Question Answer

Question	Answer
	2030 is the regulatory deadline but we're hoping we can get it up
when will the Pure Water Project LV- Triunfo be up and running?	soonerbut 2028 is probably the soonest.
	2-4 weeks first time, 3 months second time, 6 months 3rd and subsequent
If a water restriction device is put on, how long will it remain before it is removed?	times
recycled water is reduced 25% but what is the baseline? 25% of what?	25% reduction of the water budget, not historical use.
The 25% or 50% reductionreduce from what? Last month, last year, average over	50% reduction in your account specifically for your outdoor water budget
time?	(see water bill)
	8 minutes for each station or zone (valve)if you had 4 stations, that
Is that 8 minutes per sprinkler area or total no matter how many sprinkler areas?	would be 32 minutes total.
Please repeat the option of watering twice instead of once? At are the 8 mts per zone?	Would be 32 Hilliotes total.
Or total?	8 minutes per zone
Once a week for how long can we water?	8 minutes.
What is customer service number?	818-251-2100 or 818-251-2200
Think is customer service number.	010 201 2100 01 020 201 2200
can you please post or say the phone number again for the front office that you put up	
at the beginning of the meeting so that I reach Dave Roberts? Thank you.	818-251-2100 or 818-251-2200
at the segnining of the meeting so that freach bave noserts. Thank you.	A customer is eligible after the 4th exceedence, however, you can request
For those who have already exceeded the 150 percent of budget limits three times	a water survey for the District to help you determine how to conserve
since December, will there be any grace period before they start imposing the the flow	water and stay within budget. You are protected from a flow restriction
restriction devices?	device until the survey has been completed.
restriction devices:	, , , , , , , , , , , , , , , , , , , ,
Leaves Flavorestriction devices "town off"	A flow restriction device will not turn off water but it does reduce the flow
I assume Flow restriction devices "turn off" water flow once budget is reached? I ask	making outdoor water impossible but water can still be used indoors for
this as many homes in Hidden Hills/Calabasas will not be swayed by fines	health and safety.
	a fraction of the cost and will not be opposed by the environemental
Explain why The Pure Water Project is a better choice than desal?	community.
	A pipeline from Port Hueneme to LVMWD would not be feasible. There are
funds to pay cash.	more feasible options.
	A recording of the zoom meeting and presentation will be posted to our
part of the call where the key restrictions were noted.	website.
Malibu and Beverly Hills then do not have the same Met watering restrictions since	
they have more Colorado River water and are not experiencing what we are in our	Additional factors include population density and lot size. These vary
water district?	greatly from that of our service area.
Thank you for taking the time to explain the MWD regulations and those you are proposing for Las Virgenes.	
It sounds like those who have already planted native foliage and installed subsurface	
drip on weather based controllers have a very low chance of exceeding their budget?	Agreed!
what's the thinking behind 1 day for 8 minutes versus 4 days for 2 minutes each?	answered in another question
	any new construction take place right now will make very little difference
since we are so short on water how can new construction be permitted?	as far as stretching supplies.
How long can we run water to top off our pools?	As long as needed if you stay within your budget.
Are high efficiency rotary sprinklers exempt form the 8 min limit, we replaced them	
many years ago, and there flow rate is very low. Or only drip?	At this point only drip
	At this time, you cannot install a recycled water system but recycled water
How can homeowners install recycled water systerm (purple pipe)	is available for pickup.
Can you please explain the reason(s) why the water state project reduced thier annual	because January, February and March were the driest on record and
allocation from 15% to 5%?	snowpack and reservoirs are at an all time low
We need to repair our pool sometime this summer early fall. Can we drain and refill	Before moving forward please call LVMWD Customer Service and verify in
our pool to get the repairs completed?	your water budget
I agree with what the current speaker is saying. Do not regulate the days for watering.	· · ·
Just cut usage or get fined!	both
Thoughts on rebating greywater systems ie. laundry to landscape and recirculation	Both are great drought resilient options. Check for rebates at:
systems?	https://socalwatersmart.com/en/residential/
are these notices sent only by email or US Post?	https://socalwatersmart.com/en/residential/ Both mail and email.
	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short
are these notices sent only by email or US Post?	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means
are these notices sent only by email or US Post? Is it possible for the water district to create infrastructure for residents to use non-	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a
are these notices sent only by email or US Post?	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a limited supply of recycled water.
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are these notices sent only by email or US Post? Is it possible for the water district to create infrastructure for residents to use non-potable water (like cities do) for outdoor irrigation? That would really help.	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a limited supply of recycled water. Call Customer Service and let them know that you want to request an additional number of occupants for that billing period. They may ask you
are these notices sent only by email or US Post? Is it possible for the water district to create infrastructure for residents to use non-potable water (like cities do) for outdoor irrigation? That would really help. Our daughters live out of state. When they visit and stay with us our water usage goes	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a limited supply of recycled water. Call Customer Service and let them know that you want to request an additional number of occupants for that billing period. They may ask you to fill out a water budget adjustment request form
are these notices sent only by email or US Post? Is it possible for the water district to create infrastructure for residents to use non-potable water (like cities do) for outdoor irrigation? That would really help.	https://socalwatersmart.com/en/residential/ Both mail and email. building new infrastrucure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a limited supply of recycled water. Call Customer Service and let them know that you want to request an additional number of occupants for that billing period. They may ask you

I have a large preparty (1.25 acres) about 250/ is landscaped with drin invigation and	
I have a large property (1.25 acres) about 25% is landscaped with drip irrigation and	
automated timer. We have a pool with pool cover. All toilets, showers, faucets are low	
flow devices. I got a warning to save 25% or go on a restrictor. Where from do I save	Call the District - Customer Service and request a water conservation
25%? I think we;ve done all we can.	survey!
Any rebates/discounts on buying pool covers since those help a lot to prevent pool	
water from evaportating?	check at https://socalwatersmart.com/en/residential/
Are you giving permits to dig wells at this time?	check with your local city/county. The District does not permit wells.
	City of Los Angeles in geenral has smaller lots to high density housing with
	littl eirrigated areas. In additonal they have local water resources, such
	groundwater and water from LA Aqueduct. LVMWD does not have
Why is it that in Los Angeles, 500 feet from my home, they can water outside two days	groundwater and we are 100% depandent on water from the State Water
a week and our region is restricted to one day a week?	proejct.
What if a commercial property uses potable water for outdoor irrigaton?	commercial cannot water turf with potable water.
I turned over our landscaping to drought tolerant plants about 10 yr ago. I'm	
concerned that even these plants will die with my upcoming water reduction. Hauling	
recycled water is not realistic at my age. What can I do?	consider hand watering or a drip system
recycled water is not realistic at my age. What can ruo:	
	convert your lawn? There are rebates available at Bewaterwise.com\$2
	per square foot. We are not encouraging customers to convert at this time
	because it will take even more water to establish a new landscape that is
The state has been stating for years what a great budget surplus we have I think	more drought tolerant and to wait for conversions after we get through
"unprecedented" was the term. So how much of that is coming to us so I can turf my	this crisis. In the meantime, it would be good to "get in line" for the rebate
lawn?	though.
In addition did I understand correctly that homeowner associations cannot prohibit	Correct - An HOA cannot enforce architectural or landscaping guidelines or
drought resistant landscaping even though it may not be consistent with other	policies that prohibit, or have the effect of prohibiting, compliance with
landscaping in the development?	most local water-efficient landscape ordinances.
So if we have a drip system on portions of our property we can water more than once a	
week?	Correct - drip irrigation is exempt from these restrictions.
Can you be more specific about hand watering?	Currenlty there is no limit on days for hand watering
can you be more specific about name watering:	desalination is a source of water of last resortvery expensive and there
Miles is the control district delice to find an efficient and and efficient and an efficien	·
What is the water district doing to find an efficient and cost efficient way to change	are many permitting obstacles. It would also be very difficult for us to
ocean water so we can use it in our households?	build something in Malibu.
	Desalination is not considered as the #1 solution to water supply
	challenges due to environmental impact and energy intensity. The Pure
Our state has the third largest coastline in the country. This is a state issue! Why our	Water Project Las Virgenes - Triunfo will create our own local supply of
state is not investing in Desalination Plants? We could get drinkingand irrigation water	water through the advanced purification process and lessen our reliance
from our ocean and be water independant.	on the State Water Project. Learn more at www.ourpureh2o.com
	desalination is strongly opposed by the environmental community due in
	part to the large amount of energy to run desal. Its an option of very last
is desalination an option for los angeles?	resort but they take many years to plan, build and construct.
- Control of the cont	
	Desalination presents several ecological and environmental challenges. The
	Pure Water Project Las Virgenes - Triunfo will create our own local supply
	of water through advanced purification and lessen our reliance on the
Why is the city not advocating for installation of a desalination facility?	State Water Project. Learn more at www.ourpureh2o.com
	Desalination presents several environmental and ecological challenges.
	Alternatively, the Pure Water Project Las Virgenes - Triunfo will create our
	own local supply of water through advanced purification and lessen our
any plan to invest and install Desalination plant?	reliance on the State Water Project. Learn more at www.ourpureh2o.com
	Desalination presents several environmental and ecological challenges.
	LVMWD and the JPA have been planning for long term drought solutions
	for several years. The Pure Water Project Las Virgenes - Triunfo will create
What is being done about providing us w/ water through desalination? That would	our own local supply of water through advanced purification and lessen
, , , , , , , , , , , , , , , , , , , ,	our reliance on the State Water Project. Learn more at
solve everything. No water restrictions would be required. This is very clearly a	IOUI TENUNCE ON LIFE SLALE WALET FLOIELL. LEATH MOLE AL
solve everything. No water restrictions would be required. This is very clearly a	
solve everything. No water restrictions would be required. This is very clearly a mismanagment problem that can be easily solved.	www.ourpureh2o.com
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mismanagment problem that can be easily solved.	www.ourpureh2o.com Desalination presents several environmental and ecological challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com Desalination presents several environmental and ecological challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply

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Leaves have lake as Landlagins in advance if this supplies your already solved. CA has	Desalination presents several environmental and ecological challenges. The
I came here late so I apologize in advance if this question was already asked: CA has hundreds of miles coast line? Why are we not building de-salination plants problem	Pure Water Project Las Virgenes - Triunfo will create our own local supply
solved!	of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
What is the status of drip irrigation and or high efficiency rotary nozzles	Drip irrigation is exempt from these restrictions.
As far as 8 minutes for irrigation, I assume that is per station. What about drip	brip irrigation is exempt from these restrictions.
irrigation stations?	Drip irrigation is exempt from these watering restrictions.
If you are using drip irrigation how often can you water? More than one day? Longer	Drip irrigation is exempt from these watering restrictions. As long as you
than 8 minutes per station but only once a week.	remain within your budget, your watering schedule is up to you.
,	, , , , , , , , , , , , , , , , , , , ,
	Drip irrigation is exempt from these watering restrictions. As long as you
If using drip system what is the protocol (days or gallons)? Thanks.	stay within your budget, your watering schedule is up to you.
What about drip systems?? 8 min. not enought	drip systems are not subject to the 8 minute restriction.
	drought rates? not at this time and depends on how long this drought
When we use less water and you have less revenueWill you raise prices?	lasts.
Why arent we building more reservoirs?	Environmental obstacles. Google Sites Reservoir (northern california).
Dioaco clarify. I have an irrigation custom for outside some in dain but if I now have	
Please clarify - I have an irrigation system for outside, some is drip but if I now hand water trees etc, I will fill from the taps on the outside of my house? - is this counted	Essentially yes. We only see total usage. Your total water budget is the
against my indoor water allotment? Do I have that right?	combination of indoor and outdoor water budget.
against my maoor water anothient: Do rhave that right:	Every customer can make that choice. It might make sense given lawns
Should we be shutting off sprinklers to lawn at this time? And just water trees and	may not survive only one day per week watering and given the reduction in
bushes?	outdoor water budgets.
