



CLEAR CREEK COMMUNITY SERVICES DISTRICT
DROUGHT PLANNING
AND
WATER SHORTAGE POLICY

SEPTEMBER 2025

CLEAR CREEK COMMUNITY SERVICES DISTRICT
5880 OAK STREET, ANDERSON, CA 96007

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Section I: Declaration of Policy, Purpose, and Intent

In order to conserve the available water supply and protect the integrity of public water system (PWS) supply facilities, with particular regard for domestic water use, sanitation, and fire protection, to protect and preserve public health, welfare, and safety and minimize the adverse impacts of water supply shortage or other water supply emergency conditions, the Clear Creek Community Services District hereby adopts the following regulations and restrictions on the delivery and consumption of water through this plan by Ordinance 2025-06.

Water uses regulated or prohibited under this Water Shortage Contingency Plan (the Plan) are considered to be non-essential and continuation of such uses during times of water shortage or other emergency water supply conditions are deemed to constitute a waste of water subjecting the offender(s) to penalties as defined in Section XI of the Plan.

Section II: Public Involvement

Opportunity for the public to provide input into the preparation of the Plan was provided by the Clear Creek CSD by means of information on the District's official website.

Section III: Public Education

The Clear Creek Community Services District will regularly provide the public with information about the Plan, including information about the conditions under which each stage of the Plan is to be initiated or terminated and the drought response measures to be implemented in each stage. Detailed information on public education is provided in Section X of the Plan.

Section IV: Coordination with Regional Water Planning Groups

The service area of the Clear Creek Community Services District is located within the Central Valley Project (CVP) and receives water from the Whiskeytown Reservoir, which is part of the Clear Creek South Unit of the Trinity River Project, a portion of the United States Bureau of Reclamation's CVP. The regional water planning area assessment documents were considered in the development of the Plan. A copy of the final Plan will be shared with applicable regional water planning area(s) and posted on our website after adoption.

Section V: Authorization

The Clear Creek Community Services District Board of Directors or designee is hereby authorized and directed to implement the applicable provisions of this Plan upon determination that such implementation is necessary to protect public health, safety, and welfare. The Clear Creek Community Services District Board of Directors, or designee, shall have the authority to initiate or terminate drought or other water supply emergency response measures as described in this Plan. The contact information for Clear Creek Community Services District Board of Directors is: 530-357-2121.

Section VI: Application

The provisions of this Plan shall apply to all persons, customers, and property utilizing water provided by the Clear Creek Community Services District. The terms “person” and “customer” as used in the Plan may include individuals, corporations, partnerships, associations, and all other legal entities.

Section VII: Definitions

For the purposes of this Plan, the following definitions shall apply:

Aesthetic water use: water used for ornamental or decorative purposes such as fountains, reflecting pools, and water gardens.

Commercial and Institutional water use: water use which is integral to the operations of commercial and non-profit establishments and governmental entities such as schools, hospitals, clinics, retail establishments, hotels and motels, restaurants, and office buildings.

Conservation: those practices, techniques, and technologies that reduce the consumption of water, reduce the loss or waste of water, improve the efficiency in the use of water or increase the recycling and reuse of water so that a supply is conserved and made available for future or alternative uses.

Customer: any person, company, or organization using water supplied by Clear Creek Community Services District.

Domestic water use: water use for personal needs or for household or sanitary purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry, or institution.

Even number address: street addresses, box numbers, or rural postal route numbers ending in 0, 2, 4, 6, or 8 and locations without addresses.

Industrial water use: the use of water in processes designed to convert materials of lower value into forms having greater usability and value.

Landscape irrigation use: water used for the irrigation and maintenance of landscaped areas, whether publicly or privately owned, including residential and commercial lawns, gardens, golf courses, parks, right-of-way and medians.

Non-essential water use: water uses that are not essential nor required for the protection of public, health, safety, and welfare, including:

- (a) irrigation of landscape areas, including parks, athletic fields, and golf courses, except otherwise provided under this Plan;
- (b) use of water to wash any motor vehicle, motorbike, boat, trailer, airplane or other vehicle;
- (c) use of water to wash down any sidewalks, walkways, driveways, parking lots, tennis courts, or other hard-surfaced areas.

