

CURTAILMENT PLAN FOR: So Hi Domestic Water Improvement District

ADEQ Public Water System Number: AZ04 08041

So Hi Water District ("District"), is authorized to curtail water service to all customers within its certificated area under the terms and conditions listed in this plan.

This curtailment plan shall become part of the Arizona Department of Environmental Quality Emergency Operations Plan for the District.

The District shall provide a copy of the curtailment plan to any customer, upon request.

Stage 1 Exists When:

District is able to maintain water storage in the system at 100 percent of capacity and there are no known problems with its well production or water storage in the system.

Restrictions: Under Stage 1, District is deemed to be operating normally and no curtailment is necessary.

Notice Requirements: Under Stage 1, no notice is necessary.

Stage 2 Exists When:

- a. District's water storage or well production has been less than 80 percent of capacity for at least 48 consecutive hours, and
- b. District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 2, the District may request the customers to voluntarily employ water conservation measures to reduce water consumption by approximately 50 percent. Outside watering should be limited to essential water, dividing outside watering on some uniform basis (such as even and odd days) and eliminating outside watering on weekends and holidays.

Notice Requirements: Under Stage 2, the District is required to notify customers by delivering written notice door to door at each service address, or by United States first class mail to the billing address or, at the District's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.

Stage 3 Exists When:

- a. District's total water storage or well production has been less than 50 percent of capacity for at least 24 consecutive hours, and
- b. District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 3, District shall request the customers to voluntarily employ water conservation measures to reduce daily consumption by approximately 50 percent. All outside watering should be eliminated, except livestock, and indoor water conservation techniques should be employed whenever possible.

Notice Requirements:

1. District is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the District's option, both. Such Notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. Beginning with Stage 3, District shall post at least 6 signs showing the curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the District.

Once Stage 3 has been reached, the District must begin to augment the supply of water by either hauling or through an emergency interconnect with an approved water supply in an attempt to maintain the curtailment at a level no higher than Stage 3 until a permanent solution has been implemented.

Stage 4 Exists When:

- a. District's total water storage or well production has been less than 25 percent of capacity for at least 12 consecutive hours, and
- b. District has identified issues such as a steadily declining water table, increased draw down threatening pump operations, or poor water production, creating a reasonable belief the District will be unable to meet anticipated water demand on a sustained basis.

Restrictions: Under Stage 4, District shall inform the customers of a **mandatory** restriction to employ water conservation measures to reduce daily consumption. Failure to comply will result in customer disconnection. The following uses of water shall be prohibited:

- Irrigation of outdoor lawns, trees, shrubs, or any plant life is prohibited
- Washing of any vehicle is prohibited
- The use of water for dust control or any outdoor cleaning uses is prohibited
- The use of drip or misting systems of any kind is prohibited
- The filling of any swimming pool, spas, fountains or ornamental pools is prohibited
- Restaurant patrons shall be served water only upon request
- Any other water intensive activity is prohibited

Notice Requirements:

1. District is required to notify customers by delivering written notice to each service address, or by United States first class mail to the billing address or, at the District's option, both. Such notice shall notify the customers of the general nature of the problem and the need to conserve water.
2. District shall post at least 6 signs showing curtailment stage. Signs shall be posted at noticeable locations, like at the well sites and at the entrance to major subdivisions served by the District.

Customers who fail to comply with the above restrictions will be given a written notice to end all outdoor use. Failure to comply within two (2) working days of receipt of the notice will result in temporary loss of service until an agreement can be made to end unauthorized use of outdoor water. To restore service, the customer shall be required to pay all authorized reconnection fees. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.

Once Stage 4 has been reached, the District must augment the supply of water by hauling or through an emergency interconnect from an approved supply or must otherwise provide emergency drinking water for its customers until a permanent solution has been implemented.