

Question

Answer

when will the Pure Water Project LV- Triunfo be up and running?	2030 is the regulatory deadline but we're hoping we can get it up sooner....but 2028 is probably the soonest.
If a water restriction device is put on, how long will it remain before it is removed?	2-4 weeks first time, 3 months second time, 6 months 3rd and subsequent times
recycled water is reduced 25% but what is the baseline? 25% of what?	25% reduction of the water budget, not historical use.
The 25% or 50% reduction...reduce from what? Last month, last year, average over time?	50% reduction in your account specifically for your outdoor water budget (see water bill)
Is that 8 minutes per sprinkler area or total no matter how many sprinkler areas?	8 minutes for each station or zone (valve)...if you had 4 stations, that would be 32 minutes total.
Please repeat the option of watering twice instead of once? At are the 8 mts per zone? Or total?	8 minutes per zone
Once a week for how long can we water?	8 minutes.
What is customer service number?	818-251-2100 or 818-251-2200
can you please post or say the phone number again for the front office that you put up at the beginning of the meeting so that I reach Dave Roberts? Thank you.	818-251-2100 or 818-251-2200
For those who have already exceeded the 150 percent of budget limits three times since December, will there be any grace period before they start imposing the the flow restriction devices?	A customer is eligible after the 4th exceedence, however, you can request a water survey for the District to help you determine how to conserve water and stay within budget. You are protected from a flow restriction device until the survey has been completed.
I assume Flow restriction devices "turn off" water flow once budget is reached? I ask this as many homes in Hidden Hills/Calabasas will not be swayed by fines	A flow restriction device will not turn off water but it does reduce the flow making outdoor water impossible but water can still be used indoors for health and safety.
Explain why The Pure Water Project is a better choice than desal?	a fraction of the cost and will not be opposed by the environmental community.
Why not build desal at Port Hueneme? Use solar and wind power. The state has ample funds to pay cash.	A pipeline from Port Hueneme to LVMWD would not be feasible. There are more feasible options.
Unfortunately, we were late to the call. Is there an opportunity to catch up on the first part of the call where the key restrictions were noted.	A recording of the zoom meeting and presentation will be posted to our website.
Malibu and Beverly Hills then do not have the same Met watering restrictions since they have more Colorado River water and are not experiencing what we are in our water district?	Additional factors include population density and lot size. These vary greatly from that of our service area.
Thank you for taking the time to explain the MWD regulations and those you are proposing for Las Virgenes. It sounds like those who have already planted native foliage and installed subsurface drip on weather based controllers have a very low chance of exceeding their budget?	Agreed!
what's the thinking behind 1 day for 8 minutes versus 4 days for 2 minutes each?	answered in another question
since we are so short on water how can new construction be permitted?	any new construction take place right now will make very little difference as far as stretching supplies.
How long can we run water to top off our pools?	As long as needed if you stay within your budget.
Are high efficiency rotary sprinklers exempt form the 8 min limit, we replaced them many years ago, and there flow rate is very low. Or only drip?	At this point only drip
How can homeowners install recycled water system (purple pipe)	At this time, you cannot install a recycled water system but recycled water is available for pickup.
Can you please explain the reason(s) why the water state project reduced thier annual allocation from 15% to 5%?	because January, February and March were the driest on record and snowpack and reservoirs are at an all time low
We need to repair our pool sometime this summer early fall. Can we drain and refill our pool to get the repairs completed?	Before moving forward please call LVMWD Customer Service and verify in your water budget
I agree with what the current speaker is saying. Do not regulate the days for watering. Just cut usage or get fined!	both
Thoughts on rebating greywater systems ie. laundry to landscape and recirculation systems?	Both are great drought resilient options. Check for rebates at: https://socalwatersmart.com/en/residential/
are these notices sent only by email or US Post?	Both mail and email.
Is it possible for the water district to create infrastructure for residents to use non-potable water (like cities do) for outdoor irrigation? That would really help.	building new infrastructure for this would not be possible in such a short timeframe but you will have access to recycled water by other means (truck hauling, pickup at Rancho Composting Facility). Also, there is a limited supply of recycled water.
