc.) with hose, unless required for public health and safety	✓	✓	✓	✓	✓	✓	✓	✓

Shortage Level / Response Actions	Stage 1 up to 10% Voluntary	Stage 2 up to 15% Mandatory	Stage 3 up to 20% Mandatory	Stage 4 up to 25% Mandatory	Stage 5 up to 30% Mandatory	Stage 6 up to 40% Mandatory	Stage 7 up to 50% Mandatory	Stage 8 Over 50% Mandatory
Limit flushing of mains and hydrants, as applicable and post explanatory signs when flushing mains or hydrants	✓	✓	✓	✓	✓	✓	✓	✓
Enforce Statewide mandatory prohibitions as needed	✓	✓	✓	✓	✓	✓	✓	✓
Adopt Ordinance to authorize Water Shortage Charge		Council Action – 5 %	Council Action 7.5 %	Council Action 10%	Council Action 15%	Council Action 25%	Council Action 35%	Council Action 45%
Require "Water on Request" program for restaurants		✓	✓	✓	✓	✓	✓	✓
Require hotel and lodging industry to incorporate signage and/or messaging regarding washing of linens only upon request		✓	✓	✓	✓	✓	✓	✓
Prohibit power washing with potable water (except for public health and safety and to paint buildings), unless a variance is obtained			✓	✓	✓	✓	✓	✓
Limit hours of irrigation to 7 PM - 9 AM			✓	✓	✓	✓	✓	✓
Prohibit filling and operation of ornamental fountains and water features				✓	✓	✓	✓	✓
Adopt Ordinance to authorize Water Allotments and Excess Use Penalty					Council Action	Council Action	Council Action	Council Action
Assign allocation to each Single Family Residential service					40 GPCD; landscape 2,000 gals/mo (May-Oct)	36 GPCD; landscape 1,000 gals/mo (May-Oct)	32 GPCD	28 GPCD
Offer “Water School”					✓	✓	✓	✓
Assign allocation to each Multi-Family Residential service					40 GPCD; mod. landscape	36 GPCD; mod. landscape	32 GPCD	28 GPCD

Shortage Level / Response Actions	Stage 1 up to 10% Voluntary	Stage 2 up to 15% Mandatory	Stage 3 up to 20% Mandatory	Stage 4 up to 25% Mandatory	Stage 5 up to 30% Mandatory	Stage 6 up to 40% Mandatory	Stage 7 up to 50% Mandatory	Stage 8 Over 50% Mandatory
					budget (May-Oct)	budget (May-Oct)		
Assign allocation to each CII service					85% of previous 12 months usage	80% of previous 12 months usage	75% of previous 12 months usage	70% of previous 12 months usage
Assign allocation to each Irrigation service					40% of ET based water budget	20% of ET based water budget	10% of ET based water budget	No allocation
Assign allocation to each Health and Safety service					95% of previous 12 months	90% of previous 12 months	85% of previous 12 months	80% of previous 12 months
Implement Excess Use Penalty to enforce Water Allocations					**See Table 5-4 in Shortage Plan**	**See Table 5-4 in Shortage Plan**	**See Table 5-4 in Shortage Plan**	**See Table 5-4 in Shortage Plan**
Require new construction offset demand new demand (1:1 ratio)					✓	✓	✓	✓
Prohibit filling new swimming pools and spas					✓	✓	✓	✓
Pool and spa covers must be installed and utilized at commercial, industrial and institutional accounts, as well as Homeowners Association common areas and common interest developments with outdoor pools and spas.					✓	✓	✓	✓
Require use of recycled water for construction dust control if available and filling station is within one mile					✓	✓	✓	✓
Accounts with cooling towers must demonstrate optimization of system(s) to achieve water use efficiency.					✓	✓	✓	✓
Prohibit filling or topping off of existing swimming pools						✓	✓	✓

