

November 4th  
2014

**ACONA Member Questions of  
Water Companies**

**Answer by PW&P**

1	Are the new water usage Mandatory guidelines going to be enforced with penalties?	The City of Pasadena is currently on a Level 1 Water Supply Shortage - penalties are in place for repeat water wasters.
2	Who is responsible for the active enforcement of these regulations?	Pasadena's Water and Power's Water Conservation Team.
3	What form will the penalties take? Are they published anywhere? Do they escalate with repeat offenses?	The penalties range from \$100-\$500 and are listed in detail online at: <a href="http://cityofpasadena.net/waterandpower/waterwaste/">http://cityofpasadena.net/waterandpower/waterwaste/</a>
4	Is the MWD the fall back resource for all of the independent water companies?	MWD supplies 60% of Pasadena's water
5	Are all of your wells operational? If not, how many are not operational and why?	Only 5 of Pasadena's 16 wells are currently operational.
6	Do you actively participate in well replenishment during times of excess water?	When water is available, PWP does participate in well replenishment.
7	Do you have any plans to use recycled waste water to replenish wells either now or in the future?	PWP doesn't currently supply any recycled water
8	Who uses the most water per capita and who uses the least?	I don't understand this question.
9	Is there an active "Wise Water" program that supports re-landscaping to drought tolerant native plant landscapes that will eliminate lawns?	Yes, PWP offers \$2 per sq. ft. of turf removed.
10	What practical measure do you suggest if we are indeed at the beginning of a decades long drought period that will make "water wars" less likely?	Drastically eliminate outdoor water use, landscape uses the most water in Pasadena.
11	Can people in Altadena get assistance in replacing their grass with drought tolerant plants?	Yes, PWP offers \$2 per sq. ft. of turf removed.
12	How is re-cycled water processed, so that unpolluted water can be safely used on public areas (ex: on the New York Drive median)?	PWP doesn't currently supply any recycled water
13	How can residents use grey-water with environmental safety? Legally? What is grey-water? If it originates from bathtubs and showers, what type of soap/shampoo must we use to keep the grey-water environmentally safe?	Local jurisdictions have different regulations on the use of gray water.
14	How can Altadena Country Club keep its courses green and playable, while being environmentally responsible during this drought?	N/A
15	Can one of the speakers present a slide show/video which shows how to use the timers some have for their sprinklers? Many of the owners have NO IDEA how to program them	PWP has a video available on YouTube: <a href="https://www.youtube.com/watch?v=Uoir-wk2Yc">https://www.youtube.com/watch?v=Uoir-wk2Yc</a>
16	Who do we call if we can't get a neighbor to abide by the new water usage rules/laws?	(626) 744-7311
17	Is the County or are any of the Water Companies in Altadena "patrolling" looking for "illegal" lawn watering?	We have a Water Conservation Response unit driving throughout the City and leaving courtesy reminders on doors if they notice water waste
18	Can you give us some tips and/or Websites or organizations we can go to learn how to capture grey water to be used?	Bewaterwise.com
19	<b>NEW QUESTIONS</b> Is there a map/chart showing where pipes have been updated? Can we see it? When we are told to water on only certain days, and a huge number of people are doing this, we should know how planning has taken into account the age of the systems and the like!	Pasadena has never experienced any problems related to restricting water use to certain days

20	It would be helpful to landowners to have similar policies in effect throughout an area. It is very confusing when the media report a policy that is new or changed as if it applied to all of the Los Angeles area, when it simply applies to the city. How	N/A
21	Just a comment... the idea of calling the water company about a neighbor, before you have spoken to them yourself, to note their inappropriate water use... this reminds me too much of communist Russia and children taught to "tell on" their families.	N/A
22	I'd just like to know what the water powers that be are doing about public watering....are they cutting back?	City facilities have cut back over 10% since the drought declaration.
23	How are the water companies enforcing corporate use?	Commercial customers are also adhering to the same water restrictions
24	I am wondering if Altadena will ever revert to life pre Eaton canyon work and how did Dr. Eaton solve the water problem ? Are there too many people here living now to use similar ideas?	N/A
25	I am wondering how much water a day the average person uses.	The per capita water use per day can range from 90gpd to 200 gpd.
26	Besides shutting water off when not in actual use ( i.e. brushing teeth, or waiting in between toilet flushes, ) what else is there to do beside what has already been issued like no car washing, no hosing off of sidewalks etc.	Reduce water use in landscape
27	Will water ever be privatized here?	N/A
28	How does Lincoln water handle customers who waste water/. Would they ever cut off any customers? Do water companies believe that water is a human right, and that Detroit is doing it all wrong?	N/A
29	Are there any fracking wells in the local area? If so...why don't we know	N/A
30	What is the amount of water that a person needs per day to survive in a healthy state?	N/A
31	Will water companies ever have revolving water days... a system where they can shut off water to block areas at a time like Edison and revolving black outs? Or, are they not set up for this?	PWP does not have this in their plans
32	Are water companies sharing water now?	Pasadena shares water from Raymond Basin with a variety of different water agencies
33	How bad is the situation if we don't get rain, and have the water people ever used cloud seeding?	MWD, which supplies 60% of Pasadena's water, estimates water will be available through the end of next year if it doesn't rain.
34	I would wonder what they (the Altadena water companies) plan on doing since this drought is supposed to last a long time?	PWP has plans in place to address water supply shortages, currently we are at Level 1 of 4 of the plan.
35	Why hasn't the California government passed laws against over-pumping ground water by people who own the water rights along with owning parcels of land? They access a disproportionate percentage of water.	N/A
36	How can residents, who have already cut back on water usage, be treated fairly? [A cut-back of 20% usage could be impossible to achieve for those who have already responsibly applied cut-backs on their own.	Water usage is restricted to outdoor water use and isn't penalizing those that have already cut back water use.

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A comparison of similar size properties/residents on each compared property should be taken into account, while analyzing/calculating requirements regarding percentages of water usage cut-backs.]

N/A

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Why should current residents be penalized by having to cut back on water usage in a community where builders are constructing additional apartment houses/condos/houses/office buildings that require new water permits to be authorized?

Before building permits are authorized PWP ensures there is sufficient water available to serve those new customers. PWP also requires that those new customers use efficient water technology in the building and landscape.