- (d) use of water to wash down buildings or structures for purposes other than immediate fire protection.
- (e) flushing gutters or permitting water to run or accumulate in any gutter or street.
- (f) use of water to fill, refill, or add to any indoor or outdoor swimming pools or Jacuzzi-type pools.
- (g) use of water in a fountain or pond for aesthetic or scenic purposes except where necessary to support aquatic life.
- (h) failure to repair a controllable leak(s) within a reasonable period after having been given notice directing the repair of such leak(s); and
- (i) use of water from hydrants for construction purposes or any other purposes other than firefighting or hauling water for a domestic water use.

Odd numbered address: street addresses, box numbers, or rural postal route numbers ending in 1, 3, 5, 7, or 9.

Section VIII: Summary of Drought Response Stages and Response Actions

The Clear Creek Community Services District Board of Directors or designee shall monitor water supply and/or demand conditions on a monthly basis and shall determine when conditions warrant initiation or termination of each stage of the Plan, that is, when the specified “triggers” are reached.

The triggering criteria described below are generally based on*:

- Bureau of Reclamation Water Allocation
- Shasta County Drought Emergency Notification
- Applicable Statewide Emergency Notification

The response actions described in subsequent sections of this document are based on the following general precepts:

This table summarizes each water shortage stages, specified triggers, response actions and termination actions. Additional information for each is provided in the subsequent sections. M&I below is in reference to the USBR Shortage Policy “Historic M&I”.

Response Stage	Estimated Water Shortage Range*	Trigger	Response Action**	Termination Action
Stage 1 WATCH	Up to 10%	USBR ALLOCATION ANNOUNCEMENT 90% TO 100% OF NORMAL	10% REDUCTION THROUGH VOLUNTEER CUSTOMER REDUCTION AND WATER AWARENESS EDUCATION	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS
Stage 2 WARNING	Up to 20%	USBR ALLOCATION ANNOUNCEMENT OF 80% TO 90% M&I AND 45% AGRICULTURAL	20% REDUCTION & PRICING SURCHARGES/PENALTIES FOR USAGE ABOVE A BASELINE YEAR ALLOTMENT	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS
Stage 3 ACUTE	Up to 30%	USBR ALLOCATION ANNOUNCEMENT OF 70% TO 80% M&I AND 25% AGRICULTURAL	30% REDUCTION & PRICING SURCHARGES/PENALTIES FOR USAGE ABOVE A BASELINE YEAR ALLOTMENT	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS
Stage 4 CRITICAL	Up to 40%	USBR ALLOCATION ANNOUNCEMENT OF 60% TO 70% M&I AND 10% AGRICULTURAL	40% REDUCTION & PRICING SURCHARGES/PENALTIES FOR USAGE ABOVE A BASELINE YEAR ALLOTMENT	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS
Stage 5 EMERGENCY	Up to 50%	USBR ALLOCATION ANNOUNCEMENT OF 50% TO 60% M&I AND 0% AGRICULTURAL	50% REDUCTION & PRICING SURCHARGES/PENALTIES FOR USAGE ABOVE A BASELINE YEAR ALLOTMENT	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS
Stage 6 CATASTROPHIC	> 50%	USBR ALLOCATION ANNOUNCEMENT OF LESS THAN 50% M&I AND 0% AGRICULTURAL	50% & PRICING SURCHARGES/PENALTIES FOR USAGE ABOVE A BASELINE YEAR ALLOTMENT	CONDITIONS CEASE TO EXIST FOR A PERIOD OF 30 DAYS

*Recommended ranges to be consistent with Urban Water Supplier plans

**Recommended that any County Drought Emergency or State Emergency Declaration initiate at least a Stage 2-Response Trigger.

Section IX: Drought Response Triggers

Stage 1 Triggers -- Water Shortage WATCH Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is up to 10%.

Requirements for termination

Stage 1 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days.

Stage 2 Triggers -- Water Shortage WARNING Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is up to 20% or in the event of a County Drought Declaration or Statewide Drought declaration.