Shortage Level / Response Actions	Stage 1 up to 10% Voluntary	Stage 2 up to 15% Mandatory	Stage 3 up to 20% Mandatory	Stage 4 up to 25% Mandatory	Stage 5 up to 30% Mandatory	Stage 6 up to 40% Mandatory	Stage 7 up to 50% Mandatory	Stage 8 Over 50% Mandatory
Prohibit installation of water-using landscaping at new construction						✓	✓	✓
Prohibit installation or replanting of water-using landscaping at all sites							✓	✓
Irrigation is limited to maintaining the health of trees and established perennial plantings only.							✓	✓
Prohibit landscape irrigation (reuse of rainwater and graywater allowed)								✓

APPENDIX B: COMMUNICATION PROTOCOLS

Communication Protocols for Water Shortages

Stage 1 Response Actions	Stage 1 Communication Actions
• City Council adopts resolution declaring Stage 1 water shortage emergency, requesting 10 percent voluntary conservation, prohibiting water waste, reducing non-essential uses, and authorizing implementation of Shortage Plan, and triggering Stage 1 prohibitions and restrictions and State mandated prohibitions if any • Launch/sustain public information campaign • Implement Water Waste Patrols • Implement compliance and enforcement procedures	Implement communication plan to keep stakeholders informed: • State regulators and local officials • Sonoma Water and local water providers • Customers, general public, and interested parties Messages (in English and Spanish): • Stage 1 water shortage level in effect • Reduction target is 10 percent voluntary, non-allocation-based, community-wide effort • New prohibitions and restrictions on end uses are in effect (describe all) • Eliminate water waste (requirements of ordinance and how to report water waste) • Highlight Water Use Efficiency programs (include contacts: phone number, email, website URL) • Inform State regulators, local officials, Sonoma Water, and local water providers via meetings, email, phone, US postal service, online portals Inform customers, general public, and interested parties via: • Bill inserts and envelope messages (customers) • Letters and other direct mail marketing (such as postcards) to customer sectors and stakeholders (e.g., property managers and landscape professionals) • Media releases • Social media posts • Updated website content • Santa Rosa's City Connections newsletter and- news alerts • Presentations at Board of Public Utilities (BPU) and City Council meetings • Presentations at meetings of regional policy makers and governing bodies • Presentations to civic groups, nonprofits, businesses, large employers, schools • Signs applied to City vehicles and/or banners posted in downtown core • Public information booths at local fairs, festivals, events • Sonoma Marin Saving Water Partnership public information campaign • Ad buys: Radio, print, digital, and social media

Stage 2 Response Actions	Stage 2 Communication Actions

• Actions from previous stage in effect
• City Council adopts resolution/ordinance declaring Stage 2 water shortage emergency, mandating 15 percent non-allocation-based water reduction community-wide for all user classes, and authorizing implementation of Shortage Plan and Water Shortage Charge (5 percent), and triggering restrictions and prohibitions for Stages 1-2 and State mandated prohibitions if any
• Launch/expand public information campaign
• Implement Water Shortage Charge (5 percent)
	Implement/expand communication plan to inform/update:
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stage with these modifications and/or additions
	  ○ Stage 2 water shortage level
	  ○ Reduction target is 15 percent mandatory, non-allocation-based, community-wide
	  ○ Additional prohibitions and restrictions on end uses are in effect (describe all)
	  ○ Water Shortage Charge is in effect (5 percent of customer usage rate)
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stage
	Inform customers, general public, and interested parties via:
	• Same as previous stage plus:
	  ○ Increase ad buys: Radio, print, digital, and social media
	  ○ Send letter to customers to inform them about Stage 2 Water Shortage Charge and Stage 1-2 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance. Request updated information in preparation for water allocations (Stage 5 or higher)
	  ○ If Stage 3 or higher is anticipated, reach out to landscape and irrigation industry to inform them of potential need to limit irrigation hours