Per the Public Policy Institute 50% of our water use is environmental (rivers and	
wetlands), 40% is agricultural, and 10% is urban. What conservation measures are	
being taken for the 90% of water use?	Everyone is cutting back, not just urban.
	everyone is subject to penalties and the propsect of flow restriction
I'm not one of them, but get upset that they do not have to follow the rules. Yet I am in	devices. You may want to focus your irrigation on areas that interface
fire danger area and need guidance!	wildlands.
I am on the board of an HOA. We have many units with different addresses - what day	Excellent questionwe will be putting our heads together to figure this
would we be watering our communal areas? How does this apply to HOA's	one out.
further more, San Deigo /Carlsbad build a desalination that in progress since 2015. 50	
million gallons for over 3 million people - why your team can not proceed this direction??	extremely costly and difficult to permit.
unceton:	Factors such as evaporation, wind, and runoff make watering with
What is the difference between sprinklers and hand watering? Isn't Water just	sprinklers less efficient. Handwatering provides plants with direct watering
Water???	with little waste in between.
The biggest water consumers are the farmers, by a lot. Some products they grow	
require a lot more water than others. Is the State going to figure out which product is	
better not to grow anymore in Ca? I don't like too much government control, bit this	
situation seems to be quite serious.	farmers are fallowing their crops as a result of the water supply shortage
	Feel free to reach out to me directly via email to provide a detailed answer -
How can we get real-time meter data if meter is under the sidewalk?	cjones@lvmwd.com - Craig Jones
There are many people in Calabasas and Hidden Hills who have all the money in the	Flow restriction devices may be installed following consecutive instances of
world and do not care about the fines. What will you do?	egregious water use.
	For a comprehensive answer visit:
How is our water budget calcluated?	For a comprehensive answer visit: Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
non is our water bauget carcinated:	water baabets Las virgenes manicipal vvater bistrict (minwa.com)
	for a comprehensive response visit our webpage:
	,
how are individual residence outside water budgets determined?	Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
	Free mulch is available to residents for pick up on Saturdays from 8 a.m. to
I had free mulch delivered to my home last week, but it looks more like debris, and I'm	1 p.m. at the Rancho Las Virgenes Composting Facility at 3700 Las Virgenes
apprehensive about distributing over our property. Where can I obtain proper mulch?	Rd at the intersection of Las Virgenes Rd and Lost Hills Rd in Calabasas
	Go to Water Budget Adjustment Request Las Virgenes Municipal Water
What if we have company,ie., 4 guests for 1 week. How do we get the inside water	District (lvmwd.com) and fill out the form and then reach out to Customer
budget get increased temporarily?	Service.
Where one we lead up any water built-to-re-51-2	and the control of th
Where can we lookup our water budget profile?	go to www.lvmwd.com/advancedmeters and register for WaterSmart

Can you offer more resources/help for customers to reduce consumption - i.e. If I have at the disposal and can't afford to the fall out and replace with thought tode and in the sevent HOA's from morting great laws mandates. Service thought from morting great laws mandates. Since disposal and control and the service of		
and of great and can't afford to rigit all out and replace with thought tolerant in the part fewer and one of the personnes on how to reduce consumption. Can you prevent 16Xs from enforcing green lawn mandates. Is their a simple description of how a households budget is calculated and using what data specifically? What are golf courses going to do? What are golf courses going to going the going the going to going the going to go acceleration of him in the case of a willfulling the middle of the day for a mendation near the 101. What enforcement is being held for governmental minimated properties? What governmental minimated properties? What governmental minimated properties? What governmental minimated properties? What going the going to go and the going to go and the going going of during the middle of the day for a mendation near the 101. What enforcement is being held for governmental minimated properties? What governmental minimated properties? What going the going to go and the goi		
power the control of the best practices on how to reduce consumption. Can you prevent HOA's from enforcing green bear mandates. In the simple description of how a households budget is calculated and using what data sperificatily. What are golf courses going to do? In the highest criscal fire areas such as canyons and directly adjacent to open space, how do we maintain the green space and keep trees aller to prevent and the green space and keep trees aller to prevent and the green space and keep trees aller to prevent service to get the control of the prevent of the provided properties. For example, incently saw a couple of princhers ground for finding the middle of the day for a medial near the 10.1 What enforcement is being held for governmental maintained properties? Haac Goren, Lakeshore Landscapes committee member Hall, the control of the control of the provided properties and the provided properties. Hall, the provided water which fall under Title 22 Regulations. Hello, their thanks for joining us. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow		
energency. In the No.4 from enforcing green lawn mandates. Is ther a simple description of how a households budget is calculated and using what data specifically? What are golf courses going to do? In the highest critical fire areas such as canyons and directly adjacent to open space, how do we amaintain the green space and keep trees alive to prevent catastrophic lists. For what are golf courses going to do? In the highest critical fire areas such as canyons and directly adjacent to open space, how do we maintain the green space and keep trees alive to prevent catastrophic lists. For what is the district doing to control watering of Chyclorothy/government owed properties. For example, in recently saw a couple of syninkine spain off during the model of the day for a meadian near the 101. What enforcement is being held for government aminated properties? Is accoren, Lakeshore Landscape committee member Is accoren, Lakeshore Landscape committee member Is alien for the specific or an experiment of the day for a meadian near the 101. What enforcement is being held for government aminated properties? Is accoren, Lakeshore Landscape committee member Is alien for the specific or an experiment of the day for a meadian near the 101. What enforcement is being held for government aminated properties? Is accoren, Lakeshore Landscape committee member Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed if usage is exceeding four times in a row or just four times. Is flow restrictor installed	a lot of grass and can't afford to rip it all out and replace with drought tolerant in the	go to www.lvmwd.com/droughtresponse for tips. HOA's cannot fine
is the ra simple description of how a households budget is calculated and using what data specificiary. What are golf courses going to do? In the highest critical fire areas such as canyons and directly adjacent to open space, how do we maintain the green space and keep trees alive to prevent catastrophic loss or acceleration for humin the case of a waltern or even specifies. So what to the district doing to control watering to firely county/government owned properties. For sometime, I recently saw coupled signified going off during the growth of the county of the co	near future, can you offer best practices on how to reduce consumption. Can you	homeowners for browning their lawns during a declared state of
data specifically? What are golf courses going to do? In the highest critical fire areas such as canyons and directly adjacent to open space, who do we maintain the green space and keep trees alive to provent catastrophic loss or acceleration of burn in the case of a wildfire or even spot fires. So what is the district doing to control varieting of city/courty/government owned properties. For example, I recently saw a couple of sprinkers going off during the middle of the day for a meadin near the 101. What enforcement is being held for government amaritained properties. But the control of the co	prevent HOA's from enforcing green lawn mandates.	emergency.
In the highest critical fire areas such as canyons and directly adjacent to open space, how do we maintain the green space and keep trees alive to prevent clastrophic loss or acceleration of builting or even spot control watering of city/county/government owned properties. For example, I recently saw coupled obspinishes group of directly adjacent to open space, how do we maintain the green space and keep trees alive to prevent clastrophic loss or acceleration of builting or even spot of the day for a meadain one or the 101. What enforcement is being held for or governmental maintained properties. So what is the district doing to control watering of city/county/government owned properties. For example, I recently saw coupled obspinishes group off during the middle of the day for a meadain near the 101. What enforcement is being held for governmental maintained properties. Isaac Goven, Lakeshors Landscape committee memeber Hollo there, thanks for joining us. For Ursula Bosson, There is not red highlighted area on my bill dentification. Hello, All the questions I see are answered except the 21 submitted. Why is that? (maybe 3 including this one) Is there a particular reason no one is answering my questions? House gotten an email of over usage. When I check my usage it is not high. I've called pure office. How do you adjust for times when you have visitors and guests for several weeks? Ursulabhave the same questions about my bill as sharon. I think it would be helpful for so many of us if you explained it to us all 1 seven continued as to what to do about this His Doritt, Leanneach out to you tomorrow to go over your budget and your account of the day for times when you have visitors and guests for several weeks? Ursulabhave the same questions about my bill as sharon. I think it would be helpful for so many of us if you explained it to us all 1 seven. How you will all seeds to be about this His Goul, what is your questions in person on Monday if that is ok? Craig Louise a comment? When people in	is ther a simple description of how a households budget is calculated and using what	
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You state the one day does not apply to hand watering. nHow do you know if I am	le
hand watering or watering by my sprinklers.	If we see your sprinklers running.
	If you add a resident for increased water budget, it does increase the
Don't they charge extra for each resident living in your house?	sewer portion of your bill.
Is there a way to see what our current census is for our water budget (pets, livestock,	
etc.)? I asked the District and was told to submit a new form. I just want to find out	If you call customer service - they can tell you what is on file in our billing
what we have currenitly. Thanks.	system
Is there going to be a stop to all new construction during this emergency? What are the	If you go into Stage 4, that could trigger a hault in new construction. We
plans to increase availability of reclaimed water? If we are all in this together, these are	are developing an expanded Water Recycle Program and are planning to
things LVMWD can be doing.	have that in place by June 1. We are doing are best.
To be clear, 8 minutes per zone (if Rachio) which can mean 1 hour	If you have 7 stations/valves, yes
I am in the process of having my pool repaired since it had a crack in it. I will need to fill	If you have a crack and water is leaking out, you can provide
the pool in the next week or so. How do I go about this?	documentation and apply for a variance.
What about topping off swimming pools? We need to add water to keep the pump	
working? Willing to water one day a week, but no mention of pools. Please clarify.	If you have a pool that is calculated and accounted for in your assessed
Thank you.	outdoor water budget
I had a bad leak last year and was told a new meter was coming that would have an	If you have the advanced meter installed. We have installed about 14,000
alarm, if there is a leakis that available now?	or so of roughly 21,000will be done by the end of the calendar year.
Is there something available now that is ready for us to monitor our daily usage. Or	If you have the Advanced Meter, yes. Go to
when will there be something for each customer to view their daily usage?	www.lvmwd.com/advancedmeters
	If your on reclaim, the reduction is 25% and not 50%. Your budget is based
First Neighborhoodour Greenbelt is on reclaimed water, we have been told to cut	on ET, irrigated area, etc. That is the baseline budget and not historical
back 50%. But 50% of what? What is the baseline?	use.
Since we are all going to be using less water (positive thinking), will our sewer charges	Indoor water budgets are not being reduced and we are not looking to
be reduced since only water we use can end up in the sewer?	reduce consumption indoorsall indoor water goes to the sewer.
How can property owners with a pool significantly reduce water consumption. I have a	
small property with a small lawn but the biggest water consumption is keeping the	Invest in a pool cover to minimize evaporation and disable automatic fill
pool filled	valve and manually fill on a set basis
How does it work the idead of that lady explained of splitting the 8 minutes twice per	Irrigation system watering is limited to one day but the 8 minutes can be
day? Os could b e done in different days?	split up at different times of the same day.
,	,
	Irrigation via automated controller has restrictions. As of now hand
What's the difference beware hand watering and using a sprinkler with a timer?	watering is not limited. You still must maintain your outdoor water budget
can you explain if we run our drip and water our plants by hand as needed, only run	It depends on how much hand watering and how much you run the
our sprinklers as perscribed one day a week etc is it likely we will stay within our water	dripwe suggest monitoring your use and also register for WaterSmart at
budget, or do we run a risk of being in violation?	www.lvmwd.com/advancedmeters
	It does heat sync - reflects solar radiation and it does can be semi
I hear that artificial turf is not good for the environment yet we are being encouraged	impervious and limit water percolation causing excess runoff. Ultimately it
to install it. CAn you address this?	does save water! It comes down to personal preference!