Requirements for termination

Stage 2 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days. Upon termination of Stage 2, Stage 1 becomes operative unless otherwise specified.

Stage 3 Triggers – ACUTE Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is up to 30%.

Requirements for termination

Stage 3 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days. Upon termination of Stage 3, Stage 2 becomes operative unless otherwise specified.

Stage 4 Triggers -- CRITICAL Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is up to 40%.

Requirements for termination

Stage 4 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days. Upon termination of Stage 4, Stage 3 becomes operative unless otherwise specified.

Stage 5 Triggers -- EMERGENCY Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is up to 50%.

Requirements for termination

Stage 5 of the Plan may be rescinded when all the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days. Upon termination of Stage 5, Stage 4 becomes operative unless otherwise specified.

Stage 6 Triggers -- CATASTROPHIC Water Shortage Conditions

Requirements for initiation

Customers shall be required to comply with the requirements and restrictions on certain non-essential water uses provided in Section X of this Plan when the estimated water shortage allocation from the Bureau is greater than 50%.

Requirements for termination

Stage 6 of the Plan may be rescinded when all of the conditions listed as triggering events have ceased to exist for a period of 30 consecutive days. Upon termination of Stage 6, Stage 5 becomes operative unless otherwise specified.

Section X: Drought Response Stages

The Clear Creek Community Services District Board of Directors or designee, shall monitor water supply and/or demand conditions on a monthly basis and, in accordance with the triggering criteria set forth in Section IX of this Plan, shall determine if a water shortage condition exists and the severity of any such water shortage conditions (e.g., *1-Watch, 2-Warning, 3-Acute, 4-Critical, 5-Emergency, 6-Catastrophic Water Loss*), and shall implement the following notification procedures accordingly:

Notification

Description of Customer Notification Methods:

The Clear Creek Community Services District Board of Directors, or designee, shall notify the public by means of at least one of the following Methods:

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Public Safety Contacts:

The Clear Creek Community Services District Board of Directors, or designee, shall notify directly the following individuals and entities of restrictions or water shortages, as defined in the subsections below, as appropriate for each response stage.

Organization or Department	Name	Telephone	Email
Fire Department	Matt Busher	530-357-2345	
Partnering Water Systems	General Manager Chris Muelbacher	Centerville 530-246-0680	
County Office of Emergency Services	Sheriff Michael Johnson	530-245-6000	
County Environmental Health Specialist	Jim Whittle	530-225-5787	
State Water Board District Engineer	Steve Watson	530-224-4800	
Major Water Uses/Wholesalers	None		
County Public Health	Dr. James Mu M.D.	530-229-8400	
Critical Water Users (schools, hospitals, etc.)	Roxanne Voorhees	Happy Valley School District 530-357-2134	
*GSA Contact / Regional Water Planning Contact	EAGSA	303-236-5376 303-236-4622	
Mutual Aid Contact / CalWarn Contact	Jim Wollbrink		Jim.Wollbrink@gmail.com

**Groundwater Sustainability Agency*

Support Services Contacts:

The following is a list of support services that may be appropriate for a water shortage emergency.

Organization or Department	Name & Position	Telephone	Email
Water Operator	BILL PALMAYMESA, CHIEF OPERATOR	530-246-2316	
Back-up Water Operator	Brandon Anderson	530-246-2316	
Electric Utility Co	PG&E	800-743-5000	
Electrician	John Rossie	530-339-2842	
Water Hauler	Axner Excavating	530-222-0539	
Bottled Water Vendor	Primo Brands	800-492-8377	
Storage Tank Vendor	Pace Supply	855-306-5689	
Emergency Shower Vendors	Pace Supply	855-306-5689	
Well Pump Technician	J&J Pumps	530-222-3390	
Well Drilling Company	J&J Pumps	530-222-3390	
Community Service Partners	Centerville CSD	530-246-0680	

Drought Responses Actions:

Stage 1 Response -- Water Shortage WATCH Conditions

Target: Achieve a voluntary 10 percent reduction in total water use.