Stage 3 Response Actions	Stage 3 Communication Actions

• Actions from previous stage in effect
• City Council adopts resolution/ordinance declaring Stage 3 water shortage emergency, mandating 20 percent non-allocation-based water reduction community-wide for all user classes, and authorizing implementation of Shortage Plan and Water Shortage Charge (7.5 percent), and triggering restrictions and prohibitions for Stages 1-3 and State mandated prohibitions if any
• Launch/expand public information campaign
• Implement Water Shortage Charge (7.5 percent)
	Implement/expand communication plan to inform/update:
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	  ○ Stage 3 water shortage level
	  ○ Reduction target is 20 percent mandatory, non-allocation-based, community-wide
	  ○ Additional prohibitions and restrictions on end uses are in effect (describe all)
	  ○ Water Shortage Charge is in effect (7.5 percent of customer usage rate)
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties via:
	• Same as previous stages plus:
	  ○ Increase frequency and scope of ad buys
	  ○ Send letter to customers to inform them about Stage 3 Water Shortage Charge and Stage 1-3 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance. Request updated information in preparation for water allocations (Stage 5 or higher)
	  ○ Reach out to landscape and irrigation industry to inform them of irrigation hours. If Stage 4 or higher is anticipated, inform them about limits on irrigation and landscape installation that would be triggered.
	  ○ Deliver more frequent presentations at BPU meetings and City Council meetings

Stage 4 Response Actions	Stage 4 Communication Actions

• Actions from previous stage in effect
• City Council adopts resolution/ordinance declaring Stage 4 water shortage emergency, mandating 25 percent non-allocation-based water reduction community-wide for all user classes, and authorizing implementation of Shortage Plan and Water Shortage Charge (10 percent), and triggering restrictions and prohibitions for Stages 1-4 and State mandated prohibitions if any
• Launch/expand public information campaign
• Implement Water Shortage Charge (10 percent)
	Implement/expand communication plan to inform/update:
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	• Stage 4 water shortage level
	• Reduction target is 25 percent mandatory, non-allocation-based, community-wide
	• Additional prohibitions and restrictions on end uses are in effect (describe all)
	• Water Shortage Charge is in effect (10 percent of customer usage rate)
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties:
	• Same as previous stages plus:
	  ○ Increase frequency and scope of ad buys
	  ○ Send letter to customers to inform them about Stage 4 Water Shortage Charge and Stage 1-4 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance. Request updated information in preparation for water allocations (Stage 5 or higher)
	  ○ Reach out to landscape and irrigation industry to inform them of current restrictions (Stage 4). If Stage 5 or higher is anticipated, inform them about limits on irrigation and landscape installation and about landscape related water allocations for all customer sectors in Stages 58
	  ○ Work with land use planners, developers, builders, general contractors, etc., to prepare for potential limits on new demand (offset program for Stages 5-8) Also inform them of other limits/restrictions related to landscape irrigation and installation (Stages 3-8) and operation and filling of pools/spas (Stages 4-8)

Stage 5 Response Actions	Stage 5 Communication Actions

• Actions from previous stage in effect
• City Council adopts resolution/ordinance declaring Stage 5 water shortage emergency, mandating Stage 5 allocation-based water reductions for each service, and authorizing implementation of Shortage Plan, Water Shortage Charge (15 percent), and Stage 5 Excess Use Penalty structure, and triggering restrictions and prohibitions for Stages 1-5 and State mandated prohibitions if any
• Launch/expand public information campaign
• Implement Water Shortage Charge (15 percent)
• Implement Stage 5 water allocations
• Implement Stage 5 Excess Use Penalty for water use over allocation
	Implement/expand communication plan to inform/update:
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	  ○ Stage 5 water shortage level
	  ○ Reduction is mandatory and based on Stage 5 allocations assigned to each service
	  ○ Stage 5 Excess Use Penalty structure for exceeding water allocation
	  ○ Water Shortage Charge is in effect (15 percent of customer usage rate)
	  ○ Additional prohibitions and restrictions on end uses are in effect
	  ○ New construction must offset demand by ratio of 1 to 1
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties via:
	• Same as previous stages plus:
	  ○ Increase frequency and scope of ad buys
	  ○ Send letter to customers to inform them about Stage 5 Water Shortage Charge, Water Allocations, and Stage 1-5 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance and include information about Excess Use Penalty and appeal/exemption processes
	  ○ Reach out to landscape and irrigation industry to inform them of current restrictions (Stage 5). If Stage 6 or higher is anticipated, inform them about limits on irrigation and landscape installation about landscape related water allocations for all customer sectors in Stages 6-8
	  ○ Work with land use planners, developers, builders, general contractors, etc., to implement the water demand offset program.

