



DUBLIN SAN RAMON SERVICES DISTRICT

Water Shortage Contingency Plan

DRAFT | May 2026
EKI C50354.00



Water Shortage Contingency Plan

Dublin San Ramon Services District

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ABBREVIATIONS AND ACRONYMS

AFY	acre-feet per year
AMI	Advanced Metering Infrastructure
AWSDA	Annual Water Supply and Demand Assessment
Board	Board of Directors
CalWARN	California Water/Wastewater Agency Response Network
Cal Water	California Water Service-Livermore District
ccf	hundred cubic feet
CII	commercial, industrial, and institutional
CWC	California Water Code
Delta	Sacramento-San Joaquin Delta
District	Dublin San Ramon Services District
District Code	Dublin San Ramon Services District Code
DRA	Drought Reliability Assessment
DSRSD	Dublin San Ramon Services District
DWR	California Department of Water Resources
EBMUD	East Bay Municipal Utility District
ERP	Emergency Response Plan
FEMA	Federal Emergency Management Agency
gpm	gallons per minute
GPQ	Groundwater Pumping Quota
LHMP	Local Hazard Mitigation Plan
Livermore	City of Livermore
M&I	Municipal and Industrial
PIO	Public Information Officer
Pleasanton	City of Pleasanton
SBA	South Bay Aqueduct
SCADA	Supervisory Control and Data Acquisition
SWP	State Water Project
UWMP	Urban Water Management Plan
WEOC	Water Emergency Operations Center
WSCP	Water Shortage Contingency Plan
Zone 7	Zone 7 Water Agency



INTRODUCTION

Dublin San Ramon Services District (DSRSD, or District) has prepared this Water Shortage Contingency Plan (WSCP) in conjunction with the 2025 Urban Water Management Plan (UWMP) per California Water Code (CWC) Section (§) 10632. Water shortages occur whenever the available water supply cannot meet the normally expected customer water use. Water shortages can be attributed to various causes, such as climate change, drought, regulatory action, emergency, and/or catastrophic events. Shortage conditions could occur at any time and may, or may not, be foreseen.

This WSCP describes DSRSD's strategic plan to prepare and respond to water shortage conditions and to guide the District in preventing water service disruptions. Further, the WSCP aims to ensure adequate supplies of water are available to meet the needs of the public and to further protect public health, safety, and welfare, consistent with District Code Chapter 4.20. The WSCP is also meant to prevent waste of water, unreasonable use of water, and unreasonable methods of water use. Engrained in this plan is the District's acknowledgement of water as a scarce natural resource that requires careful management, not only in times of drought but at all times.

The WSCP includes defined actions for six locally defined shortage stages, which are cross-referenced to the State's standard water shortage levels and are intended to reduce potable demand, augment available supplies, and support emergency response as shortage severity increases.

DSRSD intends for this WSCP to be dynamic so that it may assess response action effectiveness and adapt to emergencies and catastrophic events. Refinement procedures to this WSCP are provided to allow DSRSD to modify this WSCP outside of the UWMP process.

1 WATER SUPPLY RELIABILITY ANALYSIS

Per CWC §10635(a-b), as part of UWMPs, every urban water supplier in California is required to assess the reliability of its water service to its customers during normal, dry, and multiple dry water years. The assessment compares the total water supply sources available to the supplier with the long-term total projected water use over the next 20 to 25 years, in five-year increments, for a normal water year, a single dry water year, and a drought lasting five consecutive water years. Additionally, suppliers are required to address supply risks under a severe near-term drought period (i.e., 2026-2030) as a Drought Reliability Assessment (DRA). Both the near-term DRA and long-term supply reliability assessment consider plausible hydrological and regulatory variability, infrastructure capacity, climate conditions, and other factors that affect water supply and demand.

Sections 6 and 7 of DSRSD's 2025 UWMP present the District's water supply sources and reliability, respectively. For potable water supply, DSRSD currently relies exclusively on Zone 7 Water Agency (Zone 7), the Tri-Valley's regional wholesale water supplier. Thus, the District's water supply reliability is fundamentally linked to Zone 7's. For Zone 7, a water shortage condition occurs when the available supply of potable water cannot meet its retailers' water demands for human consumption, sanitation, fire protection, and other beneficial uses. Besides the District, Zone 7's retailers include the City of Pleasanton (Pleasanton), City of Livermore (Livermore), and California Water Service-Livermore District (Cal Water).

Zone 7's 2025 UWMP indicates the ability to meet retailer demands during five-year droughts beginning in 2030, 2035, and 2040. However, beginning in 2045, Zone 7 projects a 14% shortfall for the fifth year of a five-year drought.

The analysis associated with this WSCP was developed in the context of Zone 7's water supply sources and reliability. In some cases, DSRSD and Zone 7 may be able to foresee a water shortage condition, but the water shortage may also be caused by an unforeseen sudden or emergency event. Statewide water supply conditions, changes in groundwater levels, and actions by other agencies may impact Zone 7's



available water supply, therefore affecting DSRSD. In general, Zone 7's, and thereby DSRSD's, water supply conditions may be affected by the following:

- SWP supply allocations and storage levels
- Delta vulnerability to seismic events, changing environmental and regulatory requirements, and climate change
- Salts, nutrients, or contaminants in the Main Basin groundwater supply

2 ANNUAL WATER SUPPLY AND DEMAND ASSESSMENT PROCEDURES

Beginning July 1, 2022, California Water Code (CWC) §10632.1 requires water suppliers to submit an Annual Water Supply and Demand Assessment (AWSDA) and an Annual Water Shortage Assessment Report to the Department of Water Resources (DWR).

DSRSD's AWSDA will be developed from Zone 7's "Annual Review of the Sustainable Water Supply Report" (Annual Sustainability Report), which covers near-term planning of water supplies over the upcoming five years and includes the following:

- An estimate of the current annual demand for municipal and industrial (M&I) water, as well as a five-year projection (including water losses and water conservation) based on projections from Zone 7's retailers;
- A description and quantification of available water supplies to Zone 7 at the beginning of the calendar year and projected water supplies over the next five years;
- A comparison of current and projected water demand with the available water supplies to determine if a water shortage condition is anticipated;
- A review of water supply programs (to maintain long-term service reliability) and existing infrastructure and capabilities; and
- A discussion of water conservation requirements and other long-term supply programs needed to meet Zone 7 M&I water demands for single-dry and multiple-dry year conditions, as specified in Zone 7's UWMP.