Is the state going to back off on requirements to add low cost housing?	It does not appear that they will
3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	It is based on the number of residents in your home as well as your square
How will the budget for ech hoime be calculated	footage of irirgated area.
<u> </u>	It is the red highlighted box on your bill. You can also view your account
Can you show where on our bill we can see our water allotment so we are not fined	usage on Watersmart.
Some of us lowered their water usage since 2020 and stopped outside watering some	
of their largest yard areas and are only watering small areas where the kids play. This	
resulted in being well under their water budget monthly while maintaining a proper	
playing area for the kids. Any guidance around that? Effectively the question is not	It makes perfect sense. The intent is not to punish customers or especially
watering at all mostly outside and only watering small portions used for kids	the kids - this is a great common sense solution!
There is no un mute button	it should be on the bottom left side of the webinar screen
	25 5.1. 2.2. 2.2 3.1. the 25 ttom left side of the Weblild Scient
will you be emailing a copy of this presentation deck to attendees of this webinar?	It will be available on our website.
This month's water bill has an allocated amount for indoor and outdoor. Does that	
amount already take into account the 50% reduction?	It will take effect during the next billing cycle!
Why do we all have to water either Tuesday or Thursday? Why not any one day of the	0.7
week?	It would be too difficult for us to enforce multiple days.
Is the 8 min once per week for a person's whole yard regardless of size or is it based on	its 8 minutes for each valve or stationif you have 6 valves, that would be
lis the o mili office bet week for a betson 3 millio data regardless of size of 18 it based on	
	48 minutes total.
size of yard?	48 minutes total.
size of yard? Can you explain why the Water Budget Information on our bills is listed as an	48 minutes total. It's because weather conditions change througout the month but we do
size of yard?	48 minutes total.

How many total inches of rain have we had for the 2021 2022 season? It's my	
undersanding we are only 2 inches under normal. Why don't we have some kind of	Its more a result of the cumulative below average consecutive winters
catch basin for all this water wastefully running to the ocean? Why don't we have	where we don't get enough consecutive years of above average rainfall.
desalination plants up and down our coast? We live in a desert, why havent you people	
planned for this?	on record
How can you install flow restrictors to homes in fire regions 22 HIJCE cafety issue	It's only if a systemor exceeds 1500/ of their hydget at least 4 times
How can you install flow restrictors to homes in fire regions?? HUGE safety issue.	It's only if a customer exceeds 150% of their budget at least 4 times.
Trees and plants, including grass, are the largest sequesterers of carbon on the planet.	Just are local area, probably nothing but on a much larger scale it could be
What happens to our air quality when all this greenery dies?	an issue.
How do you account for WHAT is being watered during the 8 minutes, one day a week?	
For example, we have three containers growing vegetables. A neighbor might have 1/2	
an acre of lawn. The difference in the amount of water they use in 8 min compared to	
what we would use in 8 min is huge. Shouldn't this regulating be more based on the	
amount of water we're actually using?	Keep in mind you can still hand water with hose with no current limitation
Why is LVMWD limiting watering outdoor landscapes to 1 day a week, and LA	LA elected to go with Volumetric Limts, which is better for them. They
Municiple Water is letting their customers water 2 days a week?	have higher density and other sources of water.
	LA has higher density, smaller lots and other sources of water. We are in
Please explain why LA, which is also a part of the MWD, is allowed to water twice a	the opposite situation. The One Day Per Week Option offers our customers
week for 15 minutes each time, and Calabasas is limited to 8 minutes a week.	the most amount of water.
This is not equitable. Please rethink the 1 day watering allowance recommendation to	
the Water Board. LA is allowing 2 days, we should get 2 as well. At the very least, we	
should get equal treatment. Beverly Hills and Santa Monica are not being treated as	
,	
severely as us. Neither is Orange County and they are all in the SoCal environment. We	-
are being penalized more than others. You need to find other sources of water and	the opposite situation. The One Day Per Week Option offers our customers
stop penalizing us.	the most amount of water.
	LA is higher density, smaller lots and they also have other supply sources.
	LVMWD has lower density, larger lots and no additional sources of water.
I heard that IADM/D is setting 2 days (week for outdoor watering. Is there a reason why	. •
I heard that LADWP is setting 2 days/week for outdoor watering. Is there a reason why	
Las Virgenes is 1 day/week if water all comes from same source?	irrigation water for our customers.
	LADWP has elected to go with the Volumetric Limit option. They will not
How does this protocol compare with LADWP?	be restricting to one day per week watering.
Will there be a rebate program from LVMWD and the city if we change out our lawns	
with drought resistant landscaping?	live answered
If i convert to a 100% drip system for my yard, do I still have a water restriction?	live answered
Will concessions be made for live stock, needing water, on our properties?	live answered
Will any of the presenters describe how the "flow restrictor" works?	live answered
Lakeshore comunity in Westlake Village uses reclaimed water for our grass, tress and	iive alisweleu
,	
plants. Starting June 1, 2022 are we to reduce our water usage by 25%? and are we	
only alowed to water once each week ?	live answered
What about pools? If you don't maintain the level the filter won't work and pools will	
become breeding grounds for mosquites.	live answered
You hope to have the Pure Water Project completed early by 2028? and have already	
been planning for a few years? what specifically is going to take 6 more years? this is	
supposed to be the one thing that saves us from this crisis correct?	live answered
I apologize if I sounded grumpy earlier. I know you guys are doing your best with the	
environment we live in and regulations of CA. I am just curious about the Pure Water	
Project and what is involved with implementing the infrastructure. Thank you for	
Indicing contain agreementing accounts	
raising water conservation awareness.	
Also, is there a limit on how much recycled water we can pick up as it sounds like a lot	
Also, is there a limit on how much recycled water we can pick up as it sounds like a lot	live answered
Also, is there a limit on how much recycled water we can pick up as it sounds like a lot	live answered
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Also, is there a limit on how much recycled water we can pick up as it sounds like a lot of people are interested. Will the source be able to keep up with demand? Thank You For This Town Hall —Very helpful. We have learned a lot. A.) With Global	live answered
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Over the past several years, drought conditions have continued in Southern California. Why hasnt Las Virgenes Water District been working on desalination plants, like San Diego, Ventura etc. The cost issue is not a valid excuse. Climate change has resulted in ice melts raising the level of the oceans, so plenty of water would be available.	LVMWD and the JPA has been planning for long term droght solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Why dosn't theState of CA build desalination plants instead of relying on rain.? We have 400 miles of ocean next to us and	LVMWD and the JPA has been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Yes, why are we not building desal plants for Los Angeles so we are not at the mercy of mother nature. We understand there are environmental and energy concerns with this, but it still seems like the logical thing to do to get us ahead of the curve.	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
CA had a \$50 billion budget surplus. Why not build desalination facilities- an investment for the future!	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Drought conditions are not new. What have you done to find more water sources? All we ever hear is cut back our usage. Isn't it a large part of the Water Board's job to find more water for their customers? We have cut back steadily and now you want more.	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
What are the long term solutions if this drought continues? All these solutions are about reducing demandany way we can increase supply?	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com LVMWD and the JPA have been planning for long term drought solutions
Why hasn't LVMWD done anything to mitigate this "shortage".	for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
What is the State doing to create new sources of water e.g. de-salinization,	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
My supply increase question is more about the long term. What are we doing to increase/change our supply options?	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
You have plans to increase rates and fines yet what are your plans to increase water supply. Why not put a hold on new construction. What about constructing desalination plants?	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Why are only hearing about what we need to do, what is the district doing to capture rain water, increase recyled water and create additional water - like desalination? We seem to only be adding more houses without regard to the impact on our water resources.	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Why haven't we been more aggressive in using technology to supply water as has Carlsbad use of converting potable water from sea water?	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Lots of talking, talking, talking for a year, but what's been done during that time to bring more water to the people? The oceans are rising, whole areas of the country are flooding, and what's being done to bring an etra drop of water to us?	LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com. Additionally, LVMWD is working with MWD to improve access to Colorado River water.

to secondly with metricicions, penalties, and other punishments with very sort brings, but where are any practical and long-term solutions? To see a second the extrament. It there a relation process of the second terms of the		IVMANAD and the IDA have been planning for long term drought solutions
you are coming with restrictions, penalties, and other purishments with very sort withings, but where are any practical and longer tens solutions or got to shork to a versionable environment. Is there a realistic plan? Thank you Tomas J. Chrosst two Issues been, the current energency and the long term solution. What is your long term solution? Flootborter capture is disable but temporary. Solar powered Desaination is very cost effective and to ne appears to the time of the only viable solution, shy or building and forces took flower capture is disable but temporary. Solar powered Desaination is very cost effective and to ne appears to the time of the only viable solution, shy or building and forces took flower capture is disable but temporary. Solar powered Desaination is very cost effective and to ne appears to the time only viable solution, shy or building and forces took flower or the properties of the control of the		LVMWD and the JPA have been planning for long term drought solutions
siming, but where are any practical and long-term solutions to get us back to a reseasonable environment. It there a realized part Thank you some control of the control of	You are coming with restrictions, panalties, and other punishments with very cost	• • • •
reasonable environment. It there a realistic plan? Thank you Tomas J. Drousd wow aurupure/120.com Who to population and location, we will aimsof salways be obte to a drought. There are two issues here, the current emergency and the long term solution. What is your long term solution agreement of the desired population reduction. Industry case of the only value solution, shy of building and forced population reduction. Industry case of the page at to be the only value solution, shy of building and forced population reduction. Industry case. Industry case of the page at the several years of the page at the several years. The Pure Water Project Las Viegenes - Trunto will create our own local supply of water through the advenced purification process and elseen our reliefocts on the State Water Project Las Viegenes - Trunto will create our own local supply of water through the advenced purification process and elseen our reliefocts on the State Water Project Las Viegenes - Trunto will create our own local supply of water through the advenced purification process and elseen our reliefocts on the State Water Project Las Viegenes - Trunto will create our own local supply of water through the advenced purification process and elseen our reliefocts on the State Water Project Las Viegenes - Trunto will create work social water state of the Color of the State Water Project Las Viegenes - Trunto will create work social water with the water of the state of the State Water Project Las Viegenes - Trunto will create work social water with the water of the state of the State Water Project Las Viegenes - Trunto will create work social water with the water of the State Water Project Las Viegenes - Trunto will create work social water with the water of the State Water Project Las Viegenes - Trunto will create work social water with the work of the water wa		, , ,
Due to population and location, we will almost always be close to a drought. There are two issues here, the current emergency and the long term solution? What is your long term solution? Flook forward to your long term solution? Flook forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solution. Look forward to your answer regarding the long term solutions the weak excess to rebates available at www. or unperfect. Look forward to your answer regarding the long term solutions the weak excess to rebates available at www. or unperfect. Look forward to your answer regarding the long term solutions the solutions for the solutions to response the solutions of the solutio		-
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		more.
green grass areas around the properties. No they will not!		No alectividi and
	green grass areas around the properties.	INO LITEY WIII NOT!

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Are the restrictions the same for commercial properties such as shopping centers and HOAs with common area parks?	No, commercial properties utilize recycled water and are exempt from these restrictions. LVMWD is, however, asking for 25% reduction from recycled water customers.
I understand recycled water is exempt from once a week watering. But is recycled	recycled water customers.
water exempt from penalties if usage is over 150% of the budget?	no, it is not exempt from penalties.
Is watering 4 mins twice per week vs 8 mins once per week allowed?	No, only one day a week is allowed.
This is probably the new normal. The water for North-Cal goes through the channel to SoCal. Has it been considered to put covers over the channel to reduce evaporation? Like I do for my pool since a month, since I heard about this situation.	no. covers in this case would not be feasible.
