



2025 Water Shortage Contingency Plan

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1.0 Introduction

The Los Angeles Department of Water and Power (LADWP) relies on various water supply sources to meet customer water demands. These sources of supply include: (1) local sources, such as groundwater and recycled water; (2) water imported via the Los Angeles Aqueduct (LAA); and (3) purchased imported water from the Metropolitan Water District of Southern California (MWD). More frequent and prolonged dry periods, regulatory constraints, and seismic risks that may result in water delivery system outages can impact water supply reliability for LADWP's customers. As such, the City of Los Angeles (City) must be prepared to take reasonable actions to meet water demands under conditions of limited water supplies. This Water Shortage Contingency Plan (WSCP) outlines how LADWP identifies and responds to shortage conditions and details a set of actions that the City can take in the event of a declared water supply shortage.

Shortages are generally caused under two conditions: (1) a severe dry period affecting surface and groundwater supplies availability; and (2) a catastrophic event (e.g., earthquake) that causes critical water supply system facility outages, such as water treatment plants, major conveyance infrastructure, and groundwater wells. Los Angeles City Municipal Code Chapter XII, Article I, Emergency Water Conservation Plan (Conservation Ordinance, see Appendix A) has served as the primary tool in LADWP's water shortage response planning since it was implemented on June 1, 2009. On June 12, 2015, Los Angeles adopted an amendment to the Conservation Ordinance, providing more options for restricting outdoor water use and adding an additional Phase 6 to address more extreme water shortages. On May 3, 2016, additional amendments to the Conservation Ordinance were adopted to increase existing surcharges for ordinance violations, create unreasonable use of water penalties, and incorporate the use of technology to improve ordinance enforcement.

In 2018, two long-term water conservation bills, Senate Bill (SB) 606 and Assembly Bill (AB) 1668, were signed into law. The two bills amend portions of the California Water Code (CWC), including Section 10632, which is related to water shortage contingency planning. The amended CWC requires agencies to incorporate a WSCP under its Urban Water Management Plan (UWMP). It also specifies the adoption of six standard water shortage levels. This WSCP demonstrates LADWP's compliance with the requirements outlined in CWC Sections 10632 and 10632.1. In addition, this WSCP incorporates potential actions of MWD that are used to address regional water shortages and how these actions can inform LADWP on assessing overall assessment of water demands and water supplies.

1.1 Standard Water Shortage Levels

The City's six standard water shortage levels are summarized in Table 1-1. LADWP conducts annual assessments of supply conditions to determine the appropriate water shortage level, as outlined in Section 3 – Annual Water Demand and Supply Assessment.

Once a water shortage has been identified, LADWP can recommend one of five water shortage response levels to the Mayor and City Council (Council) for official declaration. The Council can also terminate a water shortage level at the Mayor's recommendation. The process for notifying and declaring water shortage levels is explained in more detail in Section 10 – Communication Protocol.

Water shortage levels also apply to interruption of water supplies, including but not limited to earthquakes, planned and unplanned facility outages, major water quality events, and other emergency events. For an expanded discussion of catastrophic water supply interruptions, refer to Section 8 – Catastrophic Supply Interruption Planning.

Table 1-1 City's Standard Water Shortage Levels

Water Shortage Level	Percent Shortage
Level 1	Up to 10%
Level 2	Over 10% and up to 20%
Level 3	Over 20% and up to 30%
Level 4	Over 30% and up to 40%
Level 5	Over 40% and up to 50%
Level 6	Greater than 50%

2.0 2025 UWMP Water Supply Reliability Assessment

In accordance with CWC Section 10632(a), the water supply reliability analysis from the 2025 UWMP is provided herein. Additional information regarding the reliability assessment can be found in LADWP's 2025 UWMP at ladwp.com/uwmp.

2.1 Reliability Assessment Under Different Hydrologic Conditions

Water Demand

LADWP developed a demand forecast model to project demands over a 25-year planning horizon. The demand forecast model incorporates projected changes in various demand drivers including population, housing, employment, land use, and long-term climate projections. Demographics forecasts (population, housing, and employment) were obtained from MWD and were based on the Southern California Association of Government's 2024 Regional Transportation Plan/Sustainable Communities Strategy. Potential climate change impacts to the LADWP service area were evaluated in collaboration with the University of California, Los Angeles (UCLA) through global climate modeling and incorporated into the demand forecast model. The demand forecast model results show that demand is projected to increase gradually over the planning horizon prior to accounting for additional planned conservation savings.

Water Conservation

LADWP aims to further reduce potable water use to meet targets identified from the Water Conservation Potential Study, which showed that LADWP has a maximum cost-effective savings potential of approximately 140,000 AFY compared to the FY 2013/14 baseline. LADWP plans to achieve these goals through the development and implementation of additional active and passive conservation programs, potentially resulting in an additional 59,900 AFY of savings through FY 2049/50. Conservation is a foundational component of LADWP's water resource planning efforts and will continue to be central to the City's water use efficiency goals over the long term.

Los Angeles Aqueducts Supplies

Water deliveries to the City from the LAA are dependent on snowfall in the Eastern Sierra Nevada. The average annual long-term LAA delivery is based on the 30-year median hydrology from FY 1990/91 to FY 2019/20, which estimates average deliveries to the City totaling approximately 193,400 AFY. Analysis of additional climate study results in collaboration with UCLA suggest minimal changes to long term availability of LAA supplies under average year conditions, but intensifying hydrologic extremes could result in reduced supply availability under dry year conditions. As a result, long term availability of LAA supplies under average year conditions remain constant, and a reduction of approximately 0.19 percent annually under dry year conditions is projected for the reliability assessment.

Local Groundwater Supplies

LADWP's groundwater production forecast of up to 109,300 AFY is based on multiple assumptions: (1) groundwater basin elevations can support this level of pumping on a safe yield basis; (2) LADWP's planned groundwater treatment facilities will be operational by FY 2025/26; and (3) Sylmar and Central Basin production capacity will increase based on the completion of various wellfield improvement projects. LADWP

utilizes conjunctive use strategies to optimize available surface water and groundwater to meet demands. During wet periods, LADWP reduces production to increase the storage of water in the groundwater basins; and during dry periods, LADWP increases production to draw from available storage to help meet demands. Although LADWP can implement conjunctive use strategies to mitigate the impacts of hydrologic variability, a conservative approach was adopted in the reliability analysis by assuming the same level of projected groundwater production for average year, single dry year, and multi-dry year scenarios.

Recycled Water Supplies

Recycled water is derived from wastewater effluent flows, which do not vary significantly due to hydrology. This makes recycled water a reliable water supply under varying hydrologic scenarios and projected recycled water supplies remain unchanged across reliability analysis hydrologic scenarios. LADWP is planning for continued investments into its recycled water program by expanding irrigation and industrial uses, groundwater replenishment, and exploring other indirect potable reuse (IPR) and direct potable reuse opportunities. Under average weather conditions, recycled water supply for non-potable reuse (NPR) is projected to increase from 19,200 AFY in 2030 to 19,700 AFY by 2050. IPR through the Los Angeles Groundwater Replenishment Project is projected to produce 22,000 AFY by FY 2028/29 and up to 40,000 AFY by FY 2030/31.