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district's General Manager and subject to ratification by the Clear Creek Community Services District's Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Voluntary Water Use Restrictions for Reducing Demand:

- Water Shall be used for beneficial purposes only; all unnecessary and wasteful uses of water are prohibited.
- Water shall not be applied to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures. Care shall be taken not to water past the point of saturation.
- Free-flowing hoses are prohibited for all uses. Automatic shut-off devices shall be attached to any hose or filling apparatus in use.
- Leaking customer pipes or faulty sprinklers shall be repaired within five working days or less if warranted due to the severity of the problem or shall not be utilized until repaired.
- All pools, spas and ornamental fountains/ponds shall be equipped with a recirculation pump and shall be constructed to be leakproof.
- Swimming pool and spa covers are encouraged to prevent evaporative water loss.
- Pool and spa draining and refiling shall be allowed only for health, maintenance or structural considerations.
- Washing streets, parking lots, driveways, or sidewalks, except as necessary for health, or sanitary purposes is prohibited.
- To reduce evaporation, between March 1 and October 31 the use of sprinkler irrigation systems for all landscape systems shall be limited to between the hours of 7:00 p.m. and 9:00a.m. Sprinkler irrigation systems may run outside of these hours for testing, but not more than 15 minutes per cycle and only long enough to verify proper operation and make sprinkler adjustments.
- Irrigated landscape areas shall include efficient irrigation systems (e.g. drip irrigation, timed sprinklers, rain sensors, low-flow spray heads etc.).

- Use of potable water for irrigation of turf or high-water use plants within public street medians and parkways is prohibited.

Notification Method(s):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

Stage 2 Response -- Water Shortage WARNING Conditions

Target: Achieve a voluntary 10-20 percent reduction in total water use

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district's General Manager and subject to ratification by the Clear Creek Community Services District's Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Mandatory Water Use Restrictions for Reducing Demand:

ALL STAGE 1 RESPONSE ACTIONS ARE REQUIRED PLUS THE FOLLOWING:

- Reduce water use by the following specified percentages: Residential and Rural by 10-20% Mult-family and Public/Institutional customers by 10-20%, commercial customers by 5-10%, and landscape irrigation by 15-25%.
- Customers with "smart" irrigation timers or controllers are asked to set their controllers to achieve 90 to 95% of the evapotranspiration (ET) rate.
- Eating or drinking establishments, including but not limited to: Restaurants, cafes, cafeterias, bars, or other public places where food or drinks are

- served and/or purchased shall serve water only upon request.
- Operators of hotels and motels shall offer patrons the option of not having their towels and linens washed daily.
 - Water overuse penalties may be implemented.
 - Users of construction meters and fire hydrant meters will be monitored for efficient use.

Penalties: Water use exceeding the customer's water shortage allocation will be charged at the applicable overuse penalty rate. Any customer in violation of Stage 2 requirements (other than exceeding their water allocation) shall be first notified of the regulations and warned of the penalty associated with continued violation. If the violation is not corrected in a timely manner, any continued violation of mandatory Stage 2 requirements after notice and warning is provided shall be punishable by an administrative fine per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District's Policy Manual.

Notification Method(s):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

Stage 3 Response -- ACUTE Water Shortage Conditions

Target: Achieve a 20-30 percent reduction in total water use

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district's General Manager and subject to ratification by the Clear Creek Community Services District's Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Mandatory Water Use Restrictions for Reducing Demand:

ALL STAGE 2 RESPONSE ACTIONS ARE REQUIRED PLUS THE FOLLOWING:

- Outdoor irrigation of ornamental landscapes and turf with potable water shall be limited to 3 days a week. Customers whose street addresses end with an odd number may water on Wednesday, Friday and Sunday. Customers whose street addresses end with an even number may water on Tuesday, Thursday, and Saturday.
- The application of potable water to outdoor landscapes during or within 48 hours after rainfall of 0.20 inches or more is prohibited.
- Flushing of water mains, sewers, or fire hydrants is prohibited except for emergencies and essential operations.
- Motor vehicles and equipment shall be washed only with buckets or with hoses equipped with automatic shutoff nozzles.

