

## Water Conservation Summit Questions and Answers August 17, 2015

1. Are residents of the City of Agoura Hills permitted to wash their cars on our 2 watering days per week?  
A: No restrictions as long as they use a hose with a shut-off nozzle.
2. Does the City of Agoura Hills contract with any local artificial grass companies which could provide a citywide discount?  
A: No
3. How can I get the current ET data for my home location to monitor water allowance real time based on the weather?  
A: LVMWD posts the information on its website: <http://www.lvmwd.com/for-customers/conservation/outdoor-conservation/irrigation-efficiency>.
4. Is detergent in gray water injurious to vegetables and yard plants?  
A: It can be to some sensitive plants, but ways to control that include making sure the water is put in the soil not the leafy parts, control the amounts and dilute with some potable water. Gray water usage is governed by the L.A. County Department of Public Health, not LVMWD.
5. Why didn't we start water conservation sooner?  
A: LVMWD has had conservation programs in place for several years including: water wise gardening and landscape design classes, rebates on water-saving devices, conservation information on the LVMWD.com website and literature distributed at community events where LVMWD has an information booth.
6. Restrictions to new builders; pools.  
A: There are currently no restrictions on new pools, as their water use is similar to that of areas landscaped with turf. Newly constructed homes will be subject the state's new rules pertaining the types of landscape allowed and watering standards to lower "ET" (evapotranspiration) values.
7. How long can you water during the permitted watering days?  
A: No more than 15 minutes per station but for most locations, considerably less is needed.
8. Do you offer consulting services for landscaping improvements?  
A: No. However LVMWD maintains a list of Certified Landscape Professionals at: <http://www.lvmwd.com/for-customers/conservation/water-conservation-certified-landscape-professionals>
9. Creek debris – clean up?  
A: Annual Creek Clean up September 19, 2015 9:00am, at the corner of Kanan and Agoura Road. Additional information will be posted to the city's website as it become available.

10. Golf courses in area? Let grass brown! Or use recycled.  
A: All active golf courses in the LVMWD service area irrigate using recycled water.
11. Additional allotment of water for pools. Consideration for pool filling and repair.  
A: Pools are treated as landscaped areas, as they evaporate water at a similar rate. Filling after repairs has a cost but it is not prohibitive in most cases.
12. How can HOA's conserve water?  
A: Reduce irrigated areas, convert a portion of turf areas to more climate-appropriate varieties, install weather-based irrigation controller(s), search for and correct leaks.
13. If you need to do work on your pool, is there a way to save the water then reuse it when the work is done?  
A: It may be possible to rent a tank to store the water but that may be more costly than replacing the water. The best way may be to divert the existing water for onsite irrigation use and then refill the pool when repairs are complete.
14. Is detergent in gray water injurious to vegetables and yard plants?  
A: See previous answer on this topic.
15. LVMWD "Smart Meters" – when and if they will be installed.  
A: LVMWD is developing an implementation plan for the District. We plan to solicit vendor proposals early next year.
16. What allowance is made for fish ponds?  
A: They are treated the same as irrigated turf as they use water at about the same rate.
17. What are the new water restrictions for multi-family units (condos, townhomes, and apartments)?  
A: The same restrictions apply to all customers.
18. What is the current percentage NRW (Non-Revenue Water) at LVMWD? Why does LVMWD not employ leak detection loggers to detect leaks immediately and save on water/revenue loss?  
A: An independent and detailed leak study was conducted in 2009 and found the distribution system to be well within the standards set by AWWA, with losses at approximately 4 percent. LVMWD has expanded the use of telemetry (SCADA) in monitoring the distribution system and the implementation of so-called "smart" meters will add to the ability to detect and correct losses due to leakage on the customer's side of the meter.
19. What percent of water use in our state and in our water district is by residents or considered residential? What is the difference between urban and residential use?