Our daughters live out of state. When they visit and stay with us our water usage goes up, what can we do so we are not penalized on our water usage when they are visiting us.	Call Customer Service and let them know that you want to request an additional number of occupants for that billing period. They may ask you to fill out a water budget adjustment request form Water Budget Adjustment Request Las Virgenes Municipal Water District (lvmwd.com)

I have a large property (1.25 acres) about 25% is landscaped with drip irrigation and automated timer. We have a pool with pool cover. All toilets, showers, faucets are low flow devices. I got a warning to save 25% or go on a restrictor. Where from do I save 25%? I think we've done all we can.	Call the District - Customer Service and request a water conservation survey!
Any rebates/discounts on buying pool covers since those help a lot to prevent pool water from evaporating?	check at https://socialwatersmart.com/en/residential/
Are you giving permits to dig wells at this time?	check with your local city/county. The District does not permit wells.
Why is it that in Los Angeles, 500 feet from my home, they can water outside two days a week and our region is restricted to one day a week?	City of Los Angeles in general has smaller lots to high density housing with little irrigated areas. In addition they have local water resources, such as groundwater and water from LA Aqueduct. LVMWD does not have groundwater and we are 100% dependent on water from the State Water Project.
What if a commercial property uses potable water for outdoor irrigation?	commercial cannot water turf with potable water.
I turned over our landscaping to drought tolerant plants about 10 yr ago. I'm concerned that even these plants will die with my upcoming water reduction. Hauling recycled water is not realistic at my age. What can I do?	consider hand watering or a drip system
The state has been stating for years what a great budget surplus we have -- I think "unprecedented" was the term. So how much of that is coming to us so I can turf my lawn?	convert your lawn? There are rebates available at Bewaterwise.com...\$2 per square foot. We are not encouraging customers to convert at this time because it will take even more water to establish a new landscape that is more drought tolerant and to wait for conversions after we get through this crisis. In the meantime, it would be good to "get in line" for the rebate though.
In addition did I understand correctly that homeowner associations cannot prohibit drought resistant landscaping even though it may not be consistent with other landscaping in the development?	Correct - An HOA cannot enforce architectural or landscaping guidelines or policies that prohibit, or have the effect of prohibiting, compliance with most local water-efficient landscape ordinances.
So if we have a drip system on portions of our property we can water more than once a week?	Correct - drip irrigation is exempt from these restrictions.
Can you be more specific about hand watering?	Currently there is no limit on days for hand watering
What is the water district doing to find an efficient and cost efficient way to change ocean water so we can use it in our households?	desalination is a source of water of last resort....very expensive and there are many permitting obstacles. It would also be very difficult for us to build something in Malibu.
Our state has the third largest coastline in the country. This is a state issue! Why our state is not investing in Desalination Plants? We could get drinking and irrigation water from our ocean and be water independent.	Desalination is not considered as the #1 solution to water supply challenges due to environmental impact and energy intensity. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through the advanced purification process and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
is desalination an option for Los Angeles?	desalination is strongly opposed by the environmental community due in part to the large amount of energy to run desal. It's an option of very last resort but they take many years to plan, build and construct.
Why is the city not advocating for installation of a desalination facility?	Desalination presents several ecological and environmental challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
any plan to invest and install Desalination plant?	Desalination presents several environmental and ecological challenges. Alternatively, the Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
What is being done about providing us w/ water through desalination? That would solve everything. No water restrictions would be required. This is very clearly a mismanagement problem that can be easily solved.	Desalination presents several environmental and ecological challenges. LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
once again, desalination solution ??	Desalination presents several environmental and ecological challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Several people asked about desalination Plants..... Can you please respond to that?	Desalination presents several environmental and ecological challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com

I came here late so I apologize in advance if this question was already asked: CA has hundreds of miles coast line? Why are we not building de-salination plants.... problem solved!	Desalination presents several environmental and ecological challenges. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
What is the status of drip irrigation and or high efficiency rotary nozzles	Drip irrigation is exempt from these restrictions.
As far as 8 minutes for irrigation, I assume that is per station. What about drip irrigation stations?	Drip irrigation is exempt from these watering restrictions.
If you are using drip irrigation how often can you water? More than one day? Longer than 8 minutes per station but only once a week.	Drip irrigation is exempt from these watering restrictions. As long as you remain within your budget, your watering schedule is up to you.
If using drip system what is the protocol (days or gallons)? Thanks.	Drip irrigation is exempt from these watering restrictions. As long as you stay within your budget, your watering schedule is up to you.