All requirements of Stage 2 shall remain in effect during Stage 3 except the following Response Actions replace previous less stringent actions:

- Leaking customer pipes or faulty sprinklers shall be repaired within two working days or less if warranted due to the severity of the problem.
- Reduce water use by the following specified percentages: Residential and Rural by 20-30%, Multi-family and Public/Institutional customers by 20-30%, commercial customers and landscape irrigation by 25-30%.
- Customers with 'smart' irrigation timers or controllers are asked to set their controllers to achieve 76% of the evapotranspiration (ET) rate. Drip irrigation systems are excluded from this requirement.

Penalties: Water use exceeding the customer's water shortage allocation will be charged at the applicable overuse penalty rate. Any customer in violation of Stage 3 requirements (other than exceeding their water allocation) shall be first notified of the regulations and warned of the penalty associated with continued violation. If the violation is not corrected in a timely manner, any continued violation of mandatory Stage 3 requirements after notice and warning is provided shall be punishable by an administrative fine per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District's Policy Manual.

Notification Method(s) and:

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

Stage 4 Response -- CRITICAL Water Shortage Conditions

Target: Achieve a 30-40 percent reduction in total water use.

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district's General Manager and subject to ratification by the Clear Creek Community Services District's Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Mandatory Water Use Restrictions for Reducing Demand:

ALL STAGE 3 RESPONSE ACTIONS ARE REQUIRED PLUS THE FOLLOWING:

- Water use for ornamental ponds, fountains, or other ornamental water features for aesthetic purposes is prohibited except where necessary to support aquatic life.
- The application of potable water to driveways and sidewalks is prohibited.
- The installation of new turf or landscaping is prohibited.
- The irrigation of ornamental turf with potable water on public street medians is prohibited.
- Water use or overuse penalties may be implemented; or modified, if already implemented in a previous stage.
- New connections to the Clear Creek Community Services District's water

distribution system will be allowed but their water use shall be restricted to the minimum requirements for personal health and safety.

All requirements of Stage 3 shall remain in effect during Stage 4 except the following Response Actions replace previous less stringent actions:

- Leaking customer pipes or faulty sprinklers shall be replaced within 24 hours or less if warranted due to the severity of the problem.
- Reduce water use by the following specified percentages: Residential and Rural by 30-40%, Multi-family and Public/Institutional customers by 40-40%, commercial customers by 30-40% and Landscape Irrigation by 35-40%.

Penalties: Water use exceeding the customer's water shortage allocation will be charged at the applicable overuse penalty rate. Any customer in violation of Stage 4 requirements (other than exceeding their water allocation) shall be first notified of the regulations and warned of the penalty associated with continued violation. If the violation is not corrected in a timely manner, any continued violation of mandatory Stage 4 requirements after notice and warning is provided shall be punishable by an administrative fine per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District's Policy Manual.

Notification Method(s):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

Stage 5 Response – EMERGENCY Water Shortage Conditions
Target: Achieve a 50-60 percent reduction in total water use

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district’s General Manager and subject to ratification by the Clear Creek Community Services District’s Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Mandatory Water Use Restrictions for Reducing Demand:

ALL STAGE 4 RESPONSE ACTIONS ARE REQUIRED PLUS THE FOLLOWING:

- Water use for ornamental ponds and fountains is prohibited.
- No potable water from the Clear Creek Community Services District’s system shall be used for construction purposes including but not limited to dust control, compaction or trench jetting.
- Motor vehicles and equipment shall be washed only at commercial establishments that use recycled or reclaimed water.

All requirements of Stage 4 shall remain in effect during Stage 5 except for the following Response Actions replace previous less stringent actions:

- Leaking customer pipes or faulty sprinklers shall be repaired within 24 hours. Water service will be suspended until repairs are made.
- Reduce water use by the following specified percentages: Residential and Rural 40-50% or more, Multi-family and Public/Institutional customers reduce water use by 40-50% or more, commercial customers by 30% and Landscape Irrigation by 50%.
- Water for flow testing and construction purposes from water agency fire hydrants and blow-offs is prohibited.
- Water overuse penalties will be implemented.