Please clarify how the penalty is being calculated. what is the base line? We have	
been trying to save water since 2021. is the calculation is basing on march 2022 usage?	no. It's not based on past use. It's based on your water budget. Go to https://www.lvmwd.com/for-customers/water-budgets
with the 50% reduction coming, will those who earlier went to drought tolerant/friendly landscapping be unfairly penalized?	no. penalties are based on exceedance of water budgets and not on historical use of water.
Does the latest bill's expected budget for the next billing period reflect the reductions	No. The next billing cycle will reflect 50% reduction in outdoor water
to outdoor water use?	budgets
Is there a rebate for installing artificial turf. If not, why not.	no. unfortunately artificial turf is not offered by Met via Bewaterwise.com.
Are there any plans for water desalination program?	no. Very expensive and difficult to permit.
If we have a Rachio system will it automatically change the schedule to comply with te restriction?	no. you will need to disable the flex schedule and then program it for "set schedule" for the one day.
	,
What is the 50%decrease based upon? Last year? If we decrease in May will we Then be cut again?	no. your outdoor water budget is decreased by 50%, not your historical use.
	No. Customers that exhibit multiple instances of egregious water use - that
So basically, in terms of wasteful practices, if you're rich and afford to pay the fines,	is exceeding their water budget by 150% - may have flow restriction
you can use as much water as you want?	devices installed.
is there a rebate for articifical grass? Does LVMWD have any way of capturing runoff? I refer to the runoff into the gutters in	No. The turf rebate is for drought tolerant landscaping.
streets from those who violate conservation practices as well as capture during rainstorms.	not at this time but are working with cities to capture urban runoff.
is there a mobile app for watersmart?	Not at this time but you can access it on your mobile phones internet.
In Sonoma county last year the water district delivered potable water to residential homes to fill up water storage containers that people purchased. Is there any plan for	
water to be delivered to homes?	Not at this time.
Can you use recycled water to fill a new pool? Is it possible to treat that water in the pool so it's swimmable?	Not at this time.
Is LVMWD requesting that delsalinization plants be installed?	not at this timedesalinization is very expensive and there are a lot of permitting obstacles. It would also take years to get operational. We have another project underway that will provide another source of water in the futurethe Pure Water Project. Visit www.ourpureh2o.com
Do you awast that the California Coastal Commission will blook all decalination plants	Not possessily block but possible depending on abouting locidation
Do you expect that the California Coastal Commission will block all desalination plants in California.	Not necessarily blockbut possible depending on changing legislation. There are a lot of restrictions that make it difficult to build desal quickly.
With the severe restrictions on water, will there be a moratorium on new hookups	Not until Stage 4. We are not there yet.
Can you reach out to me also as I have the same questions on my bill as the previous	
caller	Of course, I will contact you tomorrow.
Ursula, I have questions about my bill as well and tried to call you with long wait (>1H) can you please call me back as well?	Of course, I will contact you tomorrow.
I don't understand my water budget information either. Can someone please call me too,	Of course. I will reach out tomorrow.
The WaterSmart web portal only shows water use per month, is it possible to get daily data? Like the new SCE system.	once you have an Advanced Water Meter installed, yes. It sounds like you are registered but the actual advanced meter is not installed yet.
Is a unit of water one gallon ?	One unit of water is 748 gallons.
How is the water district going to know/discern if the watering is done by hand or on a watering system?	only what we could see visually via water patrols
When will the Pure Water Project Las Virgenes - Triunfo be finished?	Our compliance dealine is 2030 but we are working to get it finished sooner2028.
Where do we get our water ftom?	Our water comes from the Northern Sierras via the State Water Poject.
does this depend on how many live the home	outdoor water budgets do not depent on how many people live in the home.
Will community parks still have green grass for kids to play on?	Parks and public landscapes are irrigated with recycled water, which is exempt from these restrictions.
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If the main water and outdoors which have been are still have as much areas still	
If the main water goes outdoors, why the parks here are still have so much grass, still	
watering. Calabasas: Velmar/ Ballagio, the grass is perfect. Knapp park always	Parks, golf courses, schools, medians, and other public landscapes are
watering.	irrigated with recycled water, which is exempt from these restrictions.
How do you accurately determine source of runoff? We were incorrectly tagged for	
runoff from other properties.	patrols will trace the water to the source.
Please clarify the 8 min watering: you just said that it is 8 min per ZONE, not per yard?	
Is that correct??	per zone/valve, correct.
I need to drain my pool by one foot for a broken plumbing repair, then refill it. Will I be	Please call Customer Service and let them know the gallon estimate that
penalized for using excess water that day?	you need to refill pool.
	Please call the office at 818-251-2100 and explain the situation. If you
After warnings about over usage, we found and fixed 3 leaks. How do we prove this as	have pictures, receipts of any plumbing fixtures/materials, etc. that will
we fixed it ourselves.	help us to authorize a leak adjustment.
We fixed to different.	Please contact Customer Service and note it on the account. You may
What if Mu need has a look?	
What if My pool has a leak?	qualify for a one time leak adjustment!
What can a home owner do if he feels that his/her home's water allocation is	
inaccurate (square footage of property is larger than what LVMWD has estimated)?	Please contact Customer Service and we can help review your budget.
Who do I contact if I think the outdoor landscape sq ft is not correct for our lot?	Please contact Customer Service to review your landscape budget.
I have tried to sign up for the WaterSmart Portal but keep getting rejected. I put in my	Please contact Customer Service tomorrow and we would be happy to help
account number on my bill and zip code but that doesn't seem to work.	you get set up.
We have a a few large Koi pond with over 100 fish, is there a special exemption for	Please fill out a budget request form on our website and we can reivew
them.	your request.
Does LVMWD offer rebates for installation of a water monitoring, detection and	your request.
•	
shutoff system like Moen?	Please go to www.Bewaterwise.com for rebate options
	please go to: https://www.lvmwd.com/for-customers/water-budgets.
PLEASE CLARIFY WHAT MY WATER BUDGET IS BASED ON AT THIS TIME!	here you will see what makes up your water budget.
Is topping off Koi ponds exempt under - topping off pools and watering animals? How	please request a budget adjustment. Contact 818-251-2100. You can also
can you get your Koi pond in the allocation - when it cannot be seen in aerial shot.	go to the website to submit a request for a budget adjustment.
I am the board president of an HOA on 46 acres of land, 290 townhome units and 16	
acres of irrigated land. We have minimal lawns but significant areas of trees and	
shrubs. What accommocations will be made for large properties like this? Can we be	Please request a free water survey and submit a Committment Form at
	· ·
assigned a person at LVMWD to work with?	www.lvmwd.com/droughtresponse.
what's the thinking behind watering once per week for 8 minutes, instead of 4 times	
per week for 2 minutes	Please see our rersponse to to similar questions.
I am on the board of an HOA. We have many units with different addresses - what day	
would we be watering our communal areas? How does this apply to HOA's	Please see our response to similar questions.
How about water pipelines from the East Coast?	Please see our response to similar questions.
Hello, is any possible way to water twice or more times per week less time, instead of	
longer 1 day a week? By the way, how long do we suppose to water once a week	
pretending the plants will be less impacted? Are we suppose to water 50% less of what	
we are regularly watering? Or what's percentage is expected to water once a week? It	
will be better more than twice a week to manage gardening survival.	Please see our response to similar questions.
Can you explain the 8 minutes sprinkle time? I missed that info	Please see our response to similar questions.
Why can't we have the flexibility of choosing which day we turn on our sprinklers? I've	
been watering every 10 days so I'll be forced to water more often which doesn't make	
sense. Thanks.	Please see our response to similar questions.
can LVMWD place a bond on ballot to build a desaliniation plant in district alone or in	
conjunction with another water district?	Please see our response to similar questions.
Will the entire city (including West LA, Beverly Hills, etc), be on this strict a cutback or	
will it just we our area, in the West Valley?	Please see our response to similar questions.
·	·
Concerning the 8 minute watering period within one day a week, may I utilize that 8	
minutes in 4 min. sections say at 1:00AM on Tuesday morning and 4 min. at 11:30 PM	
on that same Tuesday night? I would appreciate an answer. Thank you.	Please see our response to similar questions.
	·
Which day are we allowed to water?	Please see our response to similar questions.
Why are the different areas and different water districts implementing such different	
limitations. For example, someone said Newbury park gets three days of watering, the	
regular valley gets 2 days a week and yet we only get one day a week? How is that	
decided?	Please see our response to similar questions.
what day is the authorized day?	Please see our response to similar questions.
Why are you proposing 1 day a week? This is woefully inadequate. LA has considered 2	
Why are you proposing 1 day a week? This is woefully inadequate. LA has considered 2 days and rejected this. Why are we being treated more severely? Other districts are	
	Please see our response to to similar questions.

phase de municies 2 days per week. Thorw can las vigness water can tell a difference hose usage, dip systems, and syninder greas usage? Thank you. If we are under our water budget why does it matter how many days per week water? If we are under our water budget why does it matter how many days per week water? If we are under our water budget why does it matter how many days per week water? It was are in the process of building a pool. Will we be able to fill it? Please see our response to to similar questions. Please see our response	le 1 · 1 · 1 · 1 · 1 · 6 · 60 · 1 · 1 · 1 · 1 · 1 · 1 · 1 · 1	1
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Why in some areas do you have 2 stage meters and in other areas you have not done	Some services have two meters, a large and a small to measure flows more accurately. Some properties have a DC meter to detect fire flowsit really
that yet?	depends on the situation for that unique property.
Disappointed that my questions in "Chat" were not answered. Leaving this zoom and	sorry, we are doing are best. We have about 300 questions on Q&A and
will call Dave or someone to have my questions answered.	growing.
I have automatic sprinkers in my garden. What implications will that have?	sprinklers, regardless of what they are watering, are limited to one day.
Hello, I have submitted two questions and neither have been answered?	Staff is working to answer all questions.
Can you provide a water meter calculation - excel spreadsheet sheet so I can monitor the usage by zone and understand the gallons I am using by zone currently.	Steven, I see you registered for WaterSmart today! I can see your irrigation differentiated from your other use on the utility side of Watersmart. I can send you some screenshots. We won't be able to differentiate irrigation volume by zone unless you run on separate days! street addresses ending in 0 or even numbers water on tuesdays and
How do we know are day of the week in which irrigation is allowed?	ending in odd numbers water on thursdays
Can you please reach out to my husband—the account holder to answer questions about our bill	Sure but you are anonymous so I do not know the name on the account.
I don't think I can unmute, can I ask a question?	Sure!
I am sign in for reclaim water. I have been pickingup recycle water.	Thank you Farhad, that is great to hear.
I agree with Raya Sagi. Enought on conservation. I am going to drip etc. I changed my system to a smart system. I have spent a lot of money! We need new water supplies!	Thank you for all of your efforts. We agree that there are better long term
And we need a much better CA solution!	solutions other than just conservation.
Thank you for all you do. Thank you for sharing information.	Thank you for attending! and thank you for the kind words!
Thank you for this very informative meeting. I can see that this is a very difficult and	
tricky issue to which to find a solution. I appreciate all your hard work and effort. I	
need to leave now. Thank you and best wishes.	Thank you for attending.
Someone asked if there is an easy way to circulate your hot water so that you don't	
have to wait too long for the water in your upstairs shower to get hot. Some years ago	
I installed a simple sytem under the sink in the upstairs bathroom. Ecocirc/Autocirc by	
Laing Thermotech. UPC code 733886746419. I did it myself and it cost a couple of	
hundred bucks, or a plumber could do it for you. It works great. Shower in that	
bathroom is hot within about 3 seconds.	thank you for sharing this information. We truly appreciate it.