What about drip systems?? 8 min. not enough	drip systems are not subject to the 8 minute restriction.
When we use less water and you have less revenue...Will you raise prices?	drought rates? not at this time and depends on how long this drought lasts.
Why arent we buidling more reservoirs?	Environmental obstacles. Google Sites Reservoir (northern california).
Please clarify - I have an irrigation system for outside, some is drip but if I now hand water trees etc, I will fill from the taps on the outside of my house? - is this counted against my indoor water allotment? Do I have that right?	Essentially yes. We only see total usage. Your total water budget is the combination of indoor and outdoor water budget.
Should we be shutting off sprinklers to lawn at this time? And just water trees and bushes?	Every customer can make that choice. It might make sense given lawns may not survive only one day per week watering and given the reduction in outdoor water budgets.
Per the Public Policy Institute 50% of our water use is environmental (rivers and wetlands), 40% is agricultural, and 10% is urban. What conservation measures are being taken for the 90% of water use?	Everyone is cutting back, not just urban.
I'm not one of them, but get upset that they do not have to follow the rules. Yet I am in fire danger area and need guidance!	everyone is subject to penalties and the propsect of flow restriction devices. You may want to focus your irrigation on areas that interface wildlands.
I am on the board of an HOA. We have many units with different addresses - what day would we be watering our communal areas? How does this apply to HOA's	Excellent question....we will be putting our heads together to figure this one out.
further more, San Deigo /Carlsbad build a desalination that in progress since 2015. 50 million gallons for over 3 million people - why your team can not proceed this direction??	extremely costly and difficult to permit.
What is the difference between sprinklers and hand watering? Isn't Water just Water???	Factors such as evaporation, wind, and runoff make watering with sprinklers less efficient. Handwatering provides plants with direct watering with little waste in between.
The biggest water consumers are the farmers, by a lot. Some products they grow require a lot more water than others. Is the State going to figure out which product is better not to grow anymore in Ca? I don't like too much government control, bit this situation seems to be quite serious.	farmers are following their crops as a result of the water supply shortage
How can we get real-time meter data if meter is under the sidewalk?	Feel free to reach out to me directly via email to provide a detailed answer - cjones@lvmwd.com - Craig Jones
There are many people in Calabasas and Hidden Hills who have all the money in the world and do not care about the fines. What will you do?	Flow restriction devices may be installed following consecutive instances of egregious water use.
How is our water budget calculated?	For a comprehensive answer visit: Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
how are individual residence outside water budgets determined?	for a comprehensive response visit our webpage: Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
I had free mulch delivered to my home last week, but it looks more like debris, and I'm apprehensive about distributing over our property. Where can I obtain proper mulch?	Free mulch is available to residents for pick up on Saturdays from 8 a.m. to 1 p.m. at the Rancho Las Virgenes Composting Facility at 3700 Las Virgenes Rd at the intersection of Las Virgenes Rd and Lost Hills Rd in Calabasas
What if we have company,ie., 4 guests for 1 week. How do we get the inside water budget get increased temporarily?	Go to Water Budget Adjustment Request Las Virgenes Municipal Water District (lvmwd.com) and fill out the form and then reach out to Customer Service.
Where can we lookup our water budget profile?	go to www.lvmwd.com/advancedmeters and register for WaterSmart

Can you offer more resources/help for customers to reduce consumption -i.e. If I have a lot of grass and can't afford to rip it all out and replace with drought tolerant in the near future, can you offer best practices on how to reduce consumption. Can you prevent HOA's from enforcing green lawn mandates.	go to www.lvmwd.com/droughtresponse for tips. HOA's cannot fine homeowners for browning their lawns during a declared state of emergency.
is ther a simple description of how a households budget is calculated and using what data specifically?	go to: https://www.lvmwd.com/for-customers/water-budgets
What are golf courses going to do?	Golf courses utilize recycled water, which is exempt from these restrictions.
In the highest critical fire areas such as canyons and directly adjacent to open space, how do we maintain the green space and keep trees alive to prevent catastrophic loss or acceleration of burn in the case of a wildfire or even spot fires.	Great question - we will be posting more information on our website on tree watering care and fire protection bmps very soon!
So what is the district doing to control watering of city/county/government owned properties. For example, I recently saw a couple of sprinklers going off during the middle of the day for a meadian near the 101. What enforcement is being held for governmental maintained properties?	Great question! Keep in mind a lot of public green spaces are being watered with reclaimed/recycled water which fall under Title 22 Regulations
Isaac Goren, Lakeshore Landscape committee memeber	hello there. thanks for joining us.