Stormwater Capture

Capturing stormwater for groundwater recharge is essential to maintaining groundwater supplies, addressing the overall long-term decrease in stored groundwater, protecting the safe yield of the groundwater basin, and ensuring the long-term water supply reliability of the San Fernando Basin (SFB). Ongoing stormwater capture projects will continue to increase stormwater capture capacity and enable the City to utilize its stored water credits in a sustainable manner and prevent conditions of overdraft in the SFB under variable hydrology. LADWP will work with the Upper Los Angeles River Area Watermaster to continue observing actual water levels and re-evaluate basin safe yield to allow additional increases in groundwater production over time as SFB groundwater elevations rebound.

MWD Supplies

LADWP has historically purchased supplemental MWD supplies to meet demands and maintain reliability. LADWP has relied on MWD supplies to a greater extent as LAA supplies have been reduced due to increased environmental mitigation and enhancement requirements and as groundwater supplies have become limited due to the presence of contamination. Through continued investments in local supplies, LADWP plans to reduce its purchases of imported supplies from MWD.

MWD's 2025 Urban Water Management Plan indicates that MWD will continue to provide 100 percent supply capability through 2050 for its member agencies during average (calendar year (CY) 1922 to CY 2021 hydrology), single dry (CY 1977 hydrology), and multiple dry years (CY 1988 to CY 1992 hydrology). In each of these scenarios, there is a projected surplus of supply capability. The projected surpluses are based on the capability of current supplies and range from 258,900 AF to 2,259,000 AF per year.

2.2 Service Area Reliability Assessment

To determine the overall service area reliability in compliance with CWC Section 10635(a), LADWP defined three hydrologic conditions based on historic Eastern Sierra Nevada conditions: average year (30-year median hydrology from FY 1990/91 to FY 2019/20); single-dry year (repeat of the FY 2021/22 hydrology); and multi-dry year (repeat of FY 2011/12 to FY 2015/16 hydrology). These defined conditions are used to

forecast the corresponding level of LAA water supply availability. The availability of additional supplies and corresponding demand under each hydrologic condition is also determined. Tables 2-1, 2-2. And 2-3 tabulate the service reliability assessment for average year, single dry year, and multiple dry year conditions, respectively. Exhibit 11G shows the driest year of the multiple dry year sequence to demonstrate projected reliability under the most extreme year in the five-year sequence. No water supply shortages are anticipated as demands are met by the available supplies under all hydrologic scenarios.

Table 2-1 Average Year Reliability Assessment

Demand and Supply Projections (in acre-feet)	FY 24/25 Actuals	Average Year (30-year median hydrology) Fiscal Year Ending June 30				
		2030	2035	2040	2045	2050
Water Demand	475,900*	472,300	457,200	462,900	467,000	467,700
Supplies						
Los Angeles Aqueduct	232,200	193,400	193,400	193,400	193,400	193,400
Local Groundwater	6,100	103,800	109,300	109,300	109,300	109,300
Recycled Water – Groundwater Replenishment Project (LA GWR)	-	22,000	40,000	40,000	40,000	40,000
Recycled Water – Non-potable Use	13,200	19,200	19,300	19,400	19,600	19,700
Metropolitan Water District	<u>224,400</u>	<u>133,900</u>	<u>95,200</u>	<u>100,800</u>	<u>104,700</u>	<u>105,300</u>
Total Supplies	475,900	472,300	457,200	462,900	467,000	467,700

*Includes demand to and (from) storage
Note: Values rounded to nearest 100 AF

Table 2-2 Single Dry Year Reliability Assessment

Demand and Supply Projections (in acre-feet)	FY 24/25 Actuals	Single Dry Year (FY 2021/22 hydrology) Fiscal Year Ending June 30				
		2030	2035	2040	2045	2050
Water Demand	475,900*	472,300	457,200	462,900	467,000	467,700
Supplies						
Los Angeles Aqueduct	232,200	59,400	58,900	58,300	57,800	57,200
Local Groundwater	6,100	103,800	109,300	109,300	109,300	109,300
Recycled Water – LA GWR	-	22,000	40,000	40,000	40,000	40,000
Recycled Water – Non-potable Use	13,200	19,200	19,300	19,400	19,600	19,700
Metropolitan Water District	<u>224,400</u>	<u>267,900</u>	<u>229,700</u>	<u>235,900</u>	<u>240,300</u>	<u>241,500</u>
Total Supplies	475,900	472,300	457,200	462,900	467,000	467,700

*Includes demand to and (from) storage
Note: Values rounded to nearest 100 AF

Table 2-3 Multiple Dry Year Reliability Assessment

Demand and Supply Projections (in acre-feet)	FY 24/25 Actuals	Multiple Dry Year (FY 2011/12 to FY 2015/16 hydrology) Fiscal Year Ending June 30				
		2030	2035	2040	2045	2050
Water Demand	475,900*	472,300	457,200	462,900	467,000	467,700
Supplies						
Los Angeles Aqueduct	232,200	62,200	61,600	61,000	60,500	59,900
Local Groundwater	6,100	103,800	109,300	109,300	109,300	109,300
Recycled Water – LA GWR	-	22,000	40,000	40,000	40,000	40,000
Recycled Water – Non-potable Use	13,200	19,200	19,300	19,400	19,600	19,700
Metropolitan Water District	<u>224,400</u>	<u>265,100</u>	<u>227,000</u>	<u>233,200</u>	<u>237,600</u>	<u>238,800</u>
Total Supplies	475,900	472,300	457,200	462,900	467,000	467,700

*Includes demand to and (from) storage
 Note: Values rounded to nearest 100 AF

2.3 Drought Risk Assessment

In addition to the reliability assessment, LADWP conducted a drought risk assessment in compliance with CWC Section 10635(b), which includes a summary of anticipated water demands and supplies over a five-year dry period assumed to start in FY 2025/26. A summary of the drought risk assessment is presented in Table 2-4 over the assessed five-year period from FY 2025/26 to FY 2029/30 simulating LAA hydrology from LADWP’s driest five consecutive year sequence from FY 2011/12 to FY 2015/16. This drought risk assessment considers the same set of assumptions across projected supply and demand utilized for the reliability analysis described in Section 2.1. No water supply shortages are anticipated as demands are met by the available supplies under the drought risk assessment.