A free Community Drought Awareness Event will be held on Saturday July 9, 2022 at	
the Thousand Oaks Civic Arts Plaza. Free information, speakers and workshops to be	
part of the day.	thank you for the information
Not a question but a comment - be careful assuming low flow toilets save water and \$.	
Mine regularly turn into NO Flow toilets requiring rooter/plumber service multiple	
times/year, and almost always require 2-3 flushes per use which ends up being more	
water than old regular or lower flow toilets.	thank you for your comment
I love it! Our relationship with water needs to changeabsolutely agree!	thank you for your comment
Of course we need everybody's help, but we also need good water management,	
which is not happening.	Thank you for your comment Michael.
You should publish the almanic websites, they tell the real story of our rainfall. Since 1877 - 2020 they have kept measure records. We are right on tract. No big differences. No need to turn our area into Arizona. Really look it up.	thank you for your comment.
Ok you were being very reasonable but that climate change answer is not true. (per your own reports, we had some of the wettest seasons in 2016-2017 and 2019-2019.) And so it is not fair to blame climate change. And when you blame "sublimation of the snow pack". Sublimation happens when it is too cold and dry. If it is warm the snow melts it does not sublimate. If it is cold and dry, then the snow can go straight to water vapor and not be run off. I know you are reacting to the State realities, but please don't distract from the statewide structural mismanagement by mistakenly diverting attention to something that is not the specific cause of modest recent draughts and	
poor water management.	thank you for your comment.
Droughts and dry summers are not new to California. It should have been clear for	
many years now that we need more water storage reservoirs to trap rain and runoff	
from the spring to use throughout the rest of the year. Why have we not completed any new reservoirs recently? OK better to start now than never. GET BUSY! NO to	
High Speed Rail YES to new reservoirs	thank you for your comment.

Have to gogreat meeting. We live next to Seminole	
Springsthe Cornell area We need the lake refurbished for our fire protection. The	
watershed must be brought back to life for the birds, fire safety, etc. CA needs this	
more than a bullet train to nowhere. Helicopters can pick up water in the back yard vs	
flying out to Malibu. Time critical. Westlake Village(Dole) uses this. Thank yo	ou for your comments.
	ou for your feedback. If you contact customer service, we would be
sugggest you make an app, and/or a mobile friendly version that is truly simple to use. happy to	o help you.
	ou for your patience Joanne. Our front office staff is working hard
	our requests around as soon as possible!
Joe mcdermott - thank you for the information about golf courses. Glad to know they	
	ou for your question it comes up a lot.
Can people stop complaining on the calls? thank yo	ou for your support. Staff is doing their very best to get through
Constructive questions and dialogue please. this water	er crises.
thank yo	ou John. This means a lot to myself and the employees here. We
Thank you guysoutstanding service. It is always easier to be the critic than the have been	en working long and hard with this crises and truly appreciate your
author;) support.	. We are here to serve.
Thank yo	ou Lonnie. We have been messaging customers since June 15,
2021 abo	out the drought situation and starting November about the
Why wasnt a webinar like this one (which is very informative) not presented late last penalties	s. I think the problem is that there is a lot of "noise" out there
year so that residence can be more informed how to control their watering. By (pandem	nics, wars, etc) that make it hard for us to be heard. We are doing
presenting this webinar with penalties attached is a bad look on the water district are best.	•
Thank you, Dave and all staff! This was a terrific service to the public. Keep up the great	
	ou Mary. We truly appreciate the support.
So appreciate the LVMWD's prudent and responsible planning. These are bad times,	
but would be worse without all you have done. Dave Pederson and his team are	
thoughtful and wise. We will get through this together. Thank yo	ou so much for your partnership!
	, , , , , , , , , , , , , , , , , , , ,
BTW, I have to agree with GlenI am so impressed with the sincerity and compassion	
you've shown to those struggling to understand their bills, budgets, etc. As one who	
has consulted with municipalities on communication and customer service, your	
,	ou so much for your support. We truly appreciate it.
Thank you for all that you are doing to handle this crisis. Thank You for all that you are doing to handle this crisis.	
thank you. you guys are doing a great job on the call. I know its not easy- thank you Thank You	ou!
You guys are doing an incredible job of anaswering all these questions:) Thank You	
thanks for answering my question goodbye Thank Yo	ou.
Why is there such poor planning on the water district's part? 35 years ago I	
requested the usage of recycled water and installing a meter for irrigation. The DWP	
has had that for decades. Why not LVWD?	
The state of decodes and the state of the st	
2. I am opposed to 1 day a week watering. We lost 3 trees in the last drought. I would	
rather be allocated the time and choose to use it better. Garcetti has mandated twice	
a week watering!!!!	
a week watering	
Synthetic grass contributes to climate warming. I am opposed to it.	
2. 2, Sport of the same o	
4. Why not other reclamation projects? thank yo	ou. Dave Pedersen answered this question on the call.
	ou. This is one of many tools that customers can take advantage
the flume is Awesome! everyone should have one- thank you LVMWD of.	is one or man, tools that easterners can take advantage
UI.	
GREAT JOB TONIGHT !! thanks C	Chalie. My fingers are tired from typing but it was all worth it.
Al Gore's movie came out in 2006. You can't blame climate change for lack of	mana, mgara are thea from typing but it was an worth it.
_	u for your comment
p. op.a.a.a	a .o. your comment
That is a	lways the question that is hard to answer. Needless to say we are
	hard to identify and implement drought resilient sources of water -
_	potable reuse project - that are not dependent on rainfall
What is the forecast for rainfall: is this problem going to just get worse:	potable rease project - that are not dependent on raillall
	mazing. Outdoor water hudgets have been reduced by EOO/ and
	mazing. Outdoor water budgets have been reduced by 50% and ons are not based on historical use. Keep up the good work!
	nis are not pased our distributed use. NEED UD THE 2000 WOLK!
2021. Is that taken into account in allocation?	
2021. Is that taken into account in allocation? reductio That is n	ot within our jurisdiction and you would need to check with the
2021. Is that taken into account in allocation?	ot within our jurisdiction and you would need to check with the
2021. Is that taken into account in allocation? Can I drill my own well. I live in WestHills city/cour	not within our jurisdiction and you would need to check with the nty.
2021. Is that taken into account in allocation? That is n Can I drill my own well. I live in WestHills Why doesn't someone renegotiate the "deal" made with the State Water Project. If That is p	ot within our jurisdiction and you would need to check with the

	That is what will happen with the Pure Water Project. Learn more here:
be purified and supplied to us?	https://www.ourpureh2o.com/ That is your indoor budgetwhen they return you can adjust your budget.
how does your water budget get determined, I have two children that are away at	go to: https://www.lvmwd.com/for-customers/water-budgets/water-
school until the summer	budget-adjustment-request
Watersmart seems to be off by at least an hour. I have been tracking water usage for a	
few weeks: washing machine, pool fill, sprinklers, etc. Is this typical or is there a	that sounds about right but I wonder if it has to do with switching to
problem with my meter?	daylight savings? This is something we will investigate.
	That specific information can be found here:
	https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-
you never answered how you get the recycled water home and how can you use it?? Why can't we do two days at 4 min each instead of one day at 8 min?	services/recycled-water/free-recycled-water-fill-station That was not an option provided to us by Met
why can we not use the water in the Three Springs water tanks?	that will last only a few days, if that.
If we can conjure the idea of the Keystone Pipeline from Canada to the Gulf, can we	that will last only a few days, it that.
not also conjure the idea of a water pipeline from the (soaked) Eastern states to the	
(drought-ridden) Western states?	That would not be feasible
Is the 50% cut in our water budget already in effect and reflected on our last water bill	the 50% reduction in outdoor water budget will be reflected in the
or are they planning to cut the budgets shown on our last bill by yet another 50 %	next(upcoming) billing cycle
Thank you for hosting this meeting. I applaud your efforts to have clear messaging. I	
am confused that MWD went from once per week to twice per week, while LVMDW	The FOO/ reduction in putdle or water built-state will applied to the control of
went from 50% of budget to once per week 8 minutes (with many caveats and exceptions).	The 50% reduction in outdoor water budgets still applies. It is a "backstop" to the restrictions for One Day Per Week.
ελεφτιοπό).	the area of pools is included in "irrigated area". Pools also function to
So we are subsidizing pool owners?	provide fire protection in the event of a wild fire.
Please explain how hand watering and drip systems are exempt.	The concept is that both would use less water than sprinkler systems.
	The current budget from the Governor is \$750 million for water related
How worth of Colifornials state budget ownlys is being allegated to adding water	projects. The Senate's version is \$7.5 billion. We of course like the \$7.5
How much of California's state budget surplus is being allocated to adding water storage capacity? Is LVMWD investing water runoff capture and storage?	billion proposal from the Senatewe will see where this goes but the water industry is advocating for the most amount of money possible.
We're installing artifical turf - are you concerned about the impermeability of artificial	The District does not have a position on permeability or whether heat is
or the heat it creates? Just trying to navigate our way around.	generated from its' installation.
The district should have cities use their Emergency notification methods (robo calls and	
e-mail/web blasts to make all residents aware of dire conditions and new measures.	customers via email/phone/text.
	The District has one of the largest recycled water systems in So. California.
	Because of Title 22 Regulations this water must be permitted accordingly
	for dual plumbing and requires permit amendment for such provisions
	through the LA Regional Water Quality Control Board - this can be very
Also, I know that parks and freeways state they irrigate using reclaimed water. Has any	time intensive. The District is planning on using this water in the future for
thought been given to make reclaimed water accessible to residential areas?	a new drinking water source!
You have managed to complicate this to know end. All you needed to do was tell us we	
have to stay within our budget. What does it matter what we water as long as we stay within budget. Keep it simple and stop micromanaging us!	December, but have not been achieving conservation targets. The One
Hand-watering is not an easy thing to do. Will there be any resources available to	Day will help achieve those targets. The District will not be offering resources for hand watering but that might
assist in hand-watering, particularly on larger properties?	be something offered by landsape gardners, etc.
Or properties	, , , , , , , , , , , , , , , , , , , ,
But we're being asked to reduce our outdoor budget by 50% otherwise we potentially	
face penalties, however you're unable to provide us that what that figure is, just an	
estimate. That's a problem. This leaves is without the data necessary to truly measure	
our usage vs. our water budget for the month. I've expereinced months where I've	The actionate provided an action bill is such as only as
been effecitent and came in under the "Low" estimated budget, yet still striggered	The estimate provided on your bill is only our best estimate. We suggest
charges for "inefficient" usage. Please list the Top 5 users of water : ie: (commercial/industrial/government	registering for WaterSmart at www.lvmwd.com/advancedmeters the far majority of water use is by residential customers. We have very
entities/residential, etc)	little commercial in our service area.
	·
1	
Millertie CA deine te grade all gran 1, 212, 1, 212, 1/2	The Green Building Code and Model Efficient Water Landscape Ordinance
What is CA doing to make all new building, build in "grey water" systems to capture	requires all new developments to ultiize water effcicient practices indoors
washer, shower, hand washing water from sinks, showers, washers?	requires all new developments to ultiize water effcicient practices indoors and outdoors. Grey water, rain capture are part of these provisions!
	requires all new developments to ultiize water effcicient practices indoors
washer, shower, hand washing water from sinks, showers, washers?	requires all new developments to ultiize water effcicient practices indoors and outdoors. Grey water, rain capture are part of these provisions!

	The only way we know - and you will know - is when your new advanced
	meter is installed. We are replacing all water meters throughout the
	District with advanced meters that come with a customer portal - so you
How does LVMWD know whether water usage is indoors vs outdoors?	can see your daily consumption, get leak alerts, etc.
THOW GOES EVITATE KNOW WHEELER WATER GOAGE IS INGOODS VS OUTGOODS.	can see your daily consumption, get leak dierts, etc.