For Ursula Bosson, There is not red highlighted area on my bill	Hello, this is a new feature on the bills this month. The budget box has always been available and you should still see it but now it is red for easy identification.
Is flow restrictor installed if usage Is exceeding four times in a row or just four times.	Hello, Just four times but it does not mean you will receive one, you are just subject to one after four.
All the questions I see are answered except the 2 I submitted. Why is that? (maybe 3 including this one)	Hello, We have quite a few questions and staff is trying to get to all of them as soon as possible.
Is there a particular reason no one is answering my questions?	Hi David, staff is answering questions as quickly as possible.
define excessive runoff	Hi David, If you see what running down your curbs, sidewalks, street, or driveway.
I have gotten an email of over usage. When I check my usage it is not high. I've called your office. I'm confused as to what to do about this...	Hi Doritt, I can reach out to you tomorrow to go over your budget and your account.
I have a question. Gul Aisinghani	Hi Gul, what is your question.
how do you adjust for times when you have visitors and guests for several weeks?	Hi Jerry, I will address your questions in person on Monday if that is ok? Craig
Ursula have the same questions about my bill as Sharon. I think it would be helpful for so many of us if you explained it to us all	Hi Joanne, I need to review the bill so I know what she is speaking about. What is your question and would you like me to contact you as well?
Steve Coyer, elected board member, Eagle River and Water Sanitation District, Eagle County, CO....I have a comment	Hi Steven, How can I help you?
Steve Coyer, board member of the Eagle River Water and Sanitation District, Eagle County, Colorado..... I have a comment/question	Hi Steven, What is your question/comment?
What are the odds of going to no outdoor watering in October or November?	high if the region does not conserve enough
My questions at 615 were not answered. My main question is - How do you know how much is for the horses vs. the drip??? How can I reduce either 50%??	horses are covered under indoor budget, not outdoor. the 50% reduction in budget applies only to outdoor budgets.
how do I get on to look at my daily water use? Where do I go on your website?	https://lvmwd.watersmart.com/index.php/welcome https://socialwatersmart.com/en/residential/
When people inquire with us about resources to convert lawns, drip systems and other projects, what resources can we direct them toward at LVMWD. Thank you	and the Districts webpage: https://www.lvmwd.com/conservation/rebates
Can we add the flum to the pipe that feeds the landscaping	I believe it needs to be attached to the water meter in order to measure water use.
What do you do if your lawn is half sprinklers and half drip? How often can you water?	If they are on the same valve, one day - 8 minutes max.
Will this impact approval of additional multi unit housing which will further reduce available water for existing residents?	If we go to Stage 4

You state the one day does not apply to hand watering. nHow do you know if I am hand watering or watering by my sprinklers.	If we see your sprinklers running.
Don't they charge extra for each resident living in your house?	If you add a resident for increased water budget, it does increase the sewer portion of your bill.
Is there a way to see what our current census is for our water budget (pets, livestock, etc.)? I asked the District and was told to submit a new form. I just want to find out what we have currently. Thanks.	If you call customer service - they can tell you what is on file in our billing system
Is there going to be a stop to all new construction during this emergency? What are the plans to increase availability of reclaimed water? If we are all in this together, these are things LVMWD can be doing.	If you go into Stage 4, that could trigger a halt in new construction. We are developing an expanded Water Recycle Program and are planning to have that in place by June 1. We are doing are best.
To be clear, 8 minutes per zone (if Rachio) which can mean 1 hour	If you have 7 stations/valves, yes
I am in the process of having my pool repaired since it had a crack in it. I will need to fill the pool in the next week or so. How do I go about this?	If you have a crack and water is leaking out, you can provide documentation and apply for a variance.
What about topping off swimming pools? We need to add water to keep the pump working? Willing to water one day a week, but no mention of pools. Please clarify. Thank you.	If you have a pool that is calculated and accounted for in your assessed outdoor water budget
I had a bad leak last year and was told a new meter was coming that would have an alarm, if there is a leak ...is that available now?	If you have the advanced meter installed. We have installed about 14,000 or so of roughly 21,000....will be done by the end of the calendar year.
