



October 9, 2017

Re: Drought Warning – Mandatory Water Restrictions

Dear Customer:

Water is a precious resource at any time. But, in the middle of a drought, water conservation becomes particularly important. Every Drop saved counts.

As you may already know, a **Drought Warning and Mandatory Water Restrictions** has been issued for the Charlottesville and Albemarle County region. The declaration of a Drought Warning is based on many factors, including current reservoir levels, stream flow data, historical weather information and future weather predictions. At this time, we are particularly concerned with the rapid and alarming decline in the level of the South Fork Rivanna Reservoir, which is less than half full. **Demand from many sources could rapidly deplete our supply to a dangerously low level in the very near future.**

The purpose of this letter is to notify you of the immediate implementation of **Mandatory Water Restrictions**. Observing these restrictions increases the likelihood that our water supply can be replenished as rain falls over the next few months.

Violations of the following mandatory restrictions carry penalties:

- **No washing any car, truck, trailer or any other type of mobile equipment** except at a certified commercial vehicle wash facility is allowed.
- Unless required by state or local laws or when performed by a licensed commercial power washing company, **no street, driveway, parking lot, service station apron, outside of buildings or any other outside surface may be cleaned.**
- Plants may only be watered using a watering can or by a non-leaking hose with an automatic (hand-held) shut-off nozzle. This means **no hoses, sprinklers, irrigation systems or any other method**, except as noted, can be used to water outside shrubbery, trees, lawns, vegetable gardens or any other vegetation. The only exception is for commercial greenhouses, nursery stocks, athletic fields and courts, which may be

watered only enough to preserve plant life and only between 9:00 p.m. and 10:00 a.m.

- **Swimming and wading pools** requiring more than five gallons of water and/or wading or swimming pools drained after the effective date of these regulations **may not be replenished or refilled**. There are exceptions in order to prevent structural damage for new pools constructed or contracted for **on** or **before** effective date. Contact ACSA for details and authorization.
- **Water will not be served in restaurants**, except upon request.
- **Fire hydrants** will not be used for any purpose other than fire suppression, unless specific authorization is received from ACSA in writing;
- **Commercial lodging establishments** shall adopt a policy which limits the daily changing of washable linens and towels.

Remember: Every drop counts! Do Your Part to Conserve.

A water shortage affects every individual, home, school, and business in the community, and we are asking all of our customers to help conserve precious water in any manner possible.

For information on how each of us can conserve water, visit www.serviceauthority.org or call 434-977-4511.

If water use declines and several days of rain in the near future replenish supplies, we may be able to avoid additional emergency water restrictions. **Please encourage family, friends and neighbors to follow your lead in reducing water use.**

Thank you in advance for your help and cooperation during this difficult water emergency.

Sincerely,

A handwritten signature in black ink that reads "Gary O'Connell". The signature is written in a cursive style with a large, stylized initial "G".

Gary O'Connell
Executive Director