Moving water from Northern CA makes no sense. We need a desalinization plant in	
Southern CA. It is absolutely the only solution. Israel's use of desalination has basically	
	The Dure Water Project Les Virgenes - Triunfe will create our own less!
solved their water problems. We can not depend or hope for rain. Living under drought	I
and decreased usage for the long haul makes no sense. Allowing the landscape around	supply of water and lessen our reliance on the State Water Project. Learn
us to die will result in even more extreme fire risk.	more at www.ourpureh2o.com The Pure Water Project will source water from highly treated recycled
Ad-liber Construction and of contraction and be additional to the contraction of the cont	, , , , , , , , , , , , , , , , , , , ,
Malibu Creek will run out of water, do not be ridiculous. You need to have some	water that is produced through the wastewater treatment process. It will
foresite. So how will The Pure Water Project work if and When Malibu Creek runs out?!	
	The Pure Water Project will treat already highly treated recycled water -
	which we have an excess of for at least half the year - through the
	advanced purification process, creating a new, local supply of water. This
	project will lessen our reliance on the state water project and make us
Can you quickly talk about the Pure Water Project. It is a great resource. And when	more resilient to drought. This process has been used for years in places
people will find out that they will need to drink recycled wastewater will surely get	like Orange County, Singapore, Australia, and the International Space
them to conserve water now.	Station.
If we receive no more rain this season, how much water will the district have to	
distrbute until 10/1. If no more reductions are made how much water will be	The reduction in consumption based on the restrictions we are putting in
consumed.	place is close to 50% of our normal demands.
	the same as throughout the service area. There are no differences based
mulholland Highway is in a high fire zone what are the new restrictions of this area?	on geographical location.
	The square footage is calculated by what is irrigated. We do not include
How is my lot sq footage calculated? Is hard scape removed from the area?	driveways, walkways, or any structures on the property.
	The State of CA - DWR - has taken this stance since 2014 - not to make
I read that chaing to artificial grass is not a part of the current rebate program. What's	artificial turf a rebatable solution. That said you still can implement you
te reasoning behind that? Is DWP planning to include artificial grass in the near future?	1
	The turf removal rebate program was very popular during the last drought
Artificial grass costs more than \$2 per square foot - why not cover more of it so it's	and funds ran dry very quickly. The dollar amount was determined to
more affordable?	ensure the money is available to more residents.
	the two "rules" work in tandem. We started with reductions in water
As long as I can meet my usage allotment mandated why are we restricted to one day a	
week?	one day is intended to help us meet our targets.
	, , , , , , , , , , , , , , , , , , , ,
	The two (budget) and one day limitation will work in tandem together. The
	one day is a new rule through Met's Emergency Water Conservation
What is the point of limiting to one day if it's all about the budget allocated. Why can't	Program that we will need to comply with. Your budget is the "backstop"
I water 1 minute 5x a week instead of 5 minutes one time of a week?	to further ensure that water is being conserved.
	to randier chart mater is seeing conserved.
	The water system was not designed and constructed that way many
Why can't we also get Colorado River water access?	
Why can't we also get Colorado River water access?	The water system was not designed and constructed that way many decades ago in order to save cost and there was no assumption we would
-	The water system was not designed and constructed that way many decades ago in order to save cost and there was no assumption we would get little or no water from the State Water Proejct.
Will this power point presentation be available for downloading after this webinar?	The water system was not designed and constructed that way many decades ago in order to save cost and there was no assumption we would
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	There are rebates offered for District customers -
	https://socalwatersmart.com/en/residential/
Is it auticinated that IV/MV/D will be avaiding financial assistance when a homeonymou	Keep in mind - artificial turf is not considered a rebatable option for water
Is it anticipated that LVMWD will be providing financial assistance when a homeowner converts to e.g. drip irrigation and/or to artificial turf?	conservation rebates. The District will allow it it just does not qualify for rebate
converts to e.g. unp imgation and/or to artificial turn:	repare
	There is a estimated budget on your bill for next month and you can go
How can I project my water budget each month?	onto our Watersmart portal to see your usage in near real time.
	. , ,
	There is no cost. Recycled water pickup is available Saturdays from 8 a.m.
	to 1 p.m. at the Rancho Las Virgenes Composting Facility, 3700 Las
What is the address/location to get recycled water? Is there a cost to obtain the 300	Virgenes Rd (at the intersection of Lost Hills Road) in Calabasas. 300 gallons
Gallons? Is the 300 Gallons a Daily limit?	is the pickup limit per trip. You can make multiple trips.
Can we drill a well?	There is no usable groundwater in our service area.
	These restrictions are for residential potable (drinking) water customers.
Will the cities within the LVMAND be restricted to 1 day a week for their common areas	Cities, schools, and common areas utilize recycled water, and are exempt
Will the cities within the LVMWD be restricted to 1 day a week for their common areas as well? Golf ourses?	from these restrictions. LVMWD has requested 25% reduction from recycled water users.
as well: doll ourses:	They are not. We look at total use versus total budget to determine
how are the drip line exemptions reflected in th bill and the budget?	whether penalties will apply.
Orange County CA has no restrictions.	They do have more sources of water, which makes a difference
WHY is Beverly Hills and Malibu exempt from this rationing? Sounds very	They have access to Colorado River Water. We do not have the access that
INEQUITABLE.	they have.
	they might have more irrigated area too? not sure. that is a good
	observation though if the irrgated areas are similar. Ultimately we will rely
SAllocation seems unfair if I have 8 stations and my neighbor has 16 stations. They get	on customers staying within their water budgets to avoid penalties and the
more water.	possibility of a flow restriction device.
Where exactly do your purple pipes for irrigation tie in to reclaimed water?	they tie in throughout the service area (many locations)
	they use recycled water that would otherwise go into Malibu Creek and
	then the ocean. We are only allowed to discharge so much to Malibu Creek per our permit and have to utilize the water in other ways. Putting it
	to beneficial use (i.e. watering green spaces, golf courses, public parks, etc)
Why are golf courses still bright green?	is a win win.
How can I see all of the questions and answers from tonight?	they will be posted on the website.
	This is a great page to start at.
is there a website link that breaks down every item in the water bill in a diagram	
format to help us understand what each item means?	https://www.lvmwd.com/for-customers/my-account
If the State is so low on water and the City of Agoura Hills is so low on water, why is the	This is a great question. Most of these projects are approved years prior to
· · ·	
State, and therefore the City of Agoura Hills, planning to build many new housing	drought. New building must conform to Green building code which adopts
State, and therefore the City of Agoura Hills, planning to build many new housing units? Up to 1,400 additional housing units is about 18% of the current inventory.	the MWELO - model water efficient landscapes so they are designed for
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This link: www.brokenwww.ourepureh2o.com doesn't seem to wok	Try this one: https://www.ourpureh2o.com/
	Turf rebates do not cover artificial turf - just drought tolerant landscaping.
	We do not currently recommend transitioning your landscape due to the
What are the detailed rules for rebates for artificial turf?	amount of water it takes to get established initially.
The question about replacing lawns and shrubs with zero scape I think its called. Are	
there tax breaks and other incentives to do so?	Turf removal rebates are available at www.socalwatersmart.com
Are we going to get a rebate to replace lawns with fake lawns like last time?	Turf removal rebates are available at www.socalwatersmart.com
	Typically grey water systems are permitted through County LA - so you
is there a plan to expedite grey water system permits and installations as well as	should be able to do so - verify with LA County's website- it typically does
rebates or incentives to assist homeowners with this option?	not require permitting
	Unfortunately - when customers use less water - the sewershed which was
	designed for gravity nominal flows - it causes a super concentrated
	wastewater product that is causing wastewater treatment process to be
Second quick question. Isn't sanitation a favor of the water usage? Are we expecting	reconfigured altogether - combined with regulations that continue to
water sanitation charges to decrease with this reduction? Thank you!	become more stringent. So if anything it will increase not decrease.
	Unfortunately no. That is not an option per Met's Emergency Water
Can I split my 1 day at 8 mins to 2 days at 4 mins?	Conservation Program. You can hand water any day though.
	Unfortunately not. Agencies get there water from various sources -
Didn't Los Angeles just announce reducing to two days vs 3 days previously? is there	groundwater, surface water, and imported water and have varying
any state requirement for equity between districts?	customer profiles.
Since we are constantly making adjustments to try to meet efficient watering targets,	1 2 22
we sometimes go under budget for one month then over budget on the following	
month. The budget should take this into account (ie, rollover minutes on old cell	
plans).	Unfortunately this is not something that we offer.
piuris).	official activities is not something that we offer.
If we end up with a ban on all outdoor water use will that apply to drip irrigation?	Unfortunately Yes -
in we clid up with a built on an outdoor water use will that apply to drip in gutton.	omortunately res
B) Have you considered covering the California Aqueduct to stop the evaporation?	Unfortunately, that would not be feasible
b) thate you considered covering the camornia riquedate to stop the evaporation.	omortanately, that would not be readible
How long is it anticipated to only be able to water outside once per week?	Until water storage reservoirs and precipitation levels return to normal
	F T F T F T T T T T T T T T T T T T T T
	Visit our website:
How are the "budgets" determined?	Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
	Water management largely occurs on a local level due to several factors
Why isn't the whole state in this together vs different rules for different districts?	including varying water sources, population density, etc.
I received a notice that I had gone 150% over budget twice before I even knew about	
this issue. We have scaled way back but the watersmart system is not updated in real	
time and is it the case that the budget isn't actually known until after the fact? Have	
you considered allowing people to remove one prior warning for every month in which	
we stay within budget going forward? I have a family and we can't take a chance	Watersmart portal is not real time but its more than we have ever been
you're going to put a flow restrictor on our property.	able to provide our customers! Make sure to sign up for leaks!
17 O O to have a non-resolution on one brokerti.	We agree - although most parks and green spaces use recycled water you
Parks in our area appear to overwater. So much so that they have to mowed often.	are correct - I encourage you to reach out to your local city officials and
Virtually every time I am at a local park (chumash, old Agoura, Forest Cove, etc.) they	voice this concern regarding these specific parks you mentioned! They are
are always very, very wet. I think it would be wise to cut back on water in these areas.	in control of watering amounts.
and a series of the series of	
I use drip water and covered all my land with compost. I am still short on water. What	We appreciate that you are making these efforts. Consider hauling recycle
else can I do?	water from our Rancho facility and hand watering perennials.
	We are 100% dependent on water from the State Water Project as we do
How come other counties such as Orange County doesn't have water restriction	not currently have any local source of water. Service areas with more
applied? Where do they get their water and how come we are not doing that?	diverse sources of water are not as impacted as ours.
EFF. 22 do diej per dien mater and now come we are not doing that:	and the second of the second o
what is being done to redirect the 50% of the fresh water that is used for	We are always advocating for more water/more reliable water for our
environmental reasons? That water should be redirected to us, as homeowners.	customers.
I am confused about the water budget for june, there is a low and high number in the	
pink box on my most recent bill. So is that our alottment for June,- do we have to stay	We are changing that to be one number and should be on the bill next
within the low and the high or is it 50 % of that- how do I know what my Budget for this	
month is?	your budget.
monario.	your vauget.

We're in a desert. Why are lawns still legal? I've seen pictures of historically low lakes and reservoirs. This seems like a crisis as acute as COVID, so aren't you taking actual emergency steps.	
What steps beyond higher cost of water are you taking to make sure consumers comply? Fines? Jail?	
For renters when the lawn goes dead, is the landlord responsible for restoring the lawn when the droubt is over.	We are going to be flow restricting accounts that continuously go into excessive use.
On my water bill it says My estimated budget for next bill is LOW 26 and HIGH 36. What number am I supposed to come under to be correct and which number do I use for calculating the 150% penalty??	We are in the process of changing that to one number and should be reflected on your next bill.