This section provides the procedures for the DSRSD to conduct its AWSDA, which will inform the District's Annual Water Shortage Assessment Report and assist with planning for potential water supply shortages, including details of the decision-making process, key data inputs, and the steps the District may take to declare a water shortage emergency (see **Section 3**) and implement water shortage response actions (see **Section 4**).

2.1 Decision-Making Process

To consistently produce its AWSDA, DSRSD uses the decision-making process described in this section and may adjust and improve the process as needed.

DSRSD's Engineering Department Planning Unit is responsible for preparing the District's AWSDA and Annual Water Shortage Assessment Report and submitting them to DWR by July 1st of each year. Typically, by May of each year, staff finalize the assessment based on Zone 7's Annual Sustainability Report and present the AWSDA and Annual Water Shortage Assessment Report to the Engineering Director, or designee, for review and approval. If the AWSDA finds that the available water supply is sufficient to meet expected demands for the current year and one subsequent dry year, no further action is required.



Table 1 summarizes DSRSD’s AWSDA development process and schedule. Due to variations in climate and hydrologic conditions, DSRSD’s assessment schedule may vary. DSRSD intends to implement shortage response actions to effectively address anticipated water shortage conditions in a timely manner while complying with the State’s reporting requirements.

Table 1. Annual Schedule of DSRSD’s AWSDA and Water Shortage Assessment Report Activities

Schedule	Activities	Responsible Party
February	Plan for water demands for the current year and one subsequent dry year. Provide demand projections to Zone 7.	Planning Staff
April	Zone 7 finalizes its Annual Sustainability Report and determines if a water shortage condition is expected.	Zone 7
Late April-May	Complete AWSDA based on Zone 7’s Annual Sustainability Report, which is typically presented to its Board by the middle of April.	Planning Staff
Late April-May	Based on determinations of the AWSDA, prepare the Annual Water Shortage Assessment Report with recommendations on water shortage condition determination and response actions. Submit to Engineering Director, or designee, for review.	Planning Staff
Late April-May	Review AWSDA and Annual Water Shortage Assessment Report and provide comments as needed.	Engineering Director
May	Finalize and approve AWSDA and Annual Water Shortage Assessment Report.	Engineering Director
Late June	Submit finalized AWSDA and Annual Water Shortage Assessment Report to DWR by July 1.	Planning Staff

If the AWSDA concludes that available supply does not meet expected demands, the General Manager, or designee, will coordinate with the region’s water service providers and the City of Dublin (Dublin) and City of San Ramon (San Ramon) for the possible proclamation of a local emergency. Staff will present the finalized assessment and recommendations on water shortage condition determination and actions to DSRSD Board of Directors (Board). Recommendations may include a declaration of a water shortage emergency, shortage stage, and response actions.

Based on the findings of the AWSDA, DSRSD’s Board determines if a water shortage condition exists and, if needed, adopts a resolution or ordinance declaring a water shortage emergency and an associated shortage stage and authorizing response actions. Staff then prepare DSRSD’s Annual Water Shortage Assessment Report, incorporating the Board’s determinations and approved actions. The sequence of decision-making activities is provided in **Table 2**. The timeline and activities shown in the table are approximate and may be adjusted as needed.



Table 2. Schedule of Decision-Making Activities if Water Shortage Condition Exist

Schedule	Activities	Responsible Party
Late April-May	Prepare recommendations on water shortage condition determination and action based on AWSDA findings. Prepare resolution or ordinance approving determinations and actions.	Planning Staff
Late April-May	Coordinate with the region’s water service providers, the City of Dublin, and the City of San Ramon for the possible proclamation of a local emergency.	General Manager or designee
Late April-May	Present finalized determinations and recommendations, along with resolutions approving determinations and actions.	Engineering Director or designee
May	Receive presentation of finalized determinations and recommendations. Make determination of the degree of emergency and act on resolutions that declare a water shortage emergency condition. Authorize water shortage response actions for implementation.	DSRSD Board
May	If a water shortage emergency condition is declared, implement the WSCP and the water shortage response actions as approved by DSRSD Board.	General Manager or designee
May	Finalize AWSDA and incorporate Board decision in Annual Water Shortage Assessment Report.	Planning Staff
Late June	Submit final AWSDA and Annual Water Shortage Assessment Report to DWR by July 1.	Planning Staff

2.2 Data and Methodologies

The State requires the AWSDA to evaluate supplies and demands for, at a minimum, the current year and one subsequent dry year. DSRSD uses the estimated supplies and demands for these planning scenarios to evaluate near-term water supply reliability. In each scenario, estimated supplies are compared with projected demands to determine whether a water shortage condition is anticipated. The following factors are considered in water supply planning:

1. Zone 7 water supply availability
2. Hydrological conditions
3. Regulatory conditions
4. Contractual constraints
5. Water quality conditions
6. Infrastructure capacity constraints or changes
7. Capital improvement project implementation

Planned water supply sources and quantities are described and should be reasonably consistent with the supply projections in Section 6 (Water Supply Characterization) of DSRSD's 2025 UWMP. If supply sources and projections differ between the AWSDA and the UWMP, the District provides an explanation for the difference.

The District uses planned unconstrained water demands as input 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, as applicable and appropriate:

1. Weather conditions
2. Water year type
3. Population changes (e.g., due to development projects)
4. Anticipated new demands (e.g., changes to land use)
5. Pending policy changes that may impact demands
6. Infrastructure operations

Similarly, when describing water demands for the AWSDA, the District generally uses Section 4 (Water Use Characterization) of the 2025 UWMP. If the demand projections differ between the AWSDA and the UWMP, the District provides an explanation for the difference.

In preparing the AWSDA, DSRSD uses the following methodology and criteria to evaluate the District's water supply reliability for the current year and following one dry year.

- DSRSD uses a spreadsheet to plan for current-year and future-year supplies and demands. Planned supply and demand inputs described in **Section 2** are entered into the spreadsheet in annual increments. As needed, the increments may be revised to monthly or seasonal periods to more closely evaluate specific conditions and needs.
- DSRSD's water supply reliability in the current year and the following one dry year. DSRSD's water supply is deemed reliable if it can meet planned water demands both in the current year and the following dry year. If water supply cannot meet planned water demands in the current year or the following dry year, the extent of the water shortage condition is determined, and DSRSD prepares response actions in accordance with this WSCP.
- Findings from the AWSDA are presented to DSRSD's Board for consideration, along with recommendations for action.
- If a shortage condition is identified during the AWSDA period, the findings and recommended actions are presented to DSRSD's Board for consideration and approval of appropriate shortage response measures.