Stage 6 Response Actions	Stage 6 Communication Actions

• Actions from previous stages in effect
• City Council adopts resolution/ordinance declaring Stage 6 water shortage emergency, mandating Stage 6 allocation-based water reductions for each service, authorizing implementation of Shortage Plan, Water Shortage Charge (25 percent), and Stage 6 Excess Use Penalty structure, and triggering restrictions and prohibitions for Stages 1-6 and State mandated prohibitions if any
• Launch/sustain public information campaign
• Implement Water Shortage Charge (25 percent)
• Implement Stage 6 water allocations
• Implement Stage 6 Excess Use Penalty structure for water use over allocation
	Implement/expand communication plan to inform/update
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	  ○ Stage 6 water shortage level
	  ○ Reduction is mandatory and based on Stage 6 allocations assigned to each service
	  ○ Stage 6 Excess Use Penalty structure for exceeding water allocation
	  ○ Water Shortage Charge is in effect (25 percent of customer usage rate)
	  ○ Additional prohibitions and restrictions on end uses are in effect
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties via:
	• Same as previous stages plus:
	  ○ Increase frequency and scope of ad buys
	  ○ Send letter to customers to inform them about Stage 6 Water Shortage Charge, Water Allocations, and Stage 1-6 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance and include information about Excess Use Penalty and appeal/exemption processes
	  ○ Reach out to landscape and irrigation industry to inform them of current restrictions (Stage 6). If Stage 7 or 8 is anticipated, inform them about limits on irrigation and landscape installation and water allocations for all customer sectors

Stage 7 Response Actions	Stage 7 Communication Actions

• Actions from previous stages in effect
• City Council adopts resolution/ordinance declaring Stage 7 water shortage emergency, mandating Stage 7 allocation-based water reductions for each service, authorizing implementation of Shortage Plan, Water Shortage Charge (35 percent), and Stage 6 Excess Use Penalty structure, and triggering restrictions and prohibitions for Stages 1-7 and State mandated prohibitions if any
• Launch/sustain public information campaign
• Implement Water Shortage Charge (35 percent)
• Implement Stage 7 water allocations
• Implement Stage 7 Excess Use Penalty for water use over allocation
	Implement/expand communication plan to inform/update
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	  ○ Stage 7 water shortage level
	  ○ Reduction is mandatory and based on Stage 7 allocations assigned to each service
	  ○ Stage 7 Excess Use Penalty structure for exceeding water allocation
	  ○ Water Shortage Charge is in effect (35 percent of customer usage rate)
	  ○ Additional prohibitions and restrictions on end uses are in effect
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties via:
	• Same as previous stages plus:
	  ○ Increase frequency and scope of ad buys
	  ○ Send letter to customers to inform them about Stage 7 Water Shortage Charge, Water Allocations, and Stage 1-7 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance and include information about Excess Use Penalty and appeal/exemption processes
	  ○ Reach out to landscape and irrigation industry to inform them of current (Stage 7). If Stage 8 anticipated, inform them about limits on irrigation and landscape installation and water allocations for all customer sectors in Stage 8