What are you doing to increase supply?	we are meeting with Metropolitian and the State to bring more water to keep landscap alive through the upcoming fire season. We are moving forward on a potable reuse - which uses the same
Who was to California have found and a small and a sma	treatment technology - it turns wastewater into ultra pure drinking water. Come and visit our Demonstration facility at our headquarters to learn
Why can't California learn from Israel and turn salt water into good water?	more!
My hill must be watered or it will not be in compliance with my fire insurance. What should I do?	We are seeking additional allocation through Metropolitan and the State to address this. You may need to focus on the hillside landscaping and water less in other locations of your property (i.e. front yard).
Will you permit commercial water haulers to access the the purple recycled water fire hydrants and utilize the water on municipal and residential landscaping?	We are working on expanding our Recyled Water Program and this may be an optionmore to come.
Many of us are in a Wildfire Zone. Have you cleared this water reduction plan with the Fire Warden? If we have severe watering restrictions for our plants and trees our properties become a tinderbox. We are being put in Harm's Way.	We are working through thisthe bottom line is that there simply not enough water and are doing our best to acquire more in our conversations with Met and the State
We live in a high fire zone. Is this considered for the safety of our home?	We are working with Met and the State to acquire additional water supplies for fire safety purposes
Is there a plan for keeping the Green buffer between structures & the conservancy if	We are working with Met and the State to try and get more water for this
you back onto it?	purpose.
per https://www.ourpureh2o.com/learn-more/faqs, the The Pure Water Project	
comes online in 2030. This means if everything remains the same, we could continue with these restrictions for 8 years? Are ther eany other projects coming online sooner	We are working with Met to get better access to other supplies (Colorado
to support LVMWD customers?	River, etc.) but those would be at least 2-3 years awaybut not 8.
What is being done to capture rain RUNOFF?	We are working with our partner cities on this.
C.) How about creating a system where people can apply for exemptions/variances on	and the state of t
a case by case basis.	we are. thank you.
And a similar question, on our property, we have some drip system watering, some	
soakers, some low emitters sprinklers. How is it that LVMWD will know and monitor	
which system we are using? We want to comply and we are definitely reducing use,	we can't and can only see sprinklers. We will be relyiing on actual water
but I can't see how to discern one type of watering from another.	use versus each customers unique water budget.
this has been going for 38 years +, what more time do we need to have a wake call?	We couldn't agree more that the State and Feds need to invest more in water infrastructure.
	We do not have official agricultural customers but realize we have residential properties that grow food. They are subject to 50% reductions
Does this apply to agricultural lots?	in outdoor water budgets as well.
How do you know if my water use is due to hand watering, use of drip, or any other conservation measure vs. automatic watering?	We do not know which you are using, you have a budget and you can water within that budget in your preferred method of watering.
ush a da a a a ha a di ahaan a a a a da da ahaan a a a a da da ahaan a a a da da ahaan a a a da da ahaan a a a	We don't always have the demand in the system, especially in the winter
why do you have to discharge recycled water? why can't you save it?	months. We dont' have the expertese in this area but you may want to research via
Where can we get pool covers for pools that are free form, not rectangular?	"google" to start.
My property is almost entirely on drip BUT I have horses who are accounted for in your	
system. How do you know how much is for the horses vs. the drip? How am I	
supposed to reduce further? The horses cannot drink less. I converted an additional	we don't know and look only at your use versus your water budget. Please
1/3 of the property to dirt for the horses recently. Please note it is recommended that natives be watered once a week for 30 minutes on a drip.	make sure that your "indoor" budget includes the additional allowance for livestock.
·	
Could you give us a more specific url to see how LVMWD is measuring "outdoor" water	We don't know from the meter whhere your actually using water. Your
from other water use? I've looked at the link given above, and then on the "Outdoor Water Budgets Reduced" page, but there's no indication of how outdoor uses are	overall water budget is based on the combination of "outdoor" plus
Water Budgets Reduced" page, but there's no indication of how outdoor uses are segregated from non-outdoor uses.	"indoor". Penalties for exceedances are based on total water use and not what you actually used indoors versus outdoors.
How do you know if a customer has a drip system?	we don't. We will look for sprinkler systems when they run.
/	

	We encourage you to continue to water your trees. Visit Save Our Water
	for very specific watering instructions for established and new tree
	watering
If one handwaters their trees how does that work with the water limit?	Save our Water and our Trees - Canopy : Canopy
West the Consequence beautiful to the consequence of the consequence o	Management of the state of the
With the fire season upon us, how do we keep the area around our home safe from dry	
bushes, etc with this restriction??	water established shrubs and trees within the restrictions
Describer and an arise with a state of the second in the small and a state of scale	
Recycling sewage works well on the ISS because it is small scale and meticulously	and the second s
maintained by the people who depend on it. I don't think a large scale wastewater	We encourage you to visit our demonstration facility. There are many
recycling system will be maintained by a municipality to such exacting standards.	regulations and redundancies in place that we do not share the same
There will be problems and those problems will have bad PR consequences	concern.
	We encourage you to wash cars at formal car wash facilities - they recycle 90% of the wash water. If you choose to wash your vehicle please do it
If we are always under water hydget, can we wash our cars once a week?	
If we are always under water budget, can we wash our cars once a week?	over grassy area mitigating runoff
	we had to pick two days and it came down to no weekends for a number of
Why are the days set at Tuesday and Thursday?	reasons and also a day difference between the two in order to allow our
Why are the days set at Tuesday and Thursday? number of persons in household has changed. How do I change allowable water	water storage tanks to recover We have a water budget adjustment form that you can fill out and submit
budget?	to us on our website.
buuget:	We have been noticing and warnnig customers about the situation since
I appreciate that we are in a drought, but Like others have brought up, I too feel like	last June 15 when we declared State 1 - Water Supply Alert. The
there has not been enough done prior to now, when we are entering the hottest	conditions have only worsened and we are not subject to rules that have
months- why wasn't this reduction plan implemented months ago when it was cooler?	been established by Met only recently.
I appreciate that this is a very difficult problem. However I have to ask the question.	been established by Met only recently.
What has Las Vigenes Water do since the droubt of the 1970s to improve our supply of	We have been working on the Pure Water Project and have invested in the
water.	recycle water system.
Why do I have to wait on hold an hour to talk to someone? Can't you hire more	We have in fact hired 3 more temps to help with phone calls. We are sorry
people?	for the wait and are doing our best.
How do you know if a customer has a drip system?	We have no way of knowing
Since we're in such a severe water emergency, why can't you fast track the building	
and completion of the Pure Water Project. 2030 is a long ways off.	We hope to have it completed sooner, by 2028.
How can you monitor what we are watering outside? We have drip systems and	
sprinklers.	We look for runoff but you'll also need to stay within your water budget.
Why does Calabasas look wonderful, while West Lake Village looks awful?	We love all of the cities we serve
	We most likely would not be in this predicament if the Bay/Delta tunnels
Why are we getting our water from only the state water project?You should be looking	and the Sites Reservoir were construction by now. There has been much
for other sources. Relying on one source creates the predicament we are now in?	environmental opposition to these projects - which is unfortunate.
there will always be some amount of overspray onto the concrete soprinklers are not	
pinpoint devices certainly overwatering creates a river but even careful watering for	
8 monites will create some runoff not sure how you will deal with it fairly	we recognize some overspray and really look for large amounts of runoff
Watering trees etc by hand & topping off poolhow is this monitored with regard to	we rely on what the water meter registers or what we can visually observe
total water use?	via water patrols
Do you have a list of recommended people who can deal with and modify our	We sould suggest that you submit a free survey request and Committment
irrigation?	Form: go to www.lvmwd.com/droughtresponse
I live in a high fire zone and I worry about things being set a blaze without watering	We understand your concern
The morning me zone and rworry about things being set a blaze without watering	The understand your concern
I'd appreciate a response to my question. We just spent \$8,000 for native Bent Grass.	We understand your frustration but we are in a state of emergency. You
It not right that it will die before it can get established. I should be able to water it until	can hand water too but you will need to stay within your budget to avoid
it gets deep enough roots so it will require very little at that time.	The state of the s
Please post the Q & A from this Town Hall Meeting on your website	penalties.
· · · · · · · · · · · · · · · · · · ·	penalties. we will
when specific-day-of-week watering schedules were set in the city of Los Angeles a few	
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what is the phone number to call? starting with 818 251? We missed the whole	We will put that slide on at the end of presentation. Customer service
number	number is 818-251-2100
About the 8 mts per zone: we have 4 zones = 32 mts once a week. This means I can use	
4 mts in 1 zone, 12 mts in another zone, as long as we use the 32 mts anywhere we	
want right? Example: Zone 1 x 12 mts, Zone 2 x 3 mts, etc until we reach e 32 mts	We won't be able to tell the difference in splitting things up this way but as
right?	long as your using an equivalent amount of water is what matters.
One of my valves is not drip. The other 7 are drip. Will the one day a week apply to my	We won't differentiate between spray and drip. Just meet maintain
non-drip valve?	outdoor water budget
oh. he answered it when he spoke about the one day a week v. per person planning.	
thanks!	welcome
I have a question	What is your question?
Can I water plants or flowers by hand hose?	Yes
Is the water budget in the pink box on our most recent bill updated to reflect the 50%	
reduction effective May 1?	yes
I apologize if I missed this, but is this being recorded and sent to registrants?	yes
Does this apply to agricultural lots?	yes
If I set one area lower than 8 minutes, can I allocate the saved time on that station to	
another station?	Yes L
Is the rule 8 minutes per station 1 day per week?	yes
Are local HOA-managed grass strips also subject to the same watering restrictions and	V
water-runoff penalties?	Yes
hopefully once you figure it out all questions submitted will be answered by email???	Vec
If I devide my 8 minutes of watering within one day to 4 minutes at 1:00 AM and 11:30	Yes
,	voc
PM will that be allowable without penalty? So the bottom line, conserve as much as possible now so to avoid the complete ban of	yes
outdoor watering?	ves
With watering outside one day a week, not between 10 am and 5 pm. Can we water	l ves
outside from any time after midnight to 10 am and any time after 5 until midnight on	
that same day.	yes - but 8 minutes maximum per STATION
that same day.	yes but o minutes maximum per striction
I have a newly planted slope to minimize erosion. Can I use one or more of the other	Yes - currently there is no limit in days to hand watering. Just make sure
stations to use more water for the slope. Can I hand water it anyday?	you stay at or under your outdoor water budget.
stations to use more water for the stopen carrinana water it anyway.	
Will this power point presentation be available for downloading after this webinar?	Yes - it will be posted on our website lymwd.com
	Yes - once your new advanced meter is installed - you will receive a
	postcard mailer in advance and then a door hanger once its installed - the
I would like to decrease my usage within our home. How can I determine how much	door hanger will have instructions for registering for WaterSmart. You can
water we are using for laundry, toilets, showers, etc I saw something on the website	register before your meter is installled if you like - Lvmwd.watersmart.com
that referenced installing an antenna on the water meter of our home. Is that indeed	you just won't be able to see hourly consumption until new meter is
the mechanism for begging able to track my usage?	installed
	Yes - pool owners recieve addditional sq ftage in outdoor budget
Is there a special additional water allocation for pool owners or do they have to fit	calculation
within same rules as non-pool owners?	Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
As a retired person, will city help or assist with changing to drip system? Is there any	Yes - Refer to https://socalwatersmart.com/en/residential/ for outdoor
tax credit? How do I save my trees on my property? W	water rebates
Are there already Water Conservation patrols controling water use right now?	Yes- specifically for water waste
Will there be funds/rebates available to purchase water-conserving toilets,	
showerheads, sprinkle heads etc.	Yes visit www.bewaterwise.com
What about having the ability of using the grey water from our homes to water our	Yes we encourage laundry to landscape - check with your city or county for
properties?	specific guidance! Typically they do not require permitting
I heard that this meeting is being recorded and will be available on the website will	
the power point also be available on the website? That would be very helpful as I can	
review a document more quickly than the time it would take for me to listen to the	
meeting. Also, I need help understanding the water budget information on my bill.	