Table 2-4 Drought Risk Assessment

Demand and Supply Projections (in acre-feet)	FY 24/25 Actuals	Drought Risk Assessment (FY 2011/12 to FY 2015/16 hydrology) Fiscal Year Ending June 30				
		2026	2027	2028	2029	2030
Water Demand	475,900*	474,100	473,400	473,000	472,500	472,300
Supplies						
Los Angeles Aqueduct	232,200	90,500	71,900	66,800	61,700	184,800
Local Groundwater	6,100	92,300	94,900	94,900	94,900	103,800
Recycled Water – LA GWR	-	-	-	-	22,000	22,000
Recycled Water – Non-potable Use	13,200	13,700	16,100	16,300	17,900	19,200
Metropolitan Water District	<u>224,400</u>	<u>277,600</u>	<u>290,500</u>	<u>295,000</u>	<u>276,000</u>	<u>142,500</u>
Total Supplies	475,900	474,100	473,400	473,000	472,500	472,300

*Includes demand to and (from) storage
 Note: Values rounded to nearest 100 AF

3.0 Annual Water Demand and Supply Assessment

CWC Section 10632(a)(2) requires that urban water suppliers conduct an annual water supply and demand assessment (AWSDA). This section describes the procedures used to: (1) conduct the AWSDA; and (2) prepare and submit an AWSDA Report to the State. In addition, this section outlines key inputs to conduct the AWSDA, the decision-making process for determining water supply reliability, and the ability/flexibility for the City to use shortage response actions not included in the WSCP, as applicable.

Under the Conservation Ordinance, LADWP monitors and evaluates the projected supply and demand for water by its customers monthly and provides written recommendations to the Mayor and Council the conservation required by its customers. LADWP also determines if a supply shortage exists and declares any foreseen water shortage level based on the results of the AWSDA. It includes this information in the AWSDA Report submitted to the State.

The AWSDA identifies anticipated shortages, triggered shortage response actions, associated compliance and enforcement actions, and communication actions. Additional information on shortage response actions is included in Section 4 – Shortage Response Actions. Reasonable alternative actions can be used to address identified water shortages, provided that descriptions of alternative actions are submitted with the AWSDA.

This WSCP identifies key inputs and methodology needed to evaluate the LADWP's annual assessment of water demand and supplies to help determine water shortage levels.

3.1 Key Input: Anticipated Water Demand

The AWSDA will use LADWP's latest demand forecast, which considers weather conditions, population growth, other influencing factors, and estimates of passive and active water conservation savings.

3.2 Key Input: Assessment of Water Supplies

Under a non-emergency condition, LADWP performs an annual assessment of all its available water supply sources through a meeting known as the Water Supply Symposium, which is conducted at the beginning of every runoff year (April-March). LADWP will utilize projections from the Water Supply Symposium to inform supply availability as part of its AWSDA. The methodology for quantifying the available supply from each water source is as follows:

- Local Sources:
 - Groundwater – Evaluate available groundwater production based on operational constraints, water quality, and hydrology
 - Recycled Water – Evaluate available recycled water supply for non-potable demands and assess non-potable recycled water demand
- Imported Sources:
 - LAA– Determine available supply to the City based on April 1st hydrological conditions in the Eastern Sierras and forecasted availability of LAA supply deliveries
 - Purchased Imported Water from MWD – Coordinate with MWD to determine available supplies

MWD Water Supply Assessment

LADWP relies primarily on MWD to evaluate regional supply and demand and to evaluate regional water shortage levels. MWD conveys annual supply conditions to its member agencies through their AWSDA planning process and by declaring one of the four conditions within the Water Supply Condition Framework:

- Baseline Water Use Efficiency: Ongoing conservation, outreach, and recycling programs to achieve permanent reductions in water use and build storage reserves
- Condition 1 – Water Supply Watch: Local agency voluntary dry-year conservation measures and use of regional storage reserves
- Condition 2 – Water Supply Alert: Regional call for extraordinary conservation measures through drought ordinances and other measures to mitigate use of storage reserves
- Condition 3 – Water Supply Allocation: Implement MWD’s Water Supply Allocation Plan (WSAP)

MWD may declare Condition 3, an allocation to its member agencies corresponding to a Stage 6 extreme shortage in MWD’s Water Surplus and Drought Management (WSDM) Plan. The WSAP’s Regional Shortage Level specifies the severity of the supply-demand gap.

In addition to reducing member agency supplies during dry hydrologic conditions, MWD may also limit supplies to member agencies after a large seismic event. MWD evaluated potential damage to the State Water Project California Aqueduct (California Aqueduct) and the Colorado River Aqueduct (CRA) from a major (M7.8) seismic event on the San Andreas Fault (Shakeout). MWD concluded its emergency storage requirement as 750,000 AF based on the anticipated performance of three water system components during the Shakeout: (1) California Aqueduct and CRA outage, (2) potential maximum reductions in member agency retail water demand, (3) and reductions to member agency local supplies.

The Shakeout scenario produces a 12 to 24-month outage of the East Branch of the California Aqueduct, a six to 12-month outage of the West Branch of the California Aqueduct, and a two to six-month outage of the CRA until 80% of CRA capacity could be recovered. Repairs to bring the CRA back to 100% capacity would take three to five years to complete. Although LADWP estimates an 18-month outage of the LAA, imported water could be delivered to the City as soon as deliveries through the West Branch of the California Aqueduct are restored within 12 months.

MWD espouses that 30% of all retail demand is directed toward outdoor uses. MWD combined this estimate with a Public Policy Institute of California (PPIC) report (Building Drought Resilience in California’s Cities and Suburbs, June 2017) to conclude that its member agencies would be able to reduce retail demands by 25% following a seismic event. The City should assume that in a Shakeout scenario, it would be required to reduce its demands by 25%, through additional emergency conservation actions.

Finally, MWD estimated a six and 12-month aggregated loss of 10% to 20% of local production following a seismic event. This includes full outage of the LAA, and that local LADWP supplies would include groundwater and recycled supplies only.

3.3 Key Input: Existing Water Supply Infrastructure

LADWP’s existing water supply infrastructure is well-documented and continuously assessed for resiliency and reliability. Existing water supply infrastructure includes LADWP-owned and MWD-owned infrastructure. Major LADWP-owned infrastructure includes: the Los Angeles Aqueduct Filtration Plant (LAAFP), groundwater wells and treatment facilities, storage tanks and reservoirs, distribution system pipelines and

pump stations, and ammoniation and chlorination stations. MWD-owned infrastructure includes regional water treatment facilities, large conveyance pipelines, and connection turnouts that deliver water to LADWP.

LADWP's water distribution system operations are highly flexible and contain many system redundancies. However, existing capabilities may be limited under different constraints, which can include: planned shutdowns for maintenance, construction impacts, water quality impacts, hydraulic limitations, and unplanned outages due to earthquakes or other emergency conditions. LADWP can also leverage its flexible system and implement operational changes when applicable to mitigate identified shortages. LADWP evaluates system capabilities and constraints annually and adjusts water supply availability to account for these constraints. LADWP also coordinates with MWD to evaluate regional infrastructure constraints to identify potential limitations on water supply availability for LADWP.

3.4 Decision-Making Process

LADWP's decision-making process begins with an assessment of its water demand and availability of water supplies (e.g. groundwater, LAA, recycled water, and supplemental supplies from MWD). LADWP's assessment also includes a review of local and regional infrastructure to determine possible limitations to supply availability. If available supplies are sufficient to meet projected demands, then a condition of no shortage will be determined. If a shortage condition is identified, the magnitude of the shortage will determine LADWP's response to the shortage, corresponding to the established standard water shortage levels. LADWP will first attempt to bridge shortage gaps with operational changes to its system to leverage supplies with greater availability for system delivery to offset identified supplies experiencing shortages. As shortage magnitudes increase and supplemental supplies available from MWD become limited, LADWP will further respond with implementation of mandatory water use restrictions through the City's Conservation Ordinance and explore opportunities to supplement its supplies through supply augmentation.