Penalties: Water use exceeding the customer’s water shortage allocation will be charged at the applicable overuse penalty rate. Any customer in violation of Stage 5 requirements (other than exceeding their water allocation) shall be first notified of the regulations and warned of the penalty associated with continued violation. If the violation is not corrected in a timely manner, any continued violation of mandatory Stage 5 requirements after notice and warning is provided shall be punishable by an administrative fine per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District’s Policy Manual.

Notification Method(s):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

Stage 6 Response -- CATASTROPHIC Water Shortage Conditions

Target: Achieve a 50+ percent reduction in in total water use

Best Management Practices for Supply Management:

- The declaration of a Stage is made by the district's General Manager and subject to ratification by the Clear Creek Community Services District's Board of Directors in a regular or special session. All Response Actions are enacted when a stage is declared; however, the Clear Creek Community Services District Board of Directors may adjust the required water use reductions or elect to exclude certain Response Actions when the water shortage is declared.

Mandatory Water Use Restrictions for Reducing Demand:

ALL STAGE 5 RESPONSE ACTIONS ARE REQUIRED PLUS THE FOLLOWING:

- Landscape irrigation is prohibited.

All requirements of Stage 5 shall remain in effect during Stage 6 except the following Response Actions replace previous less stringent actions:

- Leaking customer pipes or faulty sprinklers shall be repaired immediately, water service will be suspended until repairs are made.
- Reduce water use by the following specified percentage: Residential and Rural by 50% or more, Multi-family and Public/Institutional customers by 50% or more, commercial customers by 40% or more and Landscape

Irrigation by 100%.

- Water overuse penalties will be implemented; or modified, if already implemented in the previous stage.
- No commitments (Will Serves) will be made to provide service for new water service connections.

Penalties: Water use exceeding the customer's water shortage allocation will be charged at the applicable overuse penalty rate. Any customer in violation of Stage 6 requirements (other than exceeding their water allocation) shall be first notified of the regulations and warned of the penalty associated with continued violation. If the violation is not corrected in a timely manner, any continued violation of mandatory Stage 6 requirements after notice and warning is provided shall be punishable by an administrative fine of \$500 per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District's Policy Manual.

Notification Method(s):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings.

Agencies Contacted:

- U.S. Bureau of Reclamation
- California Department of Public Health
- California Department of Water Resources
- Redding Area Water Council

CATASTROPHIC Water Allocation Plan

In the event that water shortage conditions threaten public health, safety, and welfare, the Clear Creek Community Services District Board of Directors or designee, is hereby authorized to allocate water according to the following water allocation plan:

Single-Family Residential Customers

The allocation to residential water customers residing in a single-family dwelling shall be as follows:

Persons per Household	Gallons per Month
1 or 2	1500
3 or 4	4500
5 or 6	7500
7 or 8	10,500

“Household” means the residential premises served by the customer’s meter.

Master-Metered Multi-Family Residential Customers

The allocation to residential water customers, billed from a master meter which jointly measures water to multiple permanent residential dwelling units (*e.g., apartments, duplexes, mobile home parks, etc.*) shall be allocated as follows:

Master-Metered Dwelling Units	Gallons per Month per Unit
2	1500
4	4500
6	7500

Commercial Customers

A monthly water allocation shall be established by the Clear Creek Community Services District Board of Directors, or designee, for each nonresidential, non-industrial commercial water customer who uses water for processing purposes. The allocation to nonresidential, non-industrial commercial water customers shall be as follows: *50% of customers’ water usage in past 12 billing months.*

Industrial Customers

A monthly water allocation shall be established by the Clear Creek Community Services District Board of Directors, or designee, for each industrial customer which uses water for processing purposes. The allocation to industrial water customers shall be as follows: *50% of customers’ water usage in past 12 billing months.*

CATASTROPHIC Replacement Water Supply for Water Outages

In the event that water outages occur, the following is the plan to provide alternative water for customers to meet public health needs.

