



Frequently Asked Questions Regarding Water Conservation

1. Why do we need to conserve water?

California has been in a formally declared drought emergency for over a year. Our water allocation from the Metropolitan Water District has been reduced by 15 percent as of July 1. If we exceed that allocation, we will have to pay significant penalties on the excess at double or quadruple the normal rates, and it is very possible that these penalties would be passed on to the consumer.

2. How do you propose to achieve the needed conservation in Oak Park?

The Board of Directors of the Triunfo Sanitation District (TSD), which owns and operates Oak Park Water Service, is hopeful that we can achieve at least the required 15 percent cut in water use by reducing water waste. Otherwise, we may have to implement mandatory water use restrictions (such as limiting the days when watering is allowed) or go to a program of water allocation based on lot size.

3. What measures are in place to reduce water waste?

The TSD Board has approved a series of permanent water waste reduction measures. Copies are available on our website (www.triunfosanitationdistrict.com), by email, or by mail. Call (800) 613-0901.

4. Are the water waste reduction measures mandatory?

They have been voluntary until recently, but the TSD Board is moving toward enforcement by means of a formal ordinance.

5. How will the conservation program affect my water bill?

Violation of the water waste restrictions will soon result in fines. If use restrictions are implemented, penalties for violations would be imposed. Further, if the TSD Board initiates water allocations, customers would receive a certain amount of water at a set rate. Anything over that allocation would be subject to a penalty.

6. I've been conserving all along – won't I be penalized by these conservation measures?

No, you should not incur any penalties as long as you:

- use water wisely in accordance with the current water waste restrictions,
- comply with any future usage restrictions,
- stay within any future water allocation levels that may be implemented.

7. I have lots of people in my home – will I get a bigger allocation?

In most cases, 70 percent or more of the water in a single family home is used for landscape irrigation, so a large family in the same size house as a single resident would have fairly comparable usage. However, there will be an appeals process for customers with special circumstances.

8. What are the times I can and can't water?

Landscape watering is prohibited between 9:00 a.m. and 5:00 p.m. every day.

9. Can I wash my car in my driveway?

Yes, but only with a hand-held bucket and/or a hose equipped with a self-closing nozzle.

10. My neighbor wastes water all the time – what can I do?

Share a copy of the Water Waste Restrictions with your neighbor. If you prefer, give us a call and we will contact your neighbor.

11. Why are we under different rules than Thousand Oaks/Las Virgenes/other districts?

Every water provider has unique supply and demand requirements. In our case, we receive 100 percent of our water from northern California and the State Water Project. Each agency is responsible for developing its own drought response plan based on its unique conditions.

12. Are we under mandatory conservation at this point?

The water waste restrictions are in effect now and the TSD Board is finalizing a formal ordinance that will include enforcement measures including fines and penalties.

13. I try to conserve water, but my bill still seems high. What can I do?

Call our Customer Service department at 800-613-0901 to schedule a free in-home water audit.

14. Where can I get more information?

The latest information is posted on our website (www.triunfosanitationdistrict.com). We will also be sending periodic updates with the water bills. For tips on how to conserve water, we suggest you visit www.bewaterwise.com.

15. You still haven't answered my question – who else can I talk to?

Please contact Sandy Warren in our Public Affairs office (805-658-4608).