3 SIX STANDARD WATER SHORTAGE LEVELS

To provide a consistent regional and statewide approach for conveying the relative severity of water supply shortage conditions, the State has established six standard water shortage levels that correspond to progressive reductions of up to 10, 20, 30, 40, 50%, and greater than 50% from the normal reliability condition. Each shortage level is intended to correspond to locally appropriate shortage response actions that a supplier would implement to address the resulting gap between normally available supplies and normally expected customer water use.

DWR's 2025 UWMP Guidebook allows a supplier either to use the State's standard six shortage levels or to retain local levels with a cross-reference in DWR Table 8-1. DSRSD is using the State's standard six water shortage levels identified in **Table 3** (DWR Table 8-1). Using the standard levels aligns WSCP shortage declarations with the District's drought pricing framework and provides a consistent customer-facing structure for shortage response. The District's drought rates or water shortage condition charges are tied to these shortage levels, which may also be referred to administratively as shortage stages.



Table 3. Cross-reference for Standard vs. Supplier Shortage Levels (DWR Table 8-1)

☒	Check the box if the Supplier uses the Standard six levels of water shortage. Proceed to the next table.
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Since Zone 7 is DSRSD's exclusive potable water wholesaler, Zone 7's water supply determinations, shortage declarations, and retailer conservation requests are a primary input to DSRSD's annual assessment and shortage response decisions. If Zone 7 declares a water shortage or requests retailer demand reductions, DSRSD will communicate District-specific information to customers (related to drought stage, demand reduction, and enforcement) and implement operational measures. Zone 7 may establish regional supply conditions or retailer reduction requirements, while DSRSD remains responsible for determining and implementing the customer-facing actions applicable within its service area.

4 SHORTAGE RESPONSE ACTIONS

CWC §10632 (a)(4) requires shortage response actions that align with the defined shortage levels. DSRSD's shortage response actions consist of a combination of demand reduction, supply augmentation, and operational changes. The specific suite of response actions implemented depends on the event that precipitates a water shortage stage, the time of the year the event occurs, the water supply sources available, and the condition of DSRSD's water system infrastructure. In general, DSRSD plans to use a balanced and dynamic approach, adapting its response actions to close the gap between water supplies and water demand and meet the water use goals associated with the declared water shortage stage.

The shortage response actions discussed in this section may be considered as tools that allow DSRSD to respond to water shortage conditions. During the previous drought, DSRSD implemented multiple shortage response actions, monitored system-wide water use as described in **Section 9**, and continuously adjusted its suite of response actions to reasonably equate demands with available supply.

4.1 Supply Augmentation

Section 6 of DSRSD's 2025 UWMP describes the District's normal supply portfolio, which includes purchased treated water from Zone 7 and local groundwater pumped by Zone 7 on behalf of DSRSD. Per its water supply contract with Zone 7, DSRSD has a groundwater pumping quota (GPQ) of 645 acre-feet per year (AFY).

Beyond these normal year supplies, DSRSD may access emergency supply through existing interties with adjacent water suppliers, including Livermore, Pleasanton, and East Bay Municipal Utility District (EBMUD). However, based on the agreements with the adjacent water suppliers, these interties can only be used during emergencies, and the agreements explicitly exclude drought and water shortage:

“Emergency does not mean a shortage of water due to high continuing demand or drought, and an intertie connection shall not be used as a standby or reserve source of water to meet the peak water requirements of either agency.”

Thus, DSRSD cannot activate those interties to augment its supplies during drought. However, they may still be used in shortage conditions caused by other emergencies, as shown in **Table 4**. Additionally, the intertie with EBMUD could be used to convey transfer water wheeled through EBMUD's system to DSRSD in a drought emergency. Such transfer water would be secured in coordination with Zone 7.

In general, DSRSD relies on Zone 7 as the regional wholesaler to secure and deliver additional supplies as needed in times of drought. Wheeling water through EBMUD's system would only be necessary in the unlikely event that Zone 7's system is experiencing an outage.



Table 4. Supply Augmentation and Other Actions (DWR Table 8-2)

No	Is the Supplier completing this table using the standard six levels? (yes/no)			
Shortage Level	Supply Augmentation Methods and Other Actions	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (Optional)
		Volume or Percentage	Shortage Gap Reduction Value	
1-3	Not applicable (n/a)	n/a	None	No supply augmentation actions planned. Shortage levels 1 through 3 will be managed through demand reduction and operational changes.
4-6	Transfers	Volume	Up to contractual amount (a)	Emergency supply via interties with Pleasanton, Livermore, or EBMUD (in emergency [non-drought] conditions).
4-6	Transfers	Volume	Up to purchased amount (b)	Transfer water secured in coordination with Zone 7 and wheeled through EBMUD system.

NOTES:
 (a) Per Agreement A96-07 with Pleasanton, drought does not constitute a qualifying emergency, and interties shall not be used as a standby or reserve source. Supply is interruptible subject to the supplying agency's determination of availability. Per Agreement A12-03 with Livermore, no specific volume is stated. Supply is interruptible subject to the supplying agency's determination of availability under prevailing conditions. Per Agreement A90-17 with EBMUD, under emergency demand conditions, the maximum rate of flow is 1,000 gpm at the Davona and Dougherty Valley connections, and 500 gpm at the Southwick connection point.
 (b) In general, DSRSD relies on Zone 7 as the regional wholesaler to augment supplies in times of drought. However, transfer water (purchased from another agency) may be wheeled through EBMUD's system directly to DSRSD's system via emergency interties.

4.2 Demand Reduction

During water shortage conditions, DSRSD plans to reduce demand by implementing the actions shown in **Table 5**. Many of these actions are defined in District Code, while others were recommended in DSRSD's 2025 Water Conservation Master Plan. **Table 5** also includes operational actions that DSRSD would take that are expected to reduce demand (e.g., decrease line flushing).

Demand reduction actions are organized by the water shortage level at which they are first triggered; it is assumed that actions implemented at lower stages will continue through higher stages. Actions are only repeated in the table if they are changed or expanded in a later stage and expected to further reduce the shortage gap; in this case, the action is identified in the later stage as an enhanced action.

The shortage gap reduction values shown in **Table 5** are rounded, planning-level estimates informed by the District's spreadsheet-based evaluation of response actions. These values are estimates and do not represent exact, standalone, measured savings attributable to any individual action in isolation. Actual savings will vary depending on hydrologic conditions, season, customer response, baseline water use, enforcement intensity, public messaging, local economic conditions, and the duration and timing of the



shortage. Additionally, because DSRSD typically implements multiple response actions in concert with each other, the water savings attributable to individual actions are difficult to quantify with precision.