Is there something available now that is ready for us to monitor our daily usage. Or when will there be something for each customer to view their daily usage?	If you have the Advanced Meter, yes. Go to www.lvmwd.com/advancedmeters
First Neighborhood...our Greenbelt is on reclaimed water, we have been told to cut back 50%. But 50% of what? What is the baseline?	If your on reclaim, the reduction is 25% and not 50%. Your budget is based on ET, irrigated area, etc. That is the baseline budget and not historical use.
Since we are all going to be using less water (positive thinking), will our sewer charges be reduced since only water we use can end up in the sewer?	Indoor water budgets are not being reduced and we are not looking to reduce consumption indoors....all indoor water goes to the sewer.
How can property owners with a pool significantly reduce water consumption. I have a small property with a small lawn but the biggest water consumption is keeping the pool filled	Invest in a pool cover to minimize evaporation and disable automatic fill valve and manually fill on a set basis
How does it work the idead of that lady explained of splitting the 8 minutes twice per day? Os could b e done in different days?	Irrigation system watering is limited to one day but the 8 minutes can be split up at different times of the same day.
What's the difference beware hand watering and using a sprinkler with a timer?	Irrigation via automated controller has restrictions. As of now hand watering is not limited. You still must maintain your outdoor water budget
can you explain if we run our drip and water our plants by hand as needed, only run our sprinklers as perscribed one day a week etc is it likely we will stay within our water budget, or do we run a risk of being in violation?	It depends on how much hand watering and how much you run the drip....we suggest monitoring your use and also register for WaterSmart at www.lvmwd.com/advancedmeters
I hear that artificial turf is not good for the environment yet we are being encouraged to install it. CAn you address this?	It does heat sync - reflects solar radiation and it does can be semi impervious and limit water percolation causing excess runoff. Ultimately it does save water! It comes down to personal preference!
Is the state going to back off on requirements to add low cost housing?	It does not appear that they will
How will the budget for ech hoime be calculated	It is based on the number of residents in your home as well as your square footage of irrigated area.
Can you show where on our bill we can see our water allotment so we are not fined	It is the red highlighted box on your bill. You can also view your account usage on Watersmart.
Some of us lowered their water usage since 2020 and stopped outside watering some of their largest yard areas and are only watering small areas where the kids play. This resulted in being well under their water budget monthly while maintaining a proper playing area for the kids. Any guidance around that? Effectively the question is not watering at all mostly outside and only watering small portions used for kids	It makes perfect sense. The intent is not to punish customers or especially the kids - this is a great common sense solution!
There is no un mute button	it should be on the bottom left side of the webinar screen
will you be emailing a copy of this presentation deck to attendees of this webinar?	It will be available on our website.
This month's water bill has an allocated amount for indoor and outdoor. Does that amount already take into account the 50% reduction?	It will take effect during the next billing cycle!
Why do we all have to water either Tuesday or Thursday? Why not any one day of the week?	It would be too difficult for us to enforce multiple days.
Is the 8 min once per week for a person's whole yard regardless of size or is it based on size of yard?	its 8 minutes for each valve or station....if you have 6 valves, that would be 48 minutes total.
Can you explain why the Water Budget Information on our bills is listed as an "estimated budget for Next Bill" vs. an actual figure? How are we to tell what budget we need to stay within?	It's because weather conditions change throughtout the month but we do our best to provide an estimate. Please register on www.lvmwd.com/advancedmeters to track your water use.

How many total inches of rain have we had for the 2021 2022 season? It's my understanding we are only 2 inches under normal. Why don't we have some kind of catch basin for all this water wastefully running to the ocean? Why don't we have desalination plants up and down our coast? We live in a desert, why haven't you people planned for this?	Its more a result of the cumulative below average consecutive winters where we don't get enough consecutive years of above average rainfall. We had a wet December but then one of the driest January and February's on record
How can you install flow restrictors to homes in fire regions?? HUGE safety issue.	It's only if a customer exceeds 150% of their budget at least 4 times.
Trees and plants, including grass, are the largest sequesterers of carbon on the planet. What happens to our air quality when all this greenery dies?	Just are local area, probably nothing but on a much larger scale it could be an issue.