Source of Alternative Water Supply:

- Water purchased from willing sellers that are also CVP contractors
- Purchase of water from the McConnell Foundation
- Ground water pumping from Clear Creek Community Services District's three (3) wells

Distribution of Alternative Water Supply:

- Establish community distribution points (e.g., CCCSD office, local schools, fire stations, or other accessible public facilities).
- Utilize water tankers and portable water bladders placed in central locations.
- Distribute bottled water directly to households as supply allows.
- Coordinate with Shasta County OES, CalOES, and local emergency response agencies for distribution logistics.
- Provide communication to customers via reverse 911, district website, social media, and posted notices to direct them to water pickup sites.

Special Considerations for residents that are elderly, disabled, or lack transportation:

- Arrange home delivery of bottled water through CCCSD staff, volunteers, or coordination with local fire departments, law enforcement, or community service organizations.
- Maintain a registry (voluntary) of customers who may need assistance due to age, disability, or mobility/transportation challenges.
- Coordinate with local senior centers, disability service providers, and faith-based organizations to reach vulnerable residents.

Special Considerations for sanitation:

- Provide non-potable water at designated distribution sites for flushing toilets and cleaning, with clear signage stating “NOT FOR DRINKING.”
- Distribute hygiene kits (e.g., hand sanitizer, disinfectant wipes) in coordination with local public health agencies.
- Work with Shasta County Public Health to set up portable restrooms and handwashing stations in high-use areas if outages are prolonged.
- Provide clear public education on safe water use and hygiene practices during outages.

Public Notification Regarding Access to Alternative Water Supplies (multiple communication methods recommended):

- Social Media
- Text and Email Alert to those signed up
- Post at three (3) Public Places in the Community
- Phone Call Alert to Customer Data Base
- Newsletter Enclosed in the Monthly Bill
- Community Meetings

Collaboration with Community Service based groups/organizations:

- Happy Valley Community Committee
- Happy Valley Firewise Committee

CATASTROPHIC Notification of Emergency Service Providers

If adequate water supply will potentially become unavailable for fire response, medical services, public services, etc., then the following emergency providers will be notified as soon as possible to ensure that adequate planning, response and assistance may be provided:

Local Fire Agency:

- Happy Valley Fire Department: (530) 357-2345

Hospitals or other Medical Providers (e.g., dialysis clinics, etc.): N/A

Local School Districts:

- Happy Valley School District: (530) 357-2134
- Anderson Union High School District: (530) 378-0568

State Water Board and/or County Environmental Health:

- State Water Board Shasta Co.: Katie Connaughton (530) 224-4870
- County Office of Emergency Services: (530) 245-6000

Section XI: Enforcement

- (a) No person shall knowingly or intentionally allow the use of water from this water system for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this Plan, or in an amount in excess of that permitted by the drought response stage in effect at the time pursuant to action taken by Clear Creek Community Services District Board of Directors or designee, in accordance with provisions of this Plan.
- (b) Any person, including a person classified as a water customer of the water system, in apparent control of the property where a violation occurs or originates shall be presumed to be the violator, and proof that the violation occurred on the person's property shall constitute a presumption that the person in apparent control of the property committed the violation, but any such person shall have the right to show that he/she did not commit the violation.
 - (c) Each day that one or more of the provisions in this Plan are violated, shall constitute a separate offense. If a person is in repeated violation of this Plan, the water supplier shall, upon due notice to the customer, be authorized to administer fines per day or per occurrence as set in the drought ordinance adopted at a public meeting or Appendix A of the District's Policy Manual and/or turn off the water supply.
- (d) Other as appropriate determined by the Clear Creek Community Services District's Board of Directors.

Section XII: Variances

The Clear Creek Community Services District Board of Directors or designee, may grant, in writing, a temporary variance for existing water uses otherwise prohibited under this Plan if it is determined that failure to grant such variance would cause an emergency condition adversely affecting the health, sanitation, or fire protection for the public or the person requesting such variance and if one or more of the following conditions are met:

- (a) Compliance with this Plan cannot be technically accomplished during the duration of the water supply shortage or other conditions for which the Plan is in effect.
- (b) Alternative methods can be implemented which will achieve the same level of reduction in water use.