A: There are three main classifications of use: Urban, Agricultural and Commercial, Industrial & Institutional (for example, schools) (CII). Statewide numbers vary from year to year, in that Agricultural usage decreases significantly during droughts. It is generally accepted that Agricultural use comprises approximately 80 percent of California's water resources. About 13 percent is residential; the remainder is CII. In the LVMWD service area residential usage is 80 percent. Commercial use (office buildings, restaurants, hotels, retail outlets) comprise most of the rest. There is very little industrial activity in the LVMWD service area; Agricultural use is considered residential.

20. Is there consideration to store potable or reclaimed water in our district for the resident?

A: The Las Virgenes – Triunfo Joint Powers Authority (JPA) is investigating the feasibility of storing off-peak (surplus) recycled water at an unused reservoir in Los Angeles. Results of that study are expected in a few months. As to the residential use of recycled water, see below.

21. When will it be possible to use reclaimed water for landscape use at home?

A: Regulations governing single-family residential recycled water use are very strict and the cost to bring pipelines into residential areas is high and not supported by economics.

22. How can I get the current ET data for my home location to monitor water allowance real time based on the weather?

A: <http://www.lvmwd.com/for-customers/conservation/outdoor-conservation/irrigation-efficiency>

23. We changed to drought tolerant plants years ago. Will there be fines if we are not able to reduce water usage since we made drastic reductions so long ago?

A: You will probably be irrigating at the appropriate level so there's no need to worry.

24. Recycled water – currently, are we reusing 20%? When could we expect to double that?

A: We are looking to reuse 100% of it.

25. When will recycled water be subject to the same restrictions as first use water?

A: Restrictions are based on available supply and other factors. "First use" (or potable) water must be imported from hundreds of miles away. Recycled water is an available local resource.

26. Recommend good kitchen soap for water to plant solution.

A: As a government agency, LVMWD cannot recommend specific products.

27. Can we recycle water from our homes (sink, showers, etc.) to water our yards?

A: "Gray Water" can be used for irrigating plants. Its use is regulated by the L.A. County Department of Public Health (not LVMWD) <http://publichealth.lacounty.gov/>

28. How will errors in the household budgets provided be resolved?

A: LVMWD will work with customers to get accurate data.

29. How to get help to identify irrigation leaks?  
A: LVMWD can provide assistance if requested; call 818-251-2200 during business hours.
30. Why do pumps along Kanan drain frequently into the sewer? (e.g. near Kanan & TO Boulevard)  
A: They are usually sump pumps that drain underground utility installations.
31. I live in a multi-building condo complex with one meter per building (5-10 units). (Meadowridge on TO Boulevard) How do we implement the reduction & how is it enforced? (Our HOA pays for the water since we are not individually metered.)  
A: The entire complex is evaluated as one account in our system we can only enforce at that level. However, the District can cite anyone for a water use violation.
32. Also, can residents take advantage of the toilet rebate?  
A: Yes.
33. Would you penalize users based on their water consumption after all other options have been explored?  
A: The Water Budget program will encourage efficient water use. If a customer chooses to be inefficient or wasteful, they will pay substantially more for the water they use above their budgeted amount.
34. How long can you water during the permitted watering days?  
A: No more than 15 minutes per station but for most locations, considerably less is needed.
35. When is the “Mow No Mow” funding coming back?  
A: There are no current plans for the program to return. The turf replacement program was a special incentive for which funding is now depleted.
36. How are businesses treated differently than private homes?  
A: In California as a whole, business are required by law to reduce water use by 10%, residential customers are required to cut 20% (or more). There are many reasons for the differences. Some examples include restaurants which must maintain cleanliness and use water to prepare food and clean dishes and cookware. Hotels and motels must launder linens. Medical facilities must comply with high standards for patient care and maintain sanitary premises. School districts must maintain their buildings, lavatories and eating areas. By contrast, in our region, the largest component of single family residences is outdoor water usage.