How do you account for WHAT is being watered during the 8 minutes, one day a week? For example, we have three containers growing vegetables. A neighbor might have 1/2 an acre of lawn. The difference in the amount of water they use in 8 min compared to what we would use in 8 min is huge. Shouldn't this regulating be more based on the amount of water we're actually using?	Keep in mind you can still hand water with hose with no current limitation
Why is LVMWD limiting watering outdoor landscapes to 1 day a week, and LA Munciple Water is letting their customers water 2 days a week?	LA elected to go with Volumetric Limts, which is better for them. They have higher density and other sources of water.
Please explain why LA, which is also a part of the MWD, is allowed to water twice a week for 15 minutes each time, and Calabasas is limited to 8 minutes a week.	LA has higher density, smaller lots and other sources of water. We are in the opposite situation. The One Day Per Week Option offers our customers the most amount of water.
This is not equitable. Please rethink the 1 day watering allowance recommendation to the Water Board. LA is allowing 2 days, we should get 2 as well. At the very least, we should get equal treatment. Beverly Hills and Santa Monica are not being treated as severely as us. Neither is Orange County and they are all in the SoCal environment. We are being penalized more than others. You need to find other sources of water and stop penalizing us.	LA has higher density, smaller lots and other sources of water. We are in the opposite situation. The One Day Per Week Option offers our customers the most amount of water.
I heard that LADWP is setting 2 days/week for outdoor watering. Is there a reason why Las Virgenes is 1 day/week if water all comes from same source?	LA is higher density, smaller lots and they also have other supply sources. LVMWD has lower density, larger lots and no additional sources of water. In our situation, the one day makes more sense as it provides 74% more irrigation water for our customers.
How does this protocol compare with LADWP?	LADWP has elected to go with the Volumetric Limit option. They will not be restricting to one day per week watering.
Will there be a rebate program from LVMWD and the city if we change out our lawns with drought resistant landscaping?	live answered
If i convert to a 100% drip system for my yard, do I still have a water restriction?	live answered
Will concessions be made for live stock, needing water, on our properties?	live answered
Will any of the presenters describe how the "flow restrictor" works?	live answered
Lakeshore community in Westlake Village uses reclaimed water for our grass, tress and plants. Starting June 1, 2022 are we to reduce our water usage by 25% ? and are we only allowed to water once each week ?	live answered
What about pools? If you don't maintain the level the filter won't work and pools will become breeding grounds for mosquitoes.	live answered
You hope to have the Pure Water Project completed early by 2028? and have already been planning for a few years? what specifically is going to take 6 more years? this is supposed to be the one thing that saves us from this crisis correct?	live answered
I apologize if I sounded grumpy earlier. I know you guys are doing your best with the environment we live in and regulations of CA. I am just curious about the Pure Water Project and what is involved with implementing the infrastructure. Thank you for raising water conservation awareness.	
Also, is there a limit on how much recycled water we can pick up as it sounds like a lot of people are interested. Will the source be able to keep up with demand?	live answered
Thank You For This Town Hall —Very helpful. We have learned a lot. A.) With Global Warming it has not been possible to accurately predict water supplies. The projections are off statewide and in the Western part of the U.S.. Please have the projection models include the possibility that we may not be in a drought, stop assuming we will return to normal. The solution maybe to assume that there is no known pattern due to the global systems changing much more rapidly than predicted. This would lead to investing fully in water desalination plants despite how expensive this is and this solution maybe the only reliable resolution.	live answered
Trees and plants, including grass, are the largest sequesterers of carbon and producers of oxygen, on the planet. What happens to our air quality when all this greenery dies?	locally, probably not much but on a much larger scale, it would be a concern.