Thank you.	yes! Call customer service to discuss your water budget in detail!
I bough a house with a leak in a pool . Now I need to drain it, fix it and refill it. Is that	
even possible??	yes, but you will need to apply for a variance.
Are drip systems exempt from one day a week watering? Is there budget increase for	Yes, drip irrigation is exempt from these restrictions. Pools are already
people that have pools?	accounted for in your unique water budget.
Is drilling a well on our 2 acre property an option in Hidden Hills? Also, are there	
additonal allotments for horses?	yes, horses can provide you with additional "indoor" water budget
What will all the dead lawns, trees and vegetation due to the ozone, and the	
ecosystem and don't you think this sets us up for severe fire danger?	Yes, it is a concern that we have voiced to Met and the State
· · · · · · · · · · · · · · · · · · ·	
Can you make this presentation available?	Yes, it will be available on our website.

	Ver also continue in their annual and coll be used a continue.
NAGII ah aga alidag ha mada ayailahla ta shawa?	Yes, the webinar is being recorded and will be made available on our
Will these slides be made available to share?	website
Can we be alloteed a certain about of water based on number of people living in the	
house and size of land and then decide how we want to allocate it (indoor or outdoor use)?	Yes, you can as long as you stay within your budget.
My understanding is that each household is allocated 55 gallons per permanent	Tes, you can as long as you stay within your budget.
resident per day. Can some of that go towards our outside watering? How can they	yes, you can divert indoor to outdoor. We can't disern either, but the two
decifer the two-inside and outside water use?	make up your total water budget.
decirer the two-mside and outside water use:	Yes, you may go on our webiste and fill out our budget request form and
Are there allowances if you have livestock (horses,goats, chickens)?	let us know how many livestock you have.
will this recorded meeting be available to seen later on the LVMWD website?	Yes.
Is there a plan to provide outreach to gardeners? They could really help homeowners	163.
take steps to mediate this drought.	yes.
If our water day is Thursday, does that start 12:01AM Thursday morning till Thursday	yes.
night 11:59 PM. Can we water some areas in the early morning and others thursday	
evening. As long as we stay in our budget.	yes.
Can you still pick up recycled water at the compost facility?	Yes.
Are there any restrictions on the water usage of the man made lakes?	yes. 50% reduction in their budgets as well.
Are there any rebates available at this time for replacing turf?	yes. Go to Bewaterwise.com.
we are expecting two family vistors for the next 2 months. Can they be added to the	Yes. Go to LVMWD website and fill out Water Budget Adjustment Request
household to get extra water budget?	form Las Virgenes Municipal Water District (lymwd.com).
<u> </u>	Yes. It is necessary for enforcement purposes so that we can avoid
Does it matter which day of the week we can water ?	penalties from our wholesaler.
·	
If we replace our turf with fake grass, won't you cut my outdoor water allocation?	yes. Only irrigated areas are included in the Outdoor Water Budget.
YOu mentioned earlier in a response to a question that you are "excited" about the	
water recycling that will take water waste (toilet and shower water) and turnign into	
drinking water.	Yes. Please visit ourpureh2o.com for more information about this project.
Can you save the Q&A and post them?	yes. we will.
Can we use any smart controller system?	yes. You do not have to use Rachio.
I have 6 stations of sprinklers. So each station can run 8 minutes on that one day?	yes48 minutes total.
	yesvery low. We really need a 30-35% allocation to return to water
5%???	supplies that would lift restrictions.
Ursula,	Yes?
I thought LA was going to watering to twice a week not once a week.	You are correct
Appreciate this informative town hall, thank you.	You are welcome!
Thank you for offering to contact my husband about the bill (no longer	
anonomous==sorry about that)	You are welcome, I will call tomorrow.
Thank you for doing this _ my ?'s did not get answered and I have more so I will try to	
call!	
Thank you again	You are welcome, thank you for attending.
And thank you for this forum, very enlightening	You are welcome. Thank You for attending.
thanks	You are welcome. Thank You for attending.
thanks	You are welcome. Thank You for attending.
Our power was just restored. Not sure if our question was answered. We have to	
drain and refill our pool sometime this summer or early fall for repairare there any	
restrictions or pentilites?	You can apply for a variance depending on your situation.
	You can bring a large tote - or smaller containers and fill at the Rancho
How do we get recyled water? What do you mean by hauling? I don't have have a tank	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that
How do we get recyled water? What do you mean by hauling? I don't have have a tank truck to transport the water.	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety!
truck to transport the water.	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety! You can call Customer Service tomorrow and we can help you with your
	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety! You can call Customer Service tomorrow and we can help you with your billing questions.
truck to transport the water.	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety! You can call Customer Service tomorrow and we can help you with your billing questions. You can click the view your bill button on our website and your budget is
truck to transport the water. I have the same question about my bill as well. it is very confusing.	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety! You can call Customer Service tomorrow and we can help you with your billing questions. You can click the view your bill button on our website and your budget is on your bill. You can also register for Watersmart on our website to see
truck to transport the water. I have the same question about my bill as well. it is very confusing. where can I find my water budget on the website?	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety! You can call Customer Service tomorrow and we can help you with your billing questions. You can click the view your bill button on our website and your budget is on your bill. You can also register for Watersmart on our website to see your usage in near real time.
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Here in the Malibou Lake community, we were completely unprotected during the	
Woolsey fire - the firefighters didn't come to the neighborhood. Our garden is one of	
the only things protecting our home, if it turns brown we will be at HIGH risk. We are	you can hand water any day of the week and we are working with Met and
planning on staying the next fire to protect our home, but we are 83 and we need our	the State to acquire additional water allocations for fire prone properties
garden green for protection.	that abut wildlands.
I still don't understand why if we can water one day per week for 8 minutes max, why	
it wouldn't make more sense to water more days per week but not exceed 8 minutes	
max for the week? My lawn would die in between during the 6 days in between	you can hand water on alternate days
watering. I understand the drip irrigation systems are exempt from the 1 day a week watering	you can hand water on alternate days
restrictions (while still required to stay within water use budget). However, I have a	
hillside with MP roaters on the hillside. I am affraid that watering 1 day a week may	
cause the ground cover that is stabilizing the hill to die and potentially creating a slide	you can hand water toothe one day restriction does not apply to hand
potential. Are MP roaters with a pressure regulator exempt from the 1 day a week	watering. We are also working with Met and the State to get additional
restriction?	water allocation for your situationmore to come.
Do I understund correctly that we are now limited to landscape watering to once	,
weekly depending on odd or even address, not to exceed 8 min? If I break up the 8	You can only run a non-drip irrigation system one day a week, 8 minutes
min to a few times a week at 2 min ea? One last question, landscape watering is not	maximum per station. Outdoor watering is not allowed between the hours
allowed between 8-5PM?	of 10:00 am and 5:00 pm.
	You can purchase camping style water jugs (Big Five) that would fit in your
What suggestion do you have to pick up recycled water if you don't have a truck?	trunk. Make sure they are sealable and labeled accordingly!
What if we have out of town guests (kids and grandkids) staying with us for an	you can put in for a budget adjustment. https://www.lvmwd.com/for-
extended period of time ?	customers/water-budgets/water-budget-adjustment-request
	You can register through our websit for our Watersmart portal and see
how are we going to self monitor to assure not to exceed the 150%	your usage in near real time as well as set up alerts for leaks and usage.
	You can view your bill by clicking the view your bill button on our website
why does your website not show bill details?	and registering. You can also view your usage on our Watersmart portal.
	You may want to bring the issue up with your city. In the short term, new
how can you limit new growth, and prevent new home permits, as there is no water to	construction has little impact compared to the overall water demands in
support issuing of new water meters	our system.
Has anyone at IV/MANA/D dans systemsive research to see if the one day a week Comin	
Has anyone at LVMWD done extensive research to see if the one day a week 8 min	you may want to shift irrigation more to trees and perennials but you can also hand water lawns on alternate days, but it is not encouraged to hand
station watering is worth even implementing if your lawn will die anyway at this	laiso nand water lawns on alternate days, but it is not encouraged to hand
measurement?	water lawns. We need to save as much water as nossible
measurement?	water lawns. We need to save as much water as possible.
We had a rachio controller installed that was provide by LVMWD and have allowed it to	
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We had a rachio controller installed that was provide by LVMWD and have allowed it to control our system since it was installed almost 2 years ago. As the weather heats up it automatically adds more time to the watering. I havent found any way other than to turn it off and back on to controll the number of days per week that it waters. Do you know if there is such an option?	you need to disable the flex schedule function and enable the "set schedule". There will be a video on our website.
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We had a rachio controller installed that was provide by LVMWD and have allowed it to control our system since it was installed almost 2 years ago. As the weather heats up it automatically adds more time to the watering. I havent found any way other than to turn it off and back on to controll the number of days per week that it waters. Do you know if there is such an option? How do you manage an exemption for your pool? Isn't the pool part of your daily	you need to disable the flex schedule function and enable the "set schedule". There will be a video on our website. You pool is part of your outdoor budget. A pool cover is also a great way to
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We had a rachio controller installed that was provide by LVMWD and have allowed it to control our system since it was installed almost 2 years ago. As the weather heats up it automatically adds more time to the watering. I havent found any way other than to turn it off and back on to controll the number of days per week that it waters. Do you know if there is such an option? How do you manage an exemption for your pool? Isn't the pool part of your daily water budget? How is this exempt????	you need to disable the flex schedule function and enable the "set schedule". There will be a video on our website. You pool is part of your outdoor budget. A pool cover is also a great way to stop evaporation. You will have to follow up with https://socalwatersmart.com/en/residential to see if they would retroactively rebate you. The Watersmart portal is web based. It does not have an app but we have directions on how to install a
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How do we check our water usage and the budget? We got a general email saying	
water would be restriced. But it's impossible to find the actual budget, either through	
customer service or online.	
For context, our water usage stayed the same over the last 6 months but jumped in	Your budget is clearly displayed on your bill (right lower corner) Please
Feb and Mar, then went back down to normal in Apr and May. It's unclear why we paid	visit our website for details regarding Water Budget derivation
2x in Feb and Mar.	Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
Could someone please answer the question above about how to determine a home's	
water budget? Thanks	Your budget is on your bill and highlighted in a red box.
	Your outdoor water budget is calculated using three factors:
	1. Prigated area per parcel, including pools and spas
how are per-home allotments determined? Does 1/4 acre with one tree merit same	2.Daily evapotranspiration (ET)
water alllotment as 1 acre with 30 trees?	3.Plant factor
	Your pool is included in your outdoor budget. Pool covers are also a great
how do you separate "topping off pools" from the outdoor irrigation?	way to save water.
	your pool surface area is counted as "irrigated area". It shows up on our
How do you know if we have a pool? I don't see that monitored on our bill.	aerial maps.
	Your water budget information is located on the bottom right hand of your
	monthly bill. The District is replacing all water meters throughout the
How do we know what our outdoor water budget is? And why were new water meters	District - primarily because existing meters have reached the end of their
installed as recently in the last week and a half in neighborhoods in Westlake Village?	lifespans and the new meters provide tools to each customer to monitor
Was that necessary or was that for closer tracking of water usage?	your water usage by the hour and receive leak alerts!
	Your water budget is clearly displayed on the bottom right corner of your
When do we learn what our water budget is?	monthly bill (in red box)
You keep cutting out.	your wi-fi connection may not be good.