The cumulative reduction in water use is intended to correspond to the District's target shortage gap reduction for each stage. Accordingly, Stage 1 totals 10%, Stage 2 totals 20%, and Stage 3 totals 30%. However, based on the District's recent experience during the 2021-2022 drought, reducing potable demands by more than 10% is difficult without significant action by customers, given that most large landscape areas within the service area are already irrigated with recycled water. Additionally, beyond Stage 3, it is unlikely DSRSD would be able to fully reduce the shortage gap without extreme measures; at these higher shortage levels, DSRSD would most likely need to secure emergency supply (**Table 4**). These limitations are further discussed in **Section 4.7**.

DSRSD will monitor water supply, customer water use, and changing conditions to evaluate whether implemented actions are closing the shortage gap. Based on this monitoring, DSRSD may adjust outreach, enforcement, implementation intensity, and shortage stage declarations, and may refine the actions and displayed reporting values used in **Table 5** as needed to maintain consistency between the table, implemented actions, and the District's shortage reduction objectives. If DSRSD determines that its water shortage response actions are not closing the shortage gap as expected, the District may adopt additional mandatory prohibitions.



Table 5. Demand Reduction Actions (DWR Table 8-3)

Is the Supplier completing this table using the standard six levels? (yes/no)						
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? (a)
		Volume or Percentage	Shortage Gap Reduction	Source	Spreadsheet model actions	
1	Expand Public Information Campaign	Percentage	<2%	District action	Media Campaign, Newspaper Articles, Website; Water Efficiency Workshops, Public Events; Water Bill Inserts; Home or Mobile Water Use Reports	No
1	Implement or Modify Drought Rate Structure or Surcharge	Percentage	<5%	District Code 4.20.040(C)(1); 4.40.020(B)	Implement Drought Rate Structure / Water Budgets	Yes
1	Landscape - Restrict or prohibit runoff from landscape irrigation	Percentage	<1%	4.20.040(C)(3)(d); District Code 4.20.030	Landscape irrigation during and within 48 hours after measurable rainfall is prohibited; Prohibit Irrigation with potable water in a manner that causes runoff; Additional actions prohibiting wasteful water usage always in effect.	Yes
1	Other - Require automatic shut-off hoses	Percentage	<1%	District Code 4.20.040(C)(3)(b)	Require Shut-Off Nozzles on Hoses for Vehicle Washing	Yes
1	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	Percentage	<1%	District Code 4.20.040(C)(3)(c); 4.20.030	Require Repair of all Leaks within 24 hours	Yes
2	CII - Commercial kitchens required to use pre-rinse spray valves	Percentage	<1%	District Code 4.20.040(C)(4)(i)	Require Water-Efficient Pre-Rinse Spray Valves	Yes
2	CII - Lodging establishment must offer opt out of linen service	Percentage	<1%	District Code 4.20.040(C)(4)(g)	Provide Linen Service Opt Out Options	Yes
2	CII - Restaurants may only serve water upon request	Percentage	<1%	District Code 4.20.040(C)(4)(h)	Prohibit Serving Drinking Water other than upon Request in Eating or Drinking Establishments	Yes
2	Decrease Line Flushing	Percentage	<2%	District action	Decrease Frequency and Length of Line Flushing	No
2	Landscape - Limit landscape irrigation to specific days (enhanced), Restrict or prohibit runoff from landscape irrigation	Percentage	<5%	District Code 4.20.040(C)(4)(b)-(c), District Code 4.20.030(B)	Limit Irrigation to 3 non-consecutive Days/Week (irrigation only between 9 p.m. and 6 a.m.), Prohibit Irrigation with Potable Water in a Manner that causes Runoff	Yes
2	Other - Prohibit certain nonessential potable water uses	Percentage	<1%	District Code 4.20.040(C)(4)(d); 4.20.040(C)(4)(e); 4.20.040(C)(4)(f)	Prohibit Use of Potable Water to Wash Sidewalks and Driveways; potable water for construction and dust control is prohibited, and potable construction meters must be replaced by recycled water construction meters; cleaning windows using a direct connection to the potable water supply is prohibited.	Yes
3	Expand Public Information Campaign (Enhanced)	Percentage	<2%	District action	Media Campaign, Newspaper Articles, Website; Water Efficiency Workshops, Public Events; Water Bill Inserts; Home or Mobile Water Use Reports	No
3	Residential Car Wash Coupon	Percentage	<1%	DSRSD Water Conservation Master Plan (2025)	Residential Car Wash Coupon	No
3	Landscape - Limit landscape irrigation to specific days (enhanced)	Percentage	<5%	District Code 4.20.040(C)(5)(b)	Limit Irrigation to 2 Days/Week	Yes
3	Residential Landscape Water Audits and Surveys	Percentage	<1%	District action	Landscape Water Audits and Surveys.	No
3	Residential Landscape Water Budgets	Percentage	<1%	District Code 4.20.040(C)(5)(c); DSRSD Water Conservation Master Plan (2025)	Landscape Water Budgets; Residential customers' water use is limited to a weekly amount set by Board resolution.	Yes
4	Landscape - Limit landscape irrigation to specific days (enhanced)	Percentage	<1%	District Code 4.20.040(C)(6)(b)	Limit Irrigation to 1 Day/Week	Yes
4	Other water feature or swimming pool restriction	Percentage	<1%	District Code 4.20.040(C)(6)(c)-(d)	Prohibit Filling of Pools; drain/refill only for health or structural needs	Yes



Is the Supplier completing this table using the standard six levels? (yes/no)							
Yes	Demand Reduction Actions		How much is this going to reduce the shortage gap?		Additional Explanation or Reference (Optional)		Penalty, Charge, or Other Enforcement? (a)
Shortage Level		Volume or Percentage	Shortage Gap Reduction	Source	Spreadsheet model actions		
4	Pools and Spas - Require covers for pools and spas; Filling and Refill Restrictions	Percentage	<1%	District Code 4.20.040(C)(6)(e)	Require Pool Covers; pools should be equipped with recirculating pumps	Yes	
4	Other – Vehicle washing requirements	Percentage	<1%	District Code 4.20.040(C)(6)(f)	Vehicle washing at commercial facilities is limited to washing without direct connection to the water supply or a recirculating water system.	Yes	
5	Expand Public Information Campaign (enhanced)	Percentage	<2%	District action	Media Campaign, Newspaper Articles, Website; Water Efficiency Workshops, Public Events; Water Bill Inserts; Home or Mobile Water Use Reports	No	
5	Water Features - Restrict water use for decorative water features, such as fountains	Percentage	<1%	District Code 4.20.040(C)(7)(b)	Prohibit Potable Water Use for Decorative Water Features that do not Recirculate Water	Yes	
5	Other - Spray irrigation for new developments or replacement projects is prohibited, and the Board may consider a moratorium or net-zero demand increase on new potable connections.	Percentage	<1%	District Code 4.20.040(C)(7)(c)	Spray irrigation for new developments or replacement projects is prohibited, and the Board may consider a moratorium or net-zero demand increase on new potable connections.	Yes	
6	Landscape - Prohibit landscape irrigation	Percentage	<2%	District Code 4.20.040(C)(8)(b)	Prohibit total use of Potable Water for Irrigation	Yes	
NOTES:							
(a) Board action required for all measures marked Yes. Implementation of penalties or enforcement is subject to Board discretion and approval.							



