

Frequently Asked Questions

How much is my target allocation?

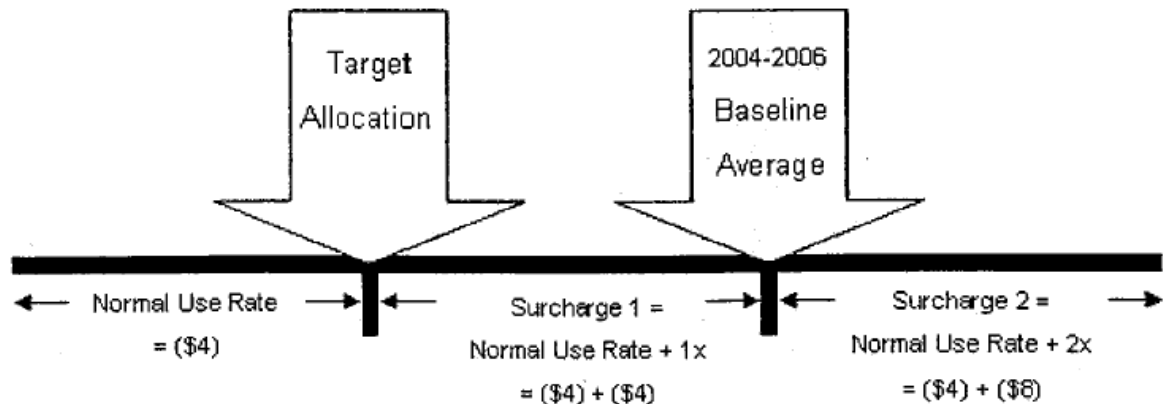
The letter you received shows your target allocation for 2009/2010 as well as your actual 2008 usage for reference. The target is based on individual's historical usage between 2004 and 2006. The base period (2004-2006) is the same one used by our water wholesaler. We then reduce the average by 15% to reach the conservation allocation target. Your allocation for a particular billing cycle is printed on your bill under "TARGET USAGE".

I am already conserving water. Why do I have to cut back more?

If you have already been conserving water, and your usage is below the District's average, you do not need to cut back further. As long as you do not exceed the District's average, you will not be charged a surcharge.

How do I calculate the surcharge if I exceed the target allocation?

During the Phased Water Shortage the existing tiered water rates are suspended. All water used will be charged at the normal rate up to the target amount (your normal use rate can be found on your water bill). Water used over the target and up to the base line average will be charged at the normal rate plus a surcharge of 1 time the normal rate. Water used over the average will be charged at the normal rate plus a surcharge of 2 times the normal rate.



How long will this last?

1 year, then it will be re-evaluated

What days and times can I water my yard?

We recommend that you water no more than two days a week to reduce your water usage. However, we don't restrict watering to specific days. In County unincorporated areas like Topanga Canyon and Marina del Rey, watering should take place between 5:00 p.m. and 10:00 a.m. In Malibu, City ordinance limits watering to between 8:00 p.m. and 8:00 a.m.

I have added some nearby lots or an orchard to my property so I'm watering a lot more than I was a few years ago. How can I get my allocation increased?

In some cases, customers are using much more water than their original water meter was designed for. These customers have added property or landscaping to their residence, but did not upgrade their existing water meter or add an additional meter. When a meter is upgraded or added, the newly served property will have its own allowance of water and the conservation targets will be achievable. Please contact our Malibu office at (310) 456-6621 for information about upgrading your water meter.

How much water is in one "unit?"

One unit equals 100 cubic feet or 748 gallons.

How do I know how much water I'm using?

You can use the 2008 usage provided in the letter as a guideline if you continue the same watering practices. You can also read your water meter yourself regularly and keep a water usage log by using these instructions:

<http://dpw.lacounty.gov/wwd/web/readmeter.cfm>

During the base period of 2004 to 2006 we had an unusual situation and didn't use much water. Does that affect my target allocation?

It could affect your target allocation. Please contact us at (310) 456-6621 to discuss.

I have tenants. How can I get them to cut back?

We can provide tip sheets, posters, and other information as well as free onsite water use evaluations for your tenants.

Your letter says that 65 percent of water usage is for watering yards and gardens. How can I make sure my sprinkler system is efficient?

[Click here](#) for tips to improve your sprinkler system efficiency or visit <http://www.epa.gov/wastes/conserves/rrr/greenscapes/owners.htm>