In the event that demands cannot be met without depleting available supplies, LADWP will declare a water shortage emergency in accordance with CWC Chapter 3 of Division 1. Under such emergency conditions, LADWP will coordinate with all additional cities and counties that are served or partially served by LADWP, including Los Angeles County, Beverly Hills, Burbank, Calabasas, Culver City, Inglewood, Lomita, Lynwood, Santa Monica, and West Hollywood.

3.5 Reasonable Alternative Actions

LADWP will follow the prescribed procedures and implement the determined shortage response actions in its WSCP where feasible and appropriate. However, LADWP may also implement reasonable alternative actions to the actions described in in Section 4 – Shortage Response Actions, provided that the alternative actions are submitted to the State in the AWSDA. The CWC does not prohibit LADWP from taking actions not specified in its WSCP, if needed, without having to formally amend its UWMP or WSCP as stated in CWC Section 10632.2.

4.0 Shortage Response Actions

Per CWC Section 10632 (a)(4), LADWP has developed a list of possible supply shortage mitigation tools. The four types of locally appropriate “shortage response actions,” as defined by the statute are as follows:

- Supply augmentation
- Demand reduction actions
- Operational changes
- Mandatory water use prohibitions (in addition to State-mandated prohibitions)

Shortage response actions included in this WSCP are a mix of prohibitions on end uses, consumption reduction methods, supply augmentation, and operational change measures.

The California Department of Water Resources (DWR) defines prohibitions on end uses as measures to address areas that are the responsibility of end users, such as broken sprinklers and leaking faucets. Consumption reduction methods are actions invoked by a water agency to reduce consumption, such as expanding public information campaigns.

Supply augmentation is defined as any action designed to increase the existing supply availability, such as increasing the production of stored groundwater or acquiring additional water transfer.

Operational changes are defined as actions taken by a water agency to change the way in which existing supplies are used within its service area (e.g., elimination of hydrant flushing).

4.1 Permanent Water Waste Prohibitions

Permanent Water Waste prohibitions are in effect at all times in LADWP’s water service area. These prohibited uses, defined as Phase 1 in Section 121.08 (A) of the Conservation Ordinance, are intended to promote water conservation as a permanent way of life in Los Angeles, even during years of normal or above normal precipitation.

The following are the restrictions under Phase 1:

- No LADWP customer shall use a water hose to wash any paved surfaces, except to alleviate immediate safety or sanitation hazards.
- No LADWP customer shall use water to clean, fill or maintain levels in decorative fountains, ponds, lakes or similar structures used for aesthetic purposes, unless such water is part of a recirculating system.
- No restaurant, hotel, cafe, cafeteria, or other public place where food is sold, served or offered for-sale, shall serve drinking water to any person unless expressly requested.
- No LADWP customer shall permit water to leak from any pipe or fixture on the customer’s premises.
- No LADWP customer shall wash a vehicle with a hose if the hose does not have a self-closing water shut-off or device attached to it or otherwise allow a hose to run continuously while washing a vehicle.
- No LADWP customer shall irrigate during periods of rain and within 48 hours after a measurable rain event.
- No LADWP customer shall water or irrigate lawn, landscape, or other vegetated areas between the hours of 9:00 a.m. and 4:00 p.m. During these hours, public and private golf course greens and tees and professional sports fields may be irrigated in order to maintain play areas and accommodate

event schedules. Supervised testing or repairing of irrigation systems is allowed anytime with proper signage.

- All irrigation of landscape with potable water using spray head sprinklers and bubblers shall be limited to no more than ten (10) minutes per watering day per station. All irrigation of landscape with potable water using standard rotors and multi-stream rotary heads shall be limited to no more than fifteen (15) minutes per cycle and up to two (2) cycles per watering day per station. Exempt from these landscape irrigation restrictions are irrigation systems using very low-flow drip-type irrigation when no emitter produces more than four (4) gallons of water per hour and micro-sprinklers using less than fourteen (14) gallons per hour.
- No LADWP customer shall use water in a manner that causes or allows excess or continuous water flow or runoff onto an adjoining sidewalk, driveway, street, gutter or ditch.
- No installation of single pass cooling systems shall be permitted in buildings requesting new water service.
- No installation of non-recirculating systems shall be permitted in new conveyor car wash and new commercial laundry systems.
- Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each bathroom using clear and easily understood language.
- No large landscape areas shall have irrigation systems without rain sensors that shut off the irrigation systems. Large landscape areas with approved weather-based irrigation controllers registered with LADWP are in compliance with this requirement.

The City has also remained under a minimum Conservation Ordinance Phase 2 restrictions of three day-a-week outdoor watering since 2009 which includes the following restrictions:

- Restrictions on landscape irrigation watering days (Monday, Wednesday, or Friday for odd-numbered street addresses and Tuesday, Thursday, or Sunday for even-numbered street addresses) with watering times limited to
 - Eight minutes per station for non-conserving nozzles for a total of 24 minutes per week
 - 15 minutes per station for conserving nozzles per cycle and up to two cycles per watering day for a total of 90 minutes per week
- Provisions do not apply to drip irrigation supplying water to a food source or to hand-held hose watering of vegetation

4.2 Shortage Response Actions

In addition to permanent water waste prohibitions, which are always in effect, there are different types of response actions that can be implemented by LADWP in the event of a supply shortage. These response measures represent a “toolbox” with a range of actions that can be used in combination, depending on the severity and duration of the shortage.

LADWP employs numerous response actions to mitigate and alleviate water shortages during dry conditions or catastrophic events. Some of these response actions are detailed in the Conservation Ordinance, while others go beyond these requirements. As specific shortage response levels are implemented, LADWP will closely monitor projected available supply and demand per the AWSDA. Depending on these projections, the shortage response actions would either be implemented or expanded to appropriately respond to shortages. Table 4-1 shows the linkage between the Conservation Phases, Shortage Levels, and additional actions detailed in this WSCP.

Table 4-1 Linkage Between Emergency Water Conservation Plan Phases and Shortage Levels

Water Shortage Level	Emergency Water Conservation Plan Phase	Additional WSCP Actions
No Shortage	Phase 1 & Phase 2	
Shortage Level 1		Operation Changes
Shortage Level 2	Phase 3	
Shortage Level 3	Phase 3	Supply Augmentation
Shortage Level 4	Phase 4	
Shortage Level 5	Phase 5	
Shortage Level 6	Phase 6	

Note: Actions identified under specific shortage levels are cumulative and will encompass all actions identified in preceding shortage levels.