Persons requesting an exemption from the provisions of this Ordinance shall file a petition for variance with Clear Creek Community Services District within 5 days after the Plan or a particular drought response stage has been invoked. All petitions for variances shall be reviewed by the Clear Creek Community Services District Board of Directors or designee, and shall include the following:

- (a) Name and address of the petitioner(s)
- (b) Purpose of water use
- (c) Specific provision(s) of the Plan from which the petitioner is requesting relief
- (d) Detailed statement as to how the specific provision of the Plan adversely affects the petitioner or what damage or harm will occur to the petitioner or others if petitioner complies with this Ordinance
- (e) Description of the relief requested
- (f) Period of time for which the variance is sought
- (g) Alternative water use restrictions or other measures the petitioner is taking or proposes to take to meet the intent of this Plan and the compliance date
- (h) Other pertinent information

A decision on the variance request will be returned to the customer within 14 days.

Section XIII: Filtration Plant Production Reporting

Filtration plant production is recorded daily and compiled into monthly totals. These figures are submitted to the General Manager for inclusion in the monthly water report to the Bureau of Reclamation. Additionally, the data is used to calculate billing for Centerville Community Services District, based on its share of the filtration plant capacity utilized during the previous month.

During periods of declared water shortages, production data is reported on a weekly basis to the General Manager. This allows for timely comparison and analysis against historical usage during normal conditions. The objective is to ensure that Centerville Community Services District remains within its targeted usage threshold for the specific drought period.

If usage exceeds the established targets, the General Manager will report the discrepancies to the Clear Creek Community Services District's Board of Directors. The Board will then initiate corrective actions to bring usage back in line with the drought management goals. These actions may include, but are not limited to:

- Implementation of conjunctive use programs
- Water transfers from other agencies
- Activation of other available supply stabilization tools

Section XIV: Drought Planning and Water Shortage Policy Adoption

Clear Creek Community Services District adopted the original Drought Water Plan in the spring of 1990 after the Bureau of Reclamation declared a water shortage situation in the Central Valley Project. The existing Resolutions remain in effect today, until superseded by this Drought Planning and the Board of Directors of the Clear Creek Community Services District adopts Water Shortage Policy. The resolutions were enacted as follows:

Resolution 1990-4 adopted May 29, 1990: A Resolution of the Board of Directors of the Clear Creek Community Services District Enacting the Drought Water Plan.

Resolution 1991-3 adopted January 16, 1991: A Resolution of the Board of Directors of the Clear Creek Community Services District Establishing a Drought Contingency Plan.

Resolution 1991-6 adopted January 30, 1991: A Resolution of the Clear Creek Community Services District Enacting Stage I of the Drought Contingency Plan.

Resolution 1991-8 adopted March 6, 1991: A Resolution of the Board of Directors of the Clear Creek Community Services District Revising and Enacting Stage III of the Drought Contingency Plan.

This Policy was subject to a public hearing prior to adoption by the Board of Directors on December 17, 2008, Ordinance 2008-10: An Ordinance by the Board of Directors of the Clear Creek Community Services District, hereinafter Referred to as the Board of Directors, adopting the Drought Planning and Water Shortage Policy Dated October 2008.

Ordinance 2009-01 adopted March 4, 2009: An Ordinance by the Board of Directors of the Clear Creek Community Services District enacting Stage V of the District's Drought Planning and Water Shortage Policy.

This Drought Planning and Water Shortage Policy meets the requirements of subdivision (e) of the California Water Code Section 10631.

Resolution 1990-4 Adopted May 29, 1990
Resolution 1991-3 Adopted January 16, 1991
Resolution 1991-6 Adopted January 30, 1991
Resolution 1991-8 Adopted March 6, 1991
Ordinance 2008-10 Adopted December 17, 2008
Ordinance 2009-01 Adopted March 4, 2009
Ordinance 2009-03 Adopted April 27, 2009
Ordinance 2009-05 Adopted May 18, 2009

Date Approved: September 17, 2025, Ordinance 2025-06
Prior Amendment Date: January 2010, Ordinance 2010-01
Approved By: Board of Directors
Indicative Time for Review: Every 5 years