4.3 Operational Changes

DSRSD can make several operational changes to address water shortages. Operational changes may include the following:

- Limit its line flushing only in critical areas of the distribution system to address water quality issues
- Require users to use recycled water in lieu of potable water for short-term non-potable water use, such as construction, dust control, and other approved temporary uses where recycled water is available.
- Increase efforts to identify and reduce system water losses, including targeted leak detection, repair prioritization, and review of non-revenue water.
- Evaluate temporary adjustments to distribution system operations, including pressure management where feasible, while maintaining water quality, fire flow, and service reliability requirements.

4.4 Additional Mandatory Restrictions

In addition to the shortage response actions identified in this WSCP, DSRSD may implement additional mandatory water use restrictions, as authorized by District Code §4.20.040. Under District Code §4.20.040(C), the DSRSD Board may declare a water shortage emergency by resolution, identify the applicable water shortage stage, and implement water use regulations, enforcement actions, and penalties consistent with District Code §4.20.030, 4.20.040, and 4.20.050, as more specifically declared by the resolution and the then-current WSCP.

Additional mandatory restrictions may include, but are not limited to, limits on the days, times, duration, or frequency of landscape irrigation; requirements to repair or stop customer-side leaks within a specified timeframe; prohibitions on potable water use for washing hard surfaces, street cleaning, construction, or other non-essential uses where another water source is available; restrictions on filling or refilling pools, spas, ponds, or other water features; restrictions on new or expanded potable irrigation uses; and any other water use restrictions deemed necessary to preserve potable water supplies for public health, sanitation, fire protection, and essential domestic, commercial, and industrial uses.

Mandatory restrictions established through District Code, Board resolution, this WSCP, or applicable State or regional drought emergency requirements will be reported in the applicable DWR Submittal Table 8-3. During large-scale drought conditions, additional State or regional mandatory restrictions may be implemented. If such restrictions apply to DSRSD after adoption of this WSCP, DSRSD may implement them through its shortage response procedures and, if necessary, update or amend the WSCP to reflect those requirements.

4.5 Emergency Response Plan

As described in **Section 3**, DSRSD's water shortage stages (**Table 3**) apply to both foreseeable and unforeseeable water supply shortage conditions. Catastrophic water shortage conditions, such as water supply contamination, earthquakes, infrastructure failures, or other emergency events, are addressed through DSRSD's Emergency Response Plan (ERP). The ERP establishes procedures for preparing for, responding to, and recovering from emergency incidents that could affect water service.

Consistent with DSRSD Policy No. P300-20-3, when immediate action is needed to protect life and property, respond to emergency conditions, or restore essential services for public health and safety,



DSRSD's designated Emergency Manager, the General Manager or designee, may proclaim a State of Emergency and activate the ERP. The ERP includes action plans to guide District response to emergency events and incidents.

During a major catastrophe or drought period, DSRSD will coordinate with and follow direction from Zone 7, Alameda and Contra Costa Counties, or the State of California, as applicable. Per DSRSD Policy No. P300-20-3, under emergency conditions in which immediate actions must be taken to protect lives and property, respond to emergencies, and to restore essential services for public health and safety, DSRSD's designated Emergency Manager (General Manager or designee) may proclaim a State of Emergency and activate the DSRSD ERP. The ERP includes action plans that are to be used in response to such events and incidents. If Zone 7 announces a curtailment in water deliveries, DSRSD will assess the potential impact to District supplies, determine the applicable water shortage stage, and implement shortage response actions as needed to close the gap between anticipated supplies and demands. DSRSD will monitor supply and demand conditions and may increase or reduce restrictions as conditions change.

To support emergency water supply reliability, DSRSD maintains emergency interties with neighboring water systems, including three with EBMUD, one intertie with Livermore, and two interties with Pleasanton. DSRSD also maintains backup power generators for critical facilities in the event of area-wide electrical power failure.

DSRSD has mutual aid agreements with Central Contra Costa Sanitary District, Alameda County, EBMUD, Livermore, Pleasanton, and Zone 7. After exhausting its own resources, DSRSD may request assistance from these neighboring agencies. DSRSD also participates in the California Water/Wastewater Agency Response Network (CalWARN), a statewide public utility mutual assistance organization for water and wastewater utilities.

4.6 Seismic Risk Assessment and Mitigation Plan

CWC §10632.5(a) requires that UWMPs assess seismic risk and include a mitigation plan for the water system's seismic vulnerabilities and allows for incorporating a Local Hazard Mitigation Plan (LHMP) to meet this requirement, if the LHMP addresses seismic risk. Along with the cities of Dublin, Livermore, and Pleasanton, the District participated in development of the 2024 Tri-Valley LHMP Update (2024 LHMP), which addresses seismic risk. This WSCP incorporates the 2024 LHMP by reference. Federal Emergency Management Agency (FEMA) approved the 2024 LHMP. Direct links to the 2024 LHMP are included below.

- Direct link – Volume 1 (Planning Area-Wide Elements):
www.livermoreca.gov/home/showpublisheddocument/11608/638544852506600000
- Direct link – Volume 2 (Planning Partner Annexes):
www.livermoreca.gov/home/showpublisheddocument/11610/638544853012730000
- Via DSRSD's website (<https://www.dsrds.com/About-Us>) – under “Plan & Studies” menu, in the “Water Supply & Reliability Plans” menu.

The District's water facilities, as well as Zone 7's, have been constructed in accordance with the applicable building codes to minimize potential damage during an earthquake. DSRSD has multiple turnouts from Zone 7; so, if one is damaged during an earthquake, the District can use the remaining turnouts to continue receiving water supply from Zone 7. Furthermore, the pipelines were built in a looped arterial design to ensure there is more than one route for water flow.