The combination of shortage response actions associated with each water shortage level considered the estimate of the extent to which the supply gap was reduced. Shortage response actions from previous levels are assumed to remain in effect as the water shortage level increases. The mix of shortage response actions in any given level is designed to produce an additional 10% of shortage gap reductions above the previous level's reduction.

The following subsections list the combinations of shortage response actions associated with each of the six WSCP Water Shortage Levels.

Water Shortage Level 1

Water Shortage Level 1 constitutes a shortage gap reduction of up to 10%. Shortage response actions under this level system operational changes to maximize the ability to serve customers in areas experiencing shortage with additional supplies that may be available from other supply sources. Operational changes are defined as deviations from standard operating conditions that may incur substantial operating costs to modify system operations in order to expand the ability to provide customers with alternative available supply sources. The extent to which this action reduces the supply gap is summarized in Table 4-2 below.

Table 4-2 Water Shortage Level 1 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
Evaluate operational changes to supply areas experiencing shortage with alternative readily available supplies	Up to 10%	Operational Changes

Water Shortage Level 2

Water Shortage Level 2 is implemented when there is an identified shortage up to 20% where operational changes alone are insufficient to eliminate shortage gaps. Under Shortage Level 2, Conservation Ordinance Phase 3 will be implemented to achieve the necessary demand reduction in addition to the actions identified under Water Shortage Level 1. Additionally, to reduce consumption during this phase, LADWP may increase its public outreach efforts and enforcement measures to build awareness of voluntary water conservation practices and all permanent water waste prohibitions. The shortage response actions under Water Shortage Level 2 are shown below in Table 4-3.

Table 4-3 Water Shortage Level 2 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
<p>Conservation Ordinance Phase 3</p> <ul style="list-style-type: none"> - Further restrictions on landscape irrigation watering days (Monday or Friday for odd-numbered street addresses and Sunday or Thursday for even-numbered street addresses) - Recommend use of pool covers to decrease water loss from evaporation. - Recommend washing of vehicles at commercial car wash facilities. - Irrigation of sports fields may deviate from the non-watering days to maintain play areas and accommodate event schedules. - Irrigation of large landscape areas may deviate from the non-watering days under certain conditions. - Provisions do not apply to drip irrigation supplying water to a food source or to hand-held hose watering of vegetation. 	Up to 20%	Mandatory Prohibition
Increase outreach efforts for high-volume customers and provide one on one assessments	Up to 20%	Demand Reduction
Expand enforcement of unreasonable use of water	Up to 20%	Mandatory Prohibition
Increase water conservation rebates and incentives	Up to 20%	Demand Reduction
Increase conservation messaging (radio, TV, social media, educational events)	Up to 20%	Demand Reduction

Water Shortage Level 3

Water Shortage Level 3 is implemented when a shortage of up to 30% is identified. Under this shortage level, LADWP will explore supply augmentation to supplement available supplies in addition to the actions from preceding Water Shortage Levels. LADWP may elect to withdraw from available emergency storage along the LAA system and increase pumping from local groundwater basins. Emergency storage along the LAA may come in the form of emergency reservoir storage and/or emergency groundwater pumping in the Owens Valley with the approval of the LA/Inyo Standing Committee. Emergency storage from local groundwater basin may come in the form of storied water credits. Withdrawals from emergency supplies may provide only short-term relief and the extent of withdrawals will be determined based on assessments of long-term shortage risk. The shortage response actions under Water Shortage Level 3 are shown below in Table 4-4.

Table 4-4 Water Shortage Level 3 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
Withdraw from available emergency storage along the LAA System and local groundwater basins	Up to 30%	Supply Augmentation

Water Shortage Level 4

Water Shortage Level 4 is implemented when a shortage of up to 40% has been identified. Mandatory water conservation restrictions under Ordinance Phase 4 will take effect, in addition to all actions identified under Water Shortage Level 1, Level 2, and Level 3. LADWP may also elect to increase withdrawals from available emergency storage along the LAA system and from local groundwater basins. The list of shortage response action options available for Water Shortage Level 4 is summarized in Table 4-5 below.

Table 4-5 Water Shortage Level 4 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
<p>Conservation Ordinance Phase 4</p> <ul style="list-style-type: none"> - Further restrictions on landscape irrigation watering days (Monday for odd-numbered street addresses and Tuesday for even-numbered street addresses) - Mandate use of pool covers on all residential swimming pools when not in use. - No washing of vehicles allowed except at commercial car wash facilities. - No filling of decorative fountains, ponds, lakes, or similar structures used for aesthetic purposes, with potable water. - Irrigation of sports fields may deviate from the non-watering days to maintain play areas and accommodate event schedules. - Irrigation of large landscape areas may deviate from the non-watering days under certain conditions. - Provisions do not apply to drip irrigation supplying water to a food source or to hand-held hose watering of vegetation. 	Up to 40%	Mandatory Prohibition
Further withdraw from available emergency storage along the LAA System and local groundwater basins	Up to 40%	Supply Augmentation

Water Shortage Level 5

Water Shortage Level 5 is implemented when a water shortage of up to 50% has been identified. Under this shortage level, mandatory water conservation restrictions under Ordinance Phase 5 will take effect, in addition to all actions identified under Water Shortage Levels 1 through 4. LADWP may elect to further increase withdrawals from available emergency storage along the LAA system and from local groundwater basins. The list of shortage response action options available for Water Shortage Level 5 is summarized in Table 4-6 below.

Table 4-6 Water Shortage Level 5 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
<p>Conservation Ordinance Phase 5</p> <ul style="list-style-type: none"> - No landscape irrigation allowed. - No filling of residential swimming pools and spas with potable water. - No washing of vehicles allowed except at commercial car wash facilities. - No filling of decorative fountains, ponds, lakes, or similar structures used for aesthetic purposes, with potable water. - Golf courses and professional sports fields may apply water to sensitive areas, such as greens and tees, during non-daylight hours and only to the extent necessary to maintain minimum levels of biological viability. 	Up to 50%	Mandatory Prohibition
Further withdraw from available emergency storage along the LAA System and local groundwater basins	Up to 50%	Supply Augmentation

Water Shortage Level 6

Water Shortage Level 6 is implemented when a water shortage of greater than 50% has been identified. Under this shortage level, the Board is authorized to implement additional prohibited uses of water based on the water supply situation in addition to the responses identified under Water Shortage Levels 1 through 5. It should be noted that a Level 6 condition could take the form of a prolonged event, such as extended dry conditions, or could be the result of a sudden catastrophic event, such as a seismic event. These two conditions may require different responses. For example, in a sudden and catastrophic event the loss of water supply may be localized, facilities such as schools and hotels may be needed for emergency housing, and water may be needed for firefighting. A mandatory reduction in water use among all customers may be required immediately to meet emergency and public safety needs of the affected area. Temporary reductions in water supply to unaffected areas may be necessary. More on catastrophic event planning is discussed in Section 8. A list of available shortage response actions under Water Shortage Level 6 are summarized below in Table 4-7.