<p>Over the past several years, drought conditions have continued in Southern California. Why hasn't Las Virgenes Water District been working on desalination plants, like San Diego, Ventura etc. The cost issue is not a valid excuse. Climate change has resulted in ice melts raising the level of the oceans, so plenty of water would be available.</p>	<p>LVMWD and the JPA has been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Why doesn't the State of CA build desalination plants instead of relying on rain? We have 400 miles of ocean next to us and</p>	<p>LVMWD and the JPA has been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Yes, why are we not building desal plants for Los Angeles so we are not at the mercy of mother nature. We understand there are environmental and energy concerns with this, but it still seems like the logical thing to do to get us ahead of the curve.</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>CA had a \$50 billion budget surplus. Why not build desalination facilities- an investment for the future!</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Drought conditions are not new. What have you done to find more water sources? All we ever hear is cut back our usage. Isn't it a large part of the Water Board's job to find more water for their customers? We have cut back steadily and now you want more.</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>What are the long term solutions if this drought continues? All these solutions are about reducing demand...any way we can increase supply?</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Why hasn't LVMWD done anything to mitigate this "shortage".</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>What is the State doing to create new sources of water e.g. de-salinization,</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>My supply increase question is more about the long term. What are we doing to increase/change our supply options?</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>You have plans to increase rates and fines yet what are your plans to increase water supply. Why not put a hold on new construction. What about constructing desalination plants?</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Why are only hearing about what we need to do, what is the district doing to capture rain water, increase recycled water and create additional water - like desalination? We seem to only be adding more houses without regard to the impact on our water resources.</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Why haven't we been more aggressive in using technology to supply water as has Carlsbad use of converting potable water from sea water?</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Lots of talking, talkng, talking for a year, but what's been done during that time to bring more water to the people? The oceans are rising, whole areas of the country are flooding, and what's being done to bring an extra drop of water to us?</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com. Additionally, LVMWD is working with MWD to improve access to Colorado River water.</p>

<p>You are coming with restrictions, penalties, and other punishments with very sort timing, but where are any practical and long-term solutions to get us back to a reasonable environment. Is there a realistic plan? Thank you Tomas J. Chroust</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through advanced purification and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>Due to population and location, we will almost always be close to a drought. There are two issues here, the current emergency and the long term solution. What is your long term solution? Floodwater capture is doable but temporary. Solar powered Desalination is very cost effective and to me appears to be the only viable solution, shy of building and forced population reduction. I look forward to your answer regarding the long term solution. Thank you.</p>	<p>LVMWD and the JPA have been planning for long term drought solutions for several years. The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water through the advanced purification process and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com</p>
<p>can you explain more about WaterSmart and how it works?</p>	<p>LVMWD customers have access to rebates available at www.socalwatersmart.com</p>
<p>Sorry if this was asked, but how do we pick up recycled water? Do they provide containers that we can water from? Do you need a pick up truck? Unclear on the logistics. Thanks.</p>	<p>LVMWD does not provide containers. More information on recycled water pickup can be found here: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station</p>
<p>Why LVMWD still have a NEW POOL to put in now?</p>	<p>LVMWD is not constructing any pools but perhaps you are referring to some customers. We do not encourage new pool construction while we are in this state of emergency.</p>
<p>Why do we rely on only one source of water, when other agencies have other sources? What are the other sources?</p>	<p>LVMWD is working diligently to diversify water sources. Learn more about the Pure Water Project at www.ourepureh2o.com</p>
<p>Can LVMWD gain access to the Colorado River which other incorporated cities in Los Angeles use successfully?</p>	<p>LVMWD is working urgently with MWD to improve access to the Colorado River.</p>
<p>Why aren't we building a reservoir to capture rainwater in the future? So funny!! I am Kathy. McNutt</p>	<p>Many long term solutions have been surveyed and considered for our region. The Pure Water Project was the solution agreed upon after an extensive stakeholder process. A new local supply of water will be created through advanced purification, lessening our reliance on the State Water Project and making us more resilient to drought. Learn more at www.ourepureh2o.com.</p>
<p>will golf course grass go dead? I think it should.</p>	<p>maybe related? maybe the "rough". Golf courses use recycle water that is exempt to the one day but their budgets have been reduced by 25%.</p>
<p>during presentation, please explain why 15 minutes once / week vs 2 days per week for same total time to reduce run off?</p>	<p>Metropolitan established the one day per week option...which will only allow for 8 minutes maximum per "station" or zone. Unfortunately 2 days is not an option in order to comply with Met's Emergency Water Conservation Program.</p>