4.7 Shortage Response Action Effectiveness

DSRSD's shortage response actions are designed to reduce the gap between available potable supplies and projected potable demands at each water shortage level. However, DSRSD's ability to fully reduce



this gap through demand reduction measures is limited, as DSRSD’s baseline potable water use is already relatively low. DSRSD has made significant strides in reducing potable water use over the last few decades; per capita demand has reduced by more than 50% since 2005. This reduction is largely driven by DSRSD’s recycled water program, as well as ongoing water conservation and efficiency programming. Since most irrigation within DSRSD’s service area uses recycled water, the majority of the District’s potable water is used indoors, for essential or less discretionary uses. Having a lower baseline potable water demand limits the potential for further demand reduction during drought.

The estimated effectiveness of each demand reduction action, as shown in **Table 5** (DWR Submittal Table 8-3), was developed using a spreadsheet model that estimates potential demand reductions by end use and shortage level. The model uses the most current available data, including Water Year 2025 potable production and customer use data, prior drought response experience, conservation program information, and published assumptions for comparable shortage response measures. Based on this model, the most that DSRSD can reasonably reduce demand through conservation measures is about 30%. Furthermore, based on DSRSD’s recent observed experience during the 2021-2022 drought, reducing potable water use by more than 10% (i.e., beyond Shortage Level 1) will require significant effort by customers to cut back beyond discretionary water use.

Table 6 and **Figure 1** summarizes the total estimated reduction in shortage gap achievable through DSRSD’s shortage response actions at each shortage level. Given that DSRSD expects its demand reduction actions could only achieve up to about 30% savings, higher levels of shortage (i.e., Stages 4 through 6) would require supply augmentation (e.g., emergency transfers) to fully reduce the shortage gap.

Table 6. Shortage Response Action Effectiveness

Shortage Level	Percent Shortage Range	Estimated Demand Reduction (a)	Estimated Supply Augmentation
1	Up to 10%	Up to 10%	n/a
2	Up to 20%	10 to 20%	n/a
3	Up to 30%	15 to 30%	n/a
4	Up to 40%	20 to 30%	Up to 20%
5	Up to 50%	30%	Up to 20%
6	>50%	30%	>20%

NOTES:
 (a) DSRSD cannot reasonably reduce demands by more than 30%; greater levels of shortage would require emergency supplies.

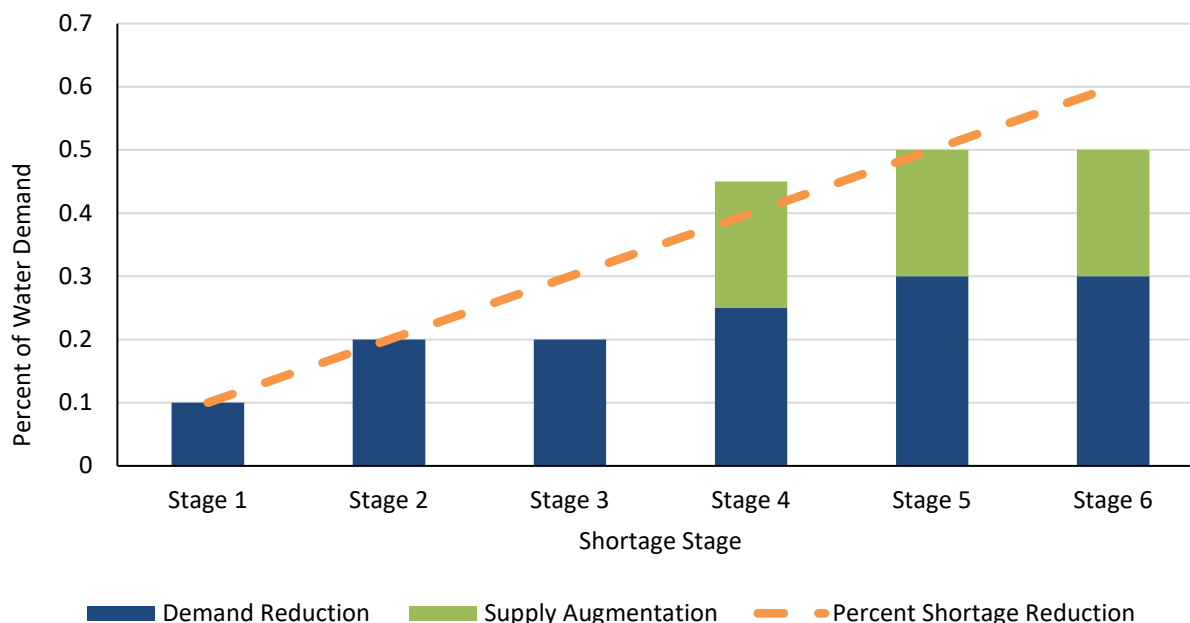


Figure 1. DSRSD Shortage Response Action Effectiveness by Stage

5 COMMUNICATION PROTOCOLS

In the event of a water shortage, DSRSD must inform its customers, the public and interested parties, and local, regional, and state entities. Communication protocols for foreseeable and unforeseeable events are provided in this section. In any event, timely and effective communication must occur for appropriate response to the event. Key DSRSD staff are provided cell phones and email accounts to communicate internally and externally.

5.1 Communication for Foreseeable Events

Water shortage may be foreseeable when DSRSD reviews Zone 7’s Annual Sustainability Report and prepares its AWSDA, as described in **Section 2**. When DSRSD determines the potential of a water shortage event, DSRSD Board may proclaim a water shortage emergency. For imminent events, DSRSD General Manager may proclaim a water shortage emergency.

If a water shortage emergency is anticipated, DSRSD staff will coordinate interdepartmentally, with the region’s water service providers, and with the cities of Dublin and San Ramon, for the possible proclamation of a local emergency.

In a duly noticed meeting, DSRSD Board will receive presentation of the current or predicted shortage as determined by the AWSDA. DSRSD Board will determine if a water shortage emergency condition exists and the degree of the emergency, while considering the shortage response actions triggered or anticipated to be triggered by the shortage level. As necessary, DSRSD Board will act on the water shortage emergency declaration, associated water shortage stage, and shortage response actions.

If DSRSD Board proclaims a water shortage emergency, the Public Information Officer (PIO) and DSRSD staff will coordinate to communicate with its customers and the public to inform them about the declared water shortage emergency, water shortage level, and authorized water use restrictions. DSRSD may use bill stuffers or newsletters, social media (such as Facebook, X [formerly Twitter], Nextdoor, Instagram), its website, and press releases.



DSRSD will coordinate with Zone 7 and other regional water service providers, as appropriate, to support consistent regional drought messaging and to provide customers with timely information regarding the declared shortage stage, required demand reductions, water use restrictions, enforcement procedures, available conservation resources, and changes in supply conditions.