Table 4-7 Water Shortage Level 6 Response Actions

Shortage Response Actions	Estimate of Extent To Which Supply Gap Reduced	Response Action Type
<p>Conservation Ordinance Phase 6 - The Board is hereby authorized to implement additional prohibited uses of water based on the water supply situation. Any additional prohibition shall be published at least once in a daily newspaper of general circulation and shall become effective immediately upon such publication and shall remain in effect until cancelled.</p>	<p>> 50%</p>	<p>Mandatory Prohibition</p>
<p>Maximize withdraw from available emergency storage along the LAA and local groundwater basin</p>	<p>> 50%</p>	<p>Supply Augmentation</p>

5.0 Compliance and Enforcement

California law prohibits waste and unreasonable use of water, even when no shortage response actions are in effect. The Conservation Ordinance also prohibits all water waste and defines violations of both the permanent water conservation measures and mandatory conservation measures. Failure to comply with any of the provisions of Phases 1 through 6 is subject to administrative civil penalties and remedies, which are set forth in Section 121.10, Chapter XII of the Los Angeles Municipal Code as Penalty Schedule A (see Table 5-1). After a fifth or subsequent violation and a hearing held by LADWP, a flow-restricting device of one gallon per minute (gpm) may be installed.

The restrictions outlined in Phases 1 through 6 shall not curtail water supply required for:

- Public health and safety
- Essential government services such as police, fire, and other similar emergency services

The restrictions outlined in Phases 1 through 6 do not apply to:

- Recycled water and gray water use
- Hillside areas recovering from fire that have been replanted for erosion control

LADWP may also penalize those who continue to willfully waste water (i.e., “unreasonable use of water”). Single family residential customers in the highest tier rate during Phases 2 through 6 may be subject to a Water Use Analysis and Customer Conservation Plan developed by LADWP. Failure to provide access to the property, cooperate in the development of the Customer Conservation Plan, or comply with the Customer Conservation Plan is subject to administrative civil penalties, as set forth in Section 121.10, Chapter XII of the Los Angeles Municipal Code as Penalty Schedule B (see Table 5-2). Customers who continue to unreasonably use water beyond 24 months will be referred to the LADWP Board of Commissioners (Board) for consideration of flow restrictors or other actions.

Terminating a customer’s water service is not taken lightly and would occur only when other enforcement measures have not been effective. The Board will consider extenuating circumstances as part of a decision regarding appropriate remedies.

If, due to unique circumstances, a specific requirement of the Water Conservation Phases would result in undue hardship to a customer using water or to property upon which water is used, that is disproportionate to the impacts to water users generally or to similar property or classes of water uses, then the customer may apply for a variance to the requirements. Unique circumstances include, but are not limited to, physical disabilities which prevent compliance with the Conservation Ordinance.

Table 5-1 Penalty Schedule A – Prohibited Use Violations

Water meter smaller than two (2”) inches						
	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
1st Written Warning	\$0	\$0	\$0	\$0	\$0	Board Authority
2nd Written Violation	\$50	\$100	\$200	\$300	\$400	Board Authority
3rd Written Violation	\$100	\$200	\$400	\$600	\$800	Board Authority
4th Written Violation	\$150	\$300	\$600	\$900	\$1200	Board Authority
Water meter two (2”) inches and larger						
	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
1st Written Warning	\$0	\$0	\$0	\$0	\$0	Board Authority
2nd Written Violation	\$100	\$200	\$400	\$600	\$800	Board Authority
3rd Written Violation	\$200	\$400	\$800	\$1200	\$1600	Board Authority
4th Written Violation	\$300	\$600	\$1200	\$1800	\$2400	Board Authority

Table 5-2 Penalty Schedule B – Unreasonable Use Violations

Number of Consecutive Months with Violation	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
Violation during months 1 through 5	N/A	\$1,000	\$2,000	\$5,000	\$10,000	Board Authority
Violation during months 6 through 11	N/A	\$2,000	\$4,000	\$10,000	\$20,000	Board Authority
Violation during months 12 through 17	N/A	\$3,000	\$6,000	\$15,000	\$30,000	Board Authority
Violation during months 18 through 23	N/A	\$4,000	\$8,000	\$20,000	\$40,000	Board Authority

Any customer who disputes any penalty levied pursuant to Section 121.10, Chapter XII of the Los Angeles Municipal Code, shall have a right to a dispute determination conducted pursuant to LADWP’s Rules Governing Water and Electric Service. Any customer dissatisfied with the LADWP’s dispute determination may appeal that determination within 15 days of issuance to the Board or to a designated hearing officer at the election of the Board. The provisions of Sections 19.24, 19.25, 19.26 and Sections 19.29 through 19.39 of the Los Angeles Administrative Code shall apply to such appeals. All defenses, both equitable and legal, may be asserted by a customer in the appeal process. The decisions of the Board shall become final at the expiration of 45 calendar days, unless the Council acts within that time by a majority vote to bring the action before it or to waive review of the action. If the Council timely asserts jurisdiction, the Council may, by a majority vote, amend, veto or approve the action of the Board within 21 calendar days of voting to bring the matter before it, or the action of the Board shall become final. If the Council asserts jurisdiction over the matter and acts within 21 calendar days of voting to bring the matter before it, the Council’s action shall be the final decision.

6.0 Monitoring, Reporting, and Refinement Procedures

LADWP monitors and reports water supply and demand monthly. Water supply volumes from all supply sources and customer billing records are generated monthly. If the monthly goals of balancing supply and demand under shortage conditions are not being met, LADWP can implement additional shortage response actions.

Reevaluation and improvement procedures are used to ensure shortage risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented as needed. The WSCP will be re-evaluated at least every five years in coordination with the UWMP update or at LADWP's discretion. An evaluation on the effectiveness of the water shortage response actions on demand levels will be conducted following the future implementation of the WSCP. The evaluation will assess the effectiveness of shortage response actions in the WSCP and revise as appropriately as necessary. LADWP will also assess the effectiveness of the communication plan so that it may be modified as appropriate in the future.

7.0 Revenue and Expenditure Impacts

The Base Rate Revenue Target Adjustment (BRRTA) from General Provision H of LADWP's Water Rate Ordinance No. 184130 provides a symmetrical decoupling mechanism. The BRRTA allows LADWP to recover any shortfall in revenue from the targeted amounts of base rates, or credits back any collection of revenue above the targeted amounts of base rates. This helps to account for variations in water sales from projections. The BRRTA Factor is calculated once a year, separately for three categories: Schedule A, Schedule B, and Others, and takes effect on January 1. The BRRTA enhances the Department's financial stability by isolating the impact of reduced demand from water conservation from base rate revenue billing and provides a more resilient financial model in response to demand volatility. For more details on the water rate structure, please see Appendix B – Water Rate Ordinance No. 184130.

7.1 Water Rate Structure

LADWP's rate structure uses a tiered volumetric structure. For single-family residential customers, the structure uses four consumption-based tiers with progressively higher commodity charges at each tier to pay for the increased costs related to peak discretionary use. Assets such as storage facilities, treatment plants, pump stations, and pipelines must be built to not only handle average daily demand but also handle peak hour demands in addition to fire suppression flow. Those customers who use more water create the need for the larger, more expensive, facilities, as well as the need to source from other, more expensive sources and thus pay for higher priced water. Since the implementation of the tiered structure, it has been proven to encourage conservation and reduce wasteful consumption.

