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**Q. When will notices be sent regarding the required water conservation and providing my “baseline”?**

A. Notices will be mailed to all customers by December 1, 2021, notifying each address of the required conservation ordinance and establishing the “baseline” for the address.

**Q. What is my “baseline” based on?**

A. Each customer’s “baseline” reflects the historical amount of water used at that location during each billing cycle of calendar year 2020. Customers are required to reduce water consumption by up to 0%, 7% or 14%, depending on how many water units were historically used at the subject property. The less water you already use, the less you will have to reduce. Higher water users will have to conserve more. The notices provide each property with their maximum allowable usage for each future billing cycle based on their “baseline,” less their required conservation percentage.

**Q. I can’t reduce my water use below the maximum allowable usage. What can I do?**

A. Customers that have had a change in circumstances that prevents them from reducing water use to an amount below the maximum allowable usage can apply for a baseline adjustment. In order to apply for the adjustment, customers must complete a Baseline Adjustment Request Form and a Water Audit and provide information and/or documentation about their circumstances.

**Q. I received a warning in the mail that I didn’t meet my reduction requirement. Now what?**

A. The first time a customer fails to meet their reduction target and uses more water than their maximum allowed usage, they receive a courtesy warning letter. This letter serves as notice to the customer that additional conservation efforts are required. Visit the City’s water conservation website for ideas on how to further reduce your water use at: [www.thinkh2onow.com](http://www.thinkh2onow.com).

**Q. I didn’t meet my reduction target again and now I have a financial penalty. What can I do?**

A. As described above, the first time you do not meet your required reduction, you will receive a warning. The second time you do not meet your required reduction, you receive a \$50 fine. Fines increase for each subsequent violation of the water reduction requirement. Customers who attend water school can receive a \$50 credit on their bill. In







