

Los Angeles County Waterworks Districts

Drought Emergency Frequently Asked Questions (FAQs)

1. How severe is the drought emergency that we are currently facing?

The state of California is facing an unprecedented drought, which is currently in its fourth consecutive year. California experienced the driest January on record in 2015. The lack of rain, combined with record low snowpack in Northern California, has led to shortfalls in available water resources for the state.

2. What are the new regulations and restrictions that were passed by the State?

On April 1, 2015, Governor Brown directed the State Water Board to implement mandatory water use restrictions in cities and towns across California to collectively reduce potable urban water usage by 25% statewide. The State Water Board formally adopted these restrictions at its May 6, 2015 meeting. The water use reductions are effective June 1, 2015.

3. How are the new reductions being determined by the State?

Individual cities and communities are reductions ranging from 4% up to 36%, from their residential customer water usage in 2013. The State Water Board has required those areas with higher per capita use to achieve greater reductions than those with lower use. More information can be found at www.lacwaterworks.org/Conservation/Drought.aspx.

4. How much will my community have to reduce?

Customers can go to www.lacwaterworks.org/Conservation/Drought.aspx to find their water provider and view the State Water Board's table to find their community's mandatory reduction level.

A list of unincorporated Los Angeles County community areas with their water providers' contact information and corresponding water use reduction percentage is also available at this website.

5. How do I review my prior water usage, prior bills, and other billing information?

Customers can review their water usage from the My Waterworks Account Manager (MyWam) Billing feature on the Waterworks website, which can be found at the following link, <http://www.lacwaterworks.org/MyWAM/OnlineBilling.aspx>.

6. I have never used the My Waterworks Account Manager (MyWam) online service. How do I create an account?

Instructions on creating and getting started with your MyWam can be found at http://www.lacwaterworks.org/Documents/Registration_Help.pdf.

7. What is the unit HCF shown on my bill?

HCF stands for hundred cubic feet which is equal to 748 gallons.

8. What is the Cash for Grass rebate program?

The Cash for Grass rebate program is sponsored by local water wholesalers and the Waterworks District. The program provides a rebate for customers that replace turf and grass with drought tolerant plants and landscaping. For more information, see the following link, <http://www.lacwaterworks.org/Conservation/CashforGrass.aspx>

9. Where can I find a list of eligible drought tolerant plants for my yard?

A list of eligible plants and landscaping can be found at the following link, <http://www.lacwaterworks.org/Conservation/NativePlant.aspx>

10. Are there other water conservation rebate programs available?

Yes, there are a number of rebates available for water conservation, including for high efficiency washing machines, weather-based sprinkler controllers, rotary sprinkler nozzles, and more. For more information, click on the following link, <http://www.lacwaterworks.org/Conservation/RebateProgram.aspx>

11. I have read that there are other outdoor watering restrictions in place. What are they?

The state of California has mandated the following outdoor watering restrictions:

- Washing down sidewalks and driveways
- Watering outdoor landscapes in a manner that causes excess runoff
- Washing a motor vehicle with a hose, unless the hose is fitted with a shut-off nozzle
- Operating a fountain or decorative water feature, unless the water is part of a recirculating system
- Irrigating turf or ornamental landscapes during and 48 hours following measureable precipitation
- Restaurants and other food service establishments can only serve water to customers on request
- Operators of hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option

12. What is the definition of Gallons Per Capita Per Day (GPCD)? Everything I read in the news is reported in GPCD.

GPCD is a measurement of the amount of water used by one person per day.

13. I have seen people wasting water. How do I report instances of water waste anonymously?

Any member of the public can report water waste at www.lacountydrought.com, through The Works mobile reporting app (<http://dpw.lacounty.gov/theworks/>), or by calling 1-800-675-HELP.