



CALIFORNIA WATER SERVICE GROUP

INVESTING FOR LIFE

Cal Water Prepared For Drought In Visalia District

May 3, 2021

VISALIA, Calif. — Following the Tulare County Board of Supervisors' drought emergency declaration this week and prior rollback to the City of Visalia's Stage 2 watering ordinance, California Water Service (Cal Water) encouraged customers in its Visalia District to conserve water as much as possible.

"Our Visalia District customers have done a tremendous job with their conservation efforts, and we look forward to partnering with them again as we face another drought," said Cal Water District Manager Steve Johnson.

According to Johnson, Cal Water has been preparing to meet customers' needs in preparation for drought conditions. These efforts include:

- Replacing, repairing, and upgrading infrastructure to minimize water loss;
- Identifying and repairing leaks through a Water Loss Auditing and Control Program;
- Developing 30-year Water Supply and Facilities Master Plans, which enable the utility to identify and address potential gaps in supplies; and
- Updating its Conservation Master Plan to help determine programs that would most benefit local customers and reduce water use.

"Although these efforts are critically important, they can't take the place of customer conservation efforts," Johnson said.

Cal Water encourages customers to utilize its industry-leading conservation program to help save water. The utility offers rebates on high-efficiency appliances and devices; a free conservation kit that includes a garden hose nozzle with shutoff valve, high-efficiency showerheads, faucet aerators, and more; educational resources; and a smart landscape tune-up program that includes an irrigation system evaluation along with installation of efficient devices and repair of irrigation leaks at no cost to customers.

Residents and businesses should also continue observing the prohibited uses of water that have been in effect. Water-wasting activities include, in part, using water on outdoor landscaping that causes runoff onto adjacent properties or paved areas; using water during or within 48 hours after measurable rainfall; using a hose to wash vehicles unless the hose has a shutoff nozzle or similar device; and using water in a fountain or other decorative water feature, except where part of a recirculating system.

Cal Water customers can visit calwater.com/conservation or contact the Visalia District Customer Center at (559) 624-1600 for information on conservation programs along with a full list of prohibited uses of water.

Additionally, Cal Water reminds residents in the City of Visalia to observe any outdoor watering restrictions by the City that may be in effect. Current watering schedules may be found at gogreenvisalia.com.

Cal Water's Visalia District serves about 147,000 people through 46,700 service connections in Visalia and about 2 million people through 492,600 service connections in California. The utility has provided water service in the area since 1926. Additional information may be obtained online at www.calwater.com.