LADWP's rate structure also includes a special provision for customers outside the City to account for the more expensive sources of water. Charges for water service to customers with property where less than ninety percent (90%) of the area is inside the City includes a surcharge equal to the differential cost of treated Tier II water delivered to the City purchased from MWD and the average cost of water delivered to the City through the LAA for the previous five years. However, this adjusted rate cannot be less than those charged for service inside the City.

7.2 Use of Financial Reserves

LADWP does not anticipate tapping into any reserves to maintain operations during dry periods or emergencies. The current rate structure accounts for the State's regulation and incorporates pass-through adjustments associated with future increases in water purchases from MWD. However, if revenue shortfalls were to occur, LADWP could consider the options of deferring some operation and maintenance and capital program projects, using emergency storage water, or drawing from one or more of the available reserve funds. Any reallocation of capital project funding to meet short-term emergency needs would be restricted by bond covenants that require bond proceeds to be used exclusively for capital projects.

There are currently two applicable reserve funds that could serve in the event of a revenue loss resulting from reduced water demands:

- **Minimum Operating Cash Reserve.** Intended to be used in the event of a catastrophe that prevents the utility from operating in its normal course of business, this fund is to be used in emergency situations due to loss of revenue and must be replenished. The Chief Financial Officer has the authority to approve using this reserve.
- **Water Expense Stabilization Fund.** The Water Expense Stabilization Fund target is determined by the Chief Financial Officer and is intended to be used to stabilize rates in the event of unforeseen events impacting water service delivery. Use of the Water Expense Stabilization Fund is based upon the recommendation of the Chief Financial Officer and approval of the Board.

Utilizing the BRRTA and these reserves or emergency water storage can help mitigate the financial impact if deliveries fall significantly during periods of significant water demand reductions. However, the use of reserves would ultimately require rate increases because the reserves would need to be replenished. The timing and the amount of the reserves used would be evaluated based on the significance of the rate increases, the ability to reduce variable operation and maintenance costs and defer capital projects, the availability of emergency storage water, the timing of additional debt issuances, and the possibility of a downgrade in the debt rating.

7.3 Potential Revenue Reductions & Expenses Associated with Activated Shortage Response Actions

Potential revenue reductions and expenses associated with activated shortage response actions vary depending on shortage response actions. Unless and until the impact is offset by the BRRTA, customer reductions in water use consumption will result in declining revenues during a shortage. Increased enforcement and auditing of existing water waste prohibitions could increase operational expenditures. In addition, an increase in outreach efforts may require more staff time and resources.

8.0 Catastrophic Supply Interruption Planning

A catastrophic supply interruption occurs when a disaster suddenly disrupts all or a large portion of the water available to meet the region's needs. The UWMP Act requires agencies to identify actions they will take if there is a catastrophic supply interruption, specifically including interruptions from a power outage, earthquake, or other non-dry period related emergencies. The City and MWD have developed plans for catastrophic supply interruptions that include a regional power outage, earthquake, or other disaster. Furthermore, the City has developed a Local Hazard Mitigation Plan in 2024, which addresses seismic risks to the City. A copy of this plan is provided in Appendix C in compliance with CWC Section 10632.5.

Catastrophic supply interruption events are considered when determining the LADWP's overall water supply shortage as defined by the water shortage levels identified above in Table 1-1 – Water Shortage Levels. LADWP does not designate a specific catastrophic supply interruption water shortage level with its own shortage response actions. Rather, the resulting shortage of a catastrophic supply interruption would contribute to the LADWP's total projected shortage in any given year. Shortage response actions associated with the determined water shortage level will help guide the LADWP's response to catastrophic supply interruptions.

8.1 LADWP Catastrophic Supply Interruption Planning

LADWP has Emergency Response Plans (ERPs) in place to restore water service for essential use in the City in the event an emergency, such as a power outage or earthquake, results in an interruption of the water supply. LADWP personnel responsible for water transportation, distribution, and treatment have established ERPs to guide the assessment, prioritization, and repair of water infrastructure that has incurred damage during such an incident.

LADWP coordinates response efforts during major incidents through the Department Emergency Operations Center (DEOC) and/or the Water Emergency Command Center (WECC). These operations centers are intended to facilitate operational coordination, information sharing, and resource management among the various LADWP entities that may be involved in responding. In a citywide emergency or major event, the City's Emergency Management Department (EMD) may also activate the City's Emergency Operations Center (EOC) to serve as a centralized point for managing information and resources in support of overall response and recovery efforts. When this occurs, LADWP, through the DEOC and/or WECC, will coordinate with the EOC, as needed, to address water supply issues. Ultimately, these organizational structures work in tandem to support the City's Emergency Operations Organization's (EOOs) overall mission of saving lives, protecting property, and returning the City to normal operations in the event of a disaster.

Earthquakes

In the event of a major earthquake, LADWP has response plans detailing procedures for operating the LAA following an earthquake in order to prevent further damage of the LAA. If the LAA is severed by seismic activity on the San Andreas fault and is temporarily unable to provide water to the City, LADWP will be able to use its emergency water storage in Bouquet Reservoir to provide water supply to the City while repairs are made. In addition to this resource, arrangements may be made to transfer water through the California Aqueduct for delivery to MWD and returned to the City through one of MWD's connections to LADWP.

Power Outages

Most of LADWP's pump stations are equipped with diesel-powered backup pumps in the event a major power outage disrupts the primary energy system. The diesel-powered backups are capable of running for extended periods of time with reliable refueling available from LADWP's Fleet Services. In the event of a major power outage, backup pumps can be automatically switched on, started remotely, or activated manually.

8.2 MWD Catastrophic Supply Interruption Planning

MWD has developed emergency storage requirements and plans based on a 100% reduction in imported supplies from all aqueducts serving its service area, for a period of six months. MWD has made significant investments in emergency storage to provide water to its member agencies during emergencies. If a catastrophe were to occur, non-firm (non-contractual) service deliveries would be suspended and firm (contractual) supplies to member agencies would be cut back by 25% from retail demand under normal-hydrological conditions. Water would be drawn from a combination of MWD's surface reservoirs and contracted groundwater basins, as well as its emergency water storage and other available storage projects. Emergency supplies are designed to be delivered via gravity, except in limited circumstances. MWD's water treatment plants have backup generators to continue treating water in the event of a power outage. MWD also has the ability to deploy mobile generators to key locations, as needed.

MWD's WSDM Plan and WSAP will guide the allocation of supplies and resources during a catastrophic supply interruption. MWD and its member agencies worked together to develop the WSDM Plan. The WSDM Plan establishes broad water resource management strategies to ensure MWD's ability to meet full service demands at all times. It also contains principles for supply allocation if the need should ever arise. The WSDM Plan splits MWD's resource actions into two major categories: Surplus Actions and Shortage Actions. The Shortage Actions are split into three subcategories: Shortage, Severe Shortage, and Extreme Shortage.