If needed, DSRSD staff will communicate with the appropriate State agencies regarding the water shortage emergency.

5.2 Communication for Unforeseeable Events

A water shortage may occur during unforeseeable events such as earthquakes, fires, infrastructure failures, civil unrest, and other catastrophic events. DSRSD's ERP provides specific communication protocols and procedures to convey water shortage response actions during these events. DSRSD may trigger any of these communication protocols at any water shortage stage, depending on the event.

In general, communications and notifications should proceed along the chain of command. Notification decisions will be made under the direction of the Emergency Manager, with external communications managed by the PIO. The DSRSD ERP provides a list of relevant contacts to notify at the local, regional, and state level.

The PIO is the official spokesperson for DSRSD and is responsible for establishing an information center and providing information for news media. In addition, the PIO maintains a list of contacts to disseminate information to the public, typically via social media, its website, radio, television, or newspapers.

6 COMPLIANCE AND ENFORCEMENT

CWC Section 10632(a)(6) requires a water supplier to penalize or charge for excessive water use, where applicable. District Code Title 1, Chapter 1.30, which provides general penalties, remedies for violations, penalties of increasing severity, and imposition of costs. DSRSD's schedule of penalty fees are available on its website at <https://www.drsrd.com/About-Us/Financial-Information/Rates-Fees/Miscellaneous-Fees>, under Administrative Fees. Violations may be punishable as misdemeanors or infractions, depending on the severity of the violation. The DSRSD General Manager is authorized to apply penalties as he or she deems appropriate, including flow restriction, submetering, and discontinuance of water service, until the violation is corrected. DSRSD may also seek damages and/or remedies, including fees or fines and the amount of costs incurred by DSRSD to investigate and correct the violation.

When mandatory water use reduction is declared at any of the above stages, DSRSD Board may adopt a progressive schedule of penalties and fines to be levied against customers and users for successive violations of mandatory water use restrictions established in Stages 2 and greater.

DSRSD may use its Advanced Metering Infrastructure (AMI) system to identify customers who are not in compliance with water use restrictions. AMI water meters record customer water consumption, including volume and time of use. Using this system, DSRSD can periodically query AMI records and identify customers who may be violating restrictions—for example, customers who are irrigating outside of allowed day and time, customers who may have unrepaired leaks, and customers who are using excessive water. Water use may be compared to a previous period's water use to determine the extent of violation. DSRSD may also receive reports of violations from the public, which may be field investigated or researched through AMI records.

DSRSD issues notice of violations letters to users who are out of compliance. The notices require compliance within 30 days of letter issuance. If violations continue, DSRSD may take progressive steps in obtaining compliance, including the issuance of fines and penalties as adopted by the DSRSD Board, or as allowed by District Code. Compliance deadlines may vary based on the type and severity of the violation,



the declared shortage stage, and the need to protect public health and safety. Although some notices may allow up to 30 days for correction, urgent water waste, leak repair, irrigation-window violations, or emergency-stage restrictions may require immediate correction or a shorter compliance period when specified by District Code, Board action, or the notice of violation.

District Code §1.80.050 provides appeal procedures. Within 10 days of issuance of a notice of violation, the user, also known as the appellant, may appeal a determination of violation to the General Manager by filing a written notice of appeal and specifying the grounds of the appeal. The General Manager, or designee, will respond with a written notice of the time and date the appeal will be considered. The General Manager, or designee, will act on the appeal after reviewing records of determination and provide notice to the appellant.

7 LEGAL AUTHORITIES

7.1 Legal Authorities

DSRSD's rules and regulations (District Code) are codified under the authority of Article 2 of Chapter 1 of Division 1 of Title 5 of the California Government Code. District Code is available on its website: <https://www.drsrd.com/About-Us/About-the-District>.

District Code §4.20.040(B)(1)-(2) defines the regulations for water use during any type of water shortage. This provision authorizes DSRSD General Manager to prescribe and enforce rules governing water allocation and use of water. It also provides DSRSD General Manager with guidelines for allocating water supply during shortages. Potable-water violation penalties and related enforcement are described in District Code §4.20.050.

District Code Chapter 1.30 provides general penalties, remedies for violations, penalties of increasing severity, and imposition of costs.

District Code §4.20.040(A) authorizes the General Manager to declare a water emergency under imminent water shortage. As soon as practical, the General Manager will notify the Board. In a duly noticed meeting, the DSRSD Board will determine whether a water shortage emergency condition exists and, if so, the degree of the emergency and what regulations and restrictions should be enforced in response to the shortage.

Under District Code §4.20.040(C), the Board is authorized, pursuant to CWC §350, to declare a water shortage emergency by resolution and to implement the applicable water-use regulations and enforcement actions. District Code §4.20.050 provides water-use violation penalties and enforcement provisions. A water shortage emergency declaration also activates the WSCP's communication, compliance, enforcement, monitoring, and reporting procedures described in **Section 5** and compliance and enforcement actions described in **Section 6**.

7.2 Declaration of Water Shortage

District Code §4.20.040 includes provisions for declaring water emergencies and shortages, including shortage stages, customer reduction targets, and water use restrictions. Detailed water use violation penalties and enforcement are described in District Code §4.20.050. When a water shortage is determined, DSRSD will coordinate with Zone 7, the region's other water service providers, Dublin, San Ramon, Alameda County, and Contra Costa County for the possible proclamation of a local emergency in accordance with California Government Code (§8558 and 8630).



7.3 Proclamation of Local Emergency

In a duly noticed meeting, the DSRSD Board will determine whether a water shortage emergency condition exists and, if so, the degree of the emergency and what regulations and restrictions should be enforced in response to the shortage. The DSRSD Board shall declare a water shortage emergency in accordance with CWC Division 1, Chapter 3, §350, which states:

...The governing body of a distributor of a public water supply...shall declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.

The water shortage emergency declaration triggers communication protocols described in **Section 5** and compliance and enforcement actions described in **Section 6**.

8 FINANCIAL CONSEQUENCES OF WSCP

This section describes the financial impacts of implementing the WSCP and mitigation actions needed to address these impacts. During periods of water shortage and reduced customer consumption, DSRSD's water sales revenue is expected to decrease due to reduced water demand. Some variable expenditures, such as purchased water and power costs, may also decrease with lower water deliveries; however, implementation of conservation and shortage response measures is anticipated to increase other expenditures, including costs for customer service activities, public outreach, AMI-based water use monitoring, enforcement, program administration, and additional funding for rebate or conservation programs. To compensate for lost revenue and increased expenditures, DSRSD may use adopted water shortage condition charges or surcharges, applicable wholesale pass-through charges, and financial reserves to maintain fiscal health. These components are discussed below.