Stage 8 Response Actions	Stage 8 Communication Actions

• Actions from previous stages in effect
• City Council adopts resolution/ordinance declaring Stage 8 water shortage emergency, mandating Stage 8 allocation-based water reductions for each service, authorizing implementation of Shortage Plan, Water Shortage Charge (45 percent), and Stage 7 Excess Use Penalty structure, and triggering restrictions and prohibitions for Stages 1-8 and State mandated prohibitions if any
• Launch/sustain public information campaign
• Implement Water Shortage Charge (45 percent)
• Implement Stage 8 water allocations
	Implement/expand communication plan to inform/update
	• State regulators and local officials
	• Sonoma Water and local water providers
	• Customers, general public, and interested parties
	Messages (in English and Spanish):
	• Same as previous stages with these modifications and/or additions
	  ○ Stage 8 water shortage level
	  ○ Reduction is mandatory and based on Stage 8 allocations assigned to each service
	  ○ Stage 8 Excess Use Penalty structure for exceeding water allocation
	  ○ Water Shortage Charge is in effect (45 percent of customer usage rate)
	  ○ Additional prohibitions and restrictions on end uses are in effect (describe all)
	Inform State Regulators, local officials, Sonoma Water, and local water providers via:
	• Same as previous stages
	Inform customers, general public, and interested parties via:
	• Same as previous stages plus
	  ○ Increase frequency and scope of ad buys:
	  ○ Send letter to customers to inform them about Stage 8 Water Shortage Charge, Water Allocations, and Stage 1-8 prohibitions and restrictions. Provide information about Water Use Efficiency programs and technical assistance and include information about Excess Use Penalty and appeals/exemption processes
	  ○ Reach out to landscape and irrigation industry to inform them of Stage 8 limits on irrigation and landscape installation

APPENDIX C: SAMPLE RESOLUTION OF THE COUNCIL OF THE CITY OF SANTA ROSA DECLARING A WATER SHORTAGE EMERGENCY

RESOLUTION OF THE COUNCIL OF THE CITY OF SANTA ROSA DECLARING A WATER SHORTAGE EMERGENCY, IMPLEMENTING STAGE __ OF THE CITY'S WATER SHORTAGE CONTINGENCY, CALLING FOR A _____% REDUCTION IN COMMUNITY-WIDE WATER USE, AND AUTHORIZING USE OF THE WATER DEPARTMENT'S UNDESIGNATED AND CATASTROPHIC RESERVES

WHEREAS, the City of Santa Rosa is a City empowered by the City Charter to provide water service within certain boundaries; and

WHEREAS the Sonoma County Water Agency (Sonoma Water) is the wholesaler of water to the City of Santa Rosa; and

WHEREAS, due to (current condition – drought, contamination, etc.), water supply conditions indicate that a ____% reduction in demand is required to ensure adequate supply in 20__; and

WHEREAS, Sonoma Water has reduced delivery to the City and all prime contractors by ____%; and

WHEREAS, the City of Santa Rosa has the authority, by City Charter, Sections 3 and 25(b) and City Code, Section 14-04.020 Administration and regulations authority, and the responsibility to adopt water demand reduction measures within its area of service; and

WHEREAS, the City of Santa Rosa has the authority through the activation of its Water Shortage Contingency Plan to employ the Undesignated Reserve and the Catastrophic Reserve during a Water Shortage Emergency; and

WHEREAS, the Water Department staff is recommending implementation of Stage __ of the City's Water Shortage Contingency Plan; and

WHEREAS, on _____ the Council of the City of Santa Rosa adopt a resolution declaring a water shortage emergency, directing staff to implement a program of demand management as defined by Stage ___ of the City's Water Shortage Contingency Plan to realize community-wide water reduction of ___% and directing staff to utilize the Undesignated and Catastrophic Reserves to compensate for loss of revenue due to reduced water sales.

NOW, THEREFORE, BE IT RESOLVED that the Council of the City of Santa Rosa declares a water shortage emergency and directs staff to implement a program of demand management as defined by Stage __ of the City's Water Shortage Contingency Plan to realize community-wide water reduction of ____%.

BE IT FURTHER RESOLVED that the City Council directs staff to utilize the Undesignated Reserve and Catastrophic Reserve to compensate for loss of revenue due to reduced water sales.

IN COUNCIL DULY PASSED THIS _____ day of _____, 2026__

AYES:

NOES:

ABSENT:

ABSTAIN:

ATTEST: _____ APPROVED: _____

City Clerk

Mayor

APPROVED AS TO FORM:

_____

City Attorney