A catastrophic supply interruption would fall under an Extreme Shortage. Under an Extreme Shortage, MWD would allocate supplies to its member agencies in accordance with the WSAP. If shortage allocations are required, MWD will rely on the calculations established in the WSAP. The plan allocates shortages equitably among its member agencies based on need, with adjustments for growth, local investments, changes in supply conditions, demand hardening (increasing water use efficiency such that additional conservation is more difficult to obtain), and water conservation plans.

9.0 Legal Authorities

Under California law, including CWC Chapters 3.3 and 3.5 of Division 1, Parts 2.55 and 2.6 of Division 6, Division 13, and Article X, Section 2 of the California Constitution, LADWP is authorized to implement the water shortage actions outlined in this WSCP. In all water shortage cases, shortage response actions to be implemented will be at the discretion of LADWP and will be based on an assessment of the supply shortage, customer response, and need for demand reductions.

It is noted that upon proclamation by the Governor of a state of emergency under the California Emergency Services Act (Chapter 7 (commencing with Section 8550) of Division 1 of Title 2 of the Government Code) based on extended dry conditions, the State will defer to implementation of locally adopted water shortage contingency plans to the extent practicable. LADWP will coordinate with regional and local water suppliers for which it provided water supply services for possible proclamation of a local emergency, as necessary.

10.0 Communication Protocol

LADWP's communication protocol includes the various channels the LADWP will utilize to convey critical messages regarding water shortage allocations and voluntary and mandatory actions. Public outreach programs can help increase awareness of water shortages, while customer services and workshops can encourage customers to actively participate in demand reduction strategies. A strong communication plan will educate LADWP customers, including local leaders and the business community, on the water supply situation; what actions are proposed; what the intended achievements are; and how these actions are to be implemented. While specific types of messaging are deployed at various shortage response levels, how these messages are conveyed to the public are described per this communication protocol. The communication protocol will be in place prior to a water supply shortage and be initiated in Water Shortage Level 2. Activation of the communication protocol will continue through all subsequent water shortage levels. At times, specific communities may require specialized outreach. LADWP will ensure outreach efforts are reaching key audiences as needed.

LADWP will communicate the following to its customers when urgent conservation is needed:

- What specific actions are needed to save water?
- How much water needs to be saved and for how long?
- Why water needs to be saved?
- What LADWP is doing to correct the supply problem or address the situation?

10.1 Coordination

In order to communicate effectively, avoid confusion, and maintain credibility, LADWP will work in close coordination with the Mayor and Council. During dry periods or other times of limited supply, the frequency and extent of coordination will increase to ensure outreach tactics are consistent with the changing needs of the LADWP and its customers. LADWP will seek opportunities to leverage external resources to complement its own outreach.

10.2 Communication Objectives

Communication objectives during the various water shortage levels of the WSCP include the following:

- Motivate water users to quickly increase conservation in ways that are consistent with any voluntary or mandatory actions called for at the current level of the WSCP.
- Raise awareness and understanding of the dry period, regulatory, or other conditions affecting water supplies and the need for increased conservation.
- Minimize confusion and maintain credibility of water agencies and conservation messages with an appropriate tone that avoids a “cry wolf” perception and non-compliance backlash.
- Make water users feel appreciated for existing accomplishments in improving their water-use efficiency, and for supporting regional and local investments in water supply reliability.
- Educate regional civic and business leaders, elected officials, and the public that LADWP has greatly improved its water supply reliability.
- Prepare LADWP for any potential escalation (or de-escalation) of the WSCP based on trending supply conditions.
- Ensure all stakeholders believe they are being treated fairly in relationship to other stakeholders.
- Maintain communication effectiveness by soliciting or monitoring feedback from key stakeholders and the general public to update or adapt messages or communication tools.
- Exit WSCP implementation having demonstrated the effectiveness and value of conservation actions and water supply reliability investments in minimizing impacts to the City’s economy and quality of life.

10.3 Communication Protocol for Current or Predicted Shortage and Triggered or Anticipated to be Triggered Shortage Response Actions

A current or predicted shortage, as determined by the AWSDA, will be communicated to the public prior to submittal of the AWSDA in June of any given year. LADWP monitors and evaluates the projected supply and demand for water by its customers monthly and then recommends the extent of conservation required to the Mayor. The Mayor may, with the concurrence of the Council, order the appropriate phase of water conservation to be implemented. The order would be made by public proclamation and be published one time only in a daily newspaper of general circulation and would become effective immediately upon such publication. The prohibited water uses for each phase shall take effect with the first full billing period commencing on or after the effective date of the public proclamation by the Mayor.

10.4 Protocol and Strategies for Relevant Communications

To reduce water use consumption during any water shortage level, LADWP will increase its education and outreach efforts to build awareness of needed actions from the public. In addition, LADWP’s outreach campaign will be regularly revised to reflect current conditions. Key communication strategies and associated water shortage level implementation are listed below. Communication strategies used in previous levels are assumed to be built upon as the Shortage Level increases.

- Conduct issue briefings with elected officials and other key civic and business leaders (Water Shortage Level 1)
- Announce status changes to key stakeholders and the general public (all Water Shortage Levels).
- Provide regular updates to stakeholders and the media on conditions (all Water Shortage Levels).
- Promote available water assistance resources for vulnerable populations; specialized outreach for impacted industries (Water Shortage Levels 2 through 4).
- Conduct specialized outreach to reduce discretionary outdoor use while minimizing landscape damage (Water Shortage Levels 2 through 4).

- Suspend promotion of long-term water use efficiency programs/tools to focus on imminent needs (Water Shortages Levels 5 and 6).

LADWP has various means of implementing its communication strategies. LADWP may update its website, newsletters, and social media platforms to reflect conditions and convey key messaging. LADWP may also hold news conferences or other events to announce or explain changes in conditions. Finally, LADWP may modify school assembly program content to include key conservation messages.

Catastrophic Communications

In the event of a catastrophic supply interruption that requires water use to be quickly prioritized for or limited to essential public health and safety needs, LADWP will immediately deploy appropriate strategies from this WSCP. In addition, outreach messaging will reflect emergency conditions and the need to focus on health and public safety. LADWP may also consider potential joint news release/new events with public health officials or incident commanders to announce conditions and explain needed action. Finally, LADWP will ensure ongoing coordination with emergency response services with daily advisories or alerts as needed.

Appendix A: Emergency Water Conservation Plan

Please refer to

https://www.ladwp.com/sites/default/files/documents/15_0540_ORD_184250_5_3_16.pdf

Appendix B: Water Rate Ordinance

Please refer to

**[https://www.ladwp.com/sites/default/files/
documents /Water_Rates_Ordinance_4_15_16.pdf](https://www.ladwp.com/sites/default/files/documents/Water_Rates_Ordinance_4_15_16.pdf)**

Appendix C: City of Los Angeles Local Hazard Mitigation Plan

Please refer to

emergency.lacity.gov/local-hazard-mitigation-plan