8.1 Financial Impacts and Mitigation Actions

Reduced water use during a shortage can reduce DSRSD's volumetric water revenues while the District continues to incur fixed costs needed to operate, maintain, and administer the water system. DSRSD's adopted water shortage condition charges are intended to help maintain sufficient revenue to cover the cost of providing water service during periods when water deliveries are reduced. Current water shortage condition charges are included in DSRSD's adopted water rate schedules and vary by shortage stage and customer/use type.

DSRSD may also incur additional costs to implement the WSCP, including customer communication, public outreach, AMI data review, enforcement, operational adjustments, and conservation program administration. DSRSD may offset these financial impacts through adopted water shortage condition charges, pass-through of applicable wholesale charges, and use of available reserves.

8.2 Reporting Cost of Compliance with Excessive Water Use Prohibition during Drought Emergency

DSRSD complies with CWC §10632 by implementing measures to prohibit excessive water use and enforce adopted water use restrictions during declared shortage conditions. Compliance is achieved through implementation of this WSCP and applicable District Code provisions, including penalty, enforcement, cost recovery, and appeal procedures. Costs associated with compliance may include staff time for customer communication, AMI-based review of water use patterns, field investigation, notices of violation, enforcement actions, appeal administration, and related customer service activities. The total cost of



compliance depends on the shortage stage, the duration of the shortage, the level of customer compliance, and the intensity of enforcement needed.

8.3 Drought Rate Structures and Surcharges

Current water rates are available on DSRSD's website: <https://www.dsrds.com/About-Us/Financial-Information/Rates-Fees>. DSRSD's adopted water shortage condition charges, referred to as drought rate surcharges, are included in the District's rate schedules and vary by shortage stage and customer/use type. These charges are intended to help maintain sufficient revenue to cover the cost of providing water service during periods when water deliveries are reduced.

Water shortage condition charges are applied to the water rates in place at the time a shortage stage is declared, as provided in DSRSD's adopted rate schedules and Board actions. Declaration of a stage does not automatically activate a surcharge unless required by the adopted rate schedule or authorized by the DSRSD Board. The DSRSD Board will determine when a surcharge is necessary. DSRSD's current adopted water shortage condition charges include staged rates for residential/commercial potable consumption over 5 hundred cubic feet (ccf) per billing period and for potable irrigation use.

8.4 Use of Financial Reserves

DSRSD may use available financial reserves, as appropriate, to address revenue shortfalls or emergency costs associated with implementing the WSCP. Under District Code §4.20.040(A), in the event of a wildfire, infrastructure failure, or other condition causing an immediate emergency or water shortage, the General Manager may declare a water emergency and initiate the appropriate provisions of DSRSD's Emergency Response Plan and/or WSCP. During a water emergency, the General Manager and designees may take steps necessary to protect and preserve the District's water system and protect the health and safety of District water customers and users, including obtaining temporary water supplies and limiting nonessential water service, as appropriate.

Emergency procurement actions may be taken in accordance with DSRSD policy and California Public Contract Code §22050, which authorizes emergency repair, replacement, directly related immediate actions, and procurement of necessary equipment, services, and supplies without standard competitive bidding when required by the emergency.

9 MONITORING AND REPORTING

DSRSD's water system is fully metered and monitored with a supervisory control and data acquisition (SCADA) system. All connections to DSRSD's water system are metered under the AMI system. More than 70% of DSRSD's water customers subscribe to AquaHawk, where they can monitor their real-time use and adjust accordingly. AquaHawk sends notifications through text or email to registered customers when high consumption alerts are triggered and sends notices through mail to non-registered customers. DSRSD continuously works with its customers to address abnormal water use patterns, which usually indicate leaks or broken valves.

Water use data from customer meters will be critical for monitoring customer compliance. AMI data can be used to track the effectiveness of DSRSD's response actions. DSRSD can use meters to compare current water demands with demand reduction goals. This real-time information will allow DSRSD to quickly adjust public outreach, enforcement, and other water shortage response actions as needed to meet available supplies. For example, DSRSD may intensify its public outreach or more vigorously enforce compliance with water use prohibitions if a shortage stage's water demand reduction goals are not met.

During shortage conditions, DSRSD will use both SCADA systemwide metering and AMI metering data to monitor compliance and meet State reporting requirements. Specific metrics used to monitor compliance



include potable demand by customer class, AMI high-use alerts, suspected leak notifications, outdoor irrigation timing exceptions, water waste complaints, notices of violation, monthly customer water use reports comparing current year use to baseline year usage, and monthly State reporting to meet State reporting requirements in the future.

10 WSCP REFINEMENT PROCEDURES

This WSCP is an adaptive management plan. It is subject to refinements as needed to ensure that DSRSD's shortage response actions and mitigation strategies are effective and produce the desired results. Based on monitoring described in **Section 6** and the need for compliance and enforcement actions described in **Section 6**, DSRSD may adjust its response actions and modify its WSCP. DSRSD will also seek input from staff and the public regarding the effectiveness of its WSCP and ideas for improvements

When a revised WSCP is proposed, the revised WSCP will undergo the process described in **Section 12** for adoption by DSRSD Board and distribution to Dublin, San Ramon, Zone 7, and the public.

11 SPECIAL WATER FEATURE DISTINCTION

DSRSD distinguishes special water features, such as decorative fountains and ponds, from pools and spas. Special water features are regulated separately. **Table 5** identifies the shortage-stage restrictions applicable to decorative water features, pools, and spas.

12 PLAN ADOPTION, SUBMITTAL, AND AVAILABILITY

This WSCP is adopted concurrently with DSRSD's 2025 UWMP, by separate resolution. Prior to adoption, a duly noticed public hearing was conducted. A copy of this WSCP will be submitted to DWR within 30 days of adoption.

Prior to adoption, DSRSD will make the WSCP available for public inspection and will hold a duly noticed public hearing. Following the public hearing, the Board may adopt the WSCP as prepared or as modified. If DSRSD later amends the WSCP outside the UWMP update cycle, DSRSD will follow applicable public review, hearing, adoption, availability, and DWR submittal procedures, including submittal to DWR within 30 days after adoption of the amended WSCP.

No later than 30 days after adoption, copies of this WSCP will be available at the Office of DSRSD Secretary, the Dublin Library in Dublin, and the Dougherty Station Library in San Ramon. A copy will also be provided to the City of Dublin, the City of San Ramon, and Zone 7. An electronic copy of this WSCP will also be available for public review and download on DSRSD's website.