<p>Is the new policy goal is to reduce only outdoor use by 50%? Indoor use is not a target ?</p>	<p>Most of the low hanging fruit for indoor water savings has been achieved. 70% of water use is outdoors and that is where the biggest difference can be made so that we don't run out of water.</p>
<p>what restrictions are being imposed on contractor/builders and the developers/realtors who are currently under construction and how will those restrictions being enforced..?</p>	<p>Most of these projects were conditioned years ago - that said we have a current moratorium on recycled water -no new metered accounts are permitted</p>
<p>If the shortage was anticipated, how did your department not plan better? Other water districts are not rationing.</p>	<p>Most other agencies have other water sources. We are 100% dependent on imports and almost entirely on the State Water Project. We have been planning our Pure Water Project but it will be several years before it is constructed. The extent of this drought and impacts to the State Water Project has caught everyone by surprise.</p>
<p>My system is hybrid, mostly drip with added microsprays for certain plants. Our water use is lower, but is it exempt from the one day a week restriction? is the 150% penalty triggered on the previous water allotments or on the new 50% reduction?</p>	<p>mostly drip with microspray.....we would consider this exempt but ultimately it is more important to stay within your water budget. new 50% reduction</p>
<p>My yard is a combination of traditional sprinklers and drip. Do I need to apply for any kind of waiver for the drip sections?</p>	<p>No</p>
<p>Is there an assesment period for water budgets? We purchased a home in Agoura & are currently re-modeling and not using much water at the home currently. We will not be moving in until mid-July.</p>	<p>No - its not a use it or lose it policy - if that is your question. I do encourage you to call and verify the accuracy of your customer profile - given you are new homeowners</p>
<p>Are we going to receive the consumption guidelines that details the exact water usage for our specific properties?</p>	<p>no but you can if you have the Advanced Meter already, track and see how your water is used when you turn on different appliances or run your irrigation for your home. Go to www.lvmwd.com/advancedmeters to learn more.</p>
<p>Will the numerous gated communities be allowed to waste water by watering their green grass areas around the properties.</p>	<p>No they will not!</p>

Are the restrictions the same for commercial properties such as shopping centers and HOAs with common area parks?	No, commercial properties utilize recycled water and are exempt from these restrictions. LVMWD is, however, asking for 25% reduction from recycled water customers.
I understand recycled water is exempt from once a week watering. But is recycled water exempt from penalties if usage is over 150% of the budget?	no, it is not exempt from penalties.
Is watering 4 mins twice per week vs 8 mins once per week allowed?	No, only one day a week is allowed.
This is probably the new normal. The water for North-Cal goes through the channel to SoCal. Has it been considered to put covers over the channel to reduce evaporation? Like I do for my pool since a month, since I heard about this situation.	no. covers in this case would not be feasible.
Please clarify how the penalty is being calculated. what is the base line? We have been trying to save water since 2021. is the calculation is basing on march 2022 usage?	no. It's not based on past use. It's based on your water budget. Go to https://www.lvmwd.com/for-customers/water-budgets
with the 50% reduction coming, will those who earlier went to drought tolerant/friendly landscaping be unfairly penalized?	no. penalties are based on exceedance of water budgets and not on historical use of water.
Does the latest bill's expected budget for the next billing period reflect the reductions to outdoor water use?	No. The next billing cycle will reflect 50% reduction in outdoor water budgets
Is there a rebate for installing artificial turf. If not, why not.	no. unfortunately artificial turf is not offered by Met via Bewaterwise.com.
Are there any plans for water desalination program?	no. Very expensive and difficult to permit.
If we have a Rachio system will it automatically change the schedule to comply with te restriction?	no. you will need to disable the flex schedule and then program it for "set schedule" for the one day.
What is the 50%decrease based upon? Last year? If we decrease in May will we Then be cut again?	no. your outdoor water budget is decreased by 50%, not your historical use.
So basically, in terms of wasteful practices, if you're rich and afford to pay the fines, you can use as much water as you want?	No. Customers that exhibit multiple instances of egregious water use - that is exceeding their water budget by 150% - may have flow restriction devices installed.
is there a rebate for artificioal grass?	No. The turf rebate is for drought tolerant landscaping.
Does LVMWD have any way of capturing runoff? I refer to the runoff into the gutters in streets from those who violate conservation practices as well as capture during rainstorms.	not at this time but are working with cities to capture urban runoff.
is there a mobile app for watersmart?	Not at this time but you can access it on your mobile phones internet.
In Sonoma county last year the water district delivered potable water to residential homes to fill up water storage containers that people purchased. Is there any plan for water to be delivered to homes?	Not at this time.
Can you use recycled water to fill a new pool? Is it possible to treat that water in the pool so it's swimmable?	Not at this time.
Is LVMWD requesting that desalination plants be installed?	not at this time.....desalinization is very expensive and there are a lot of permitting obstacles. It would also take years to get operational. We have another project underway that will provide another source of water in the future....the Pure Water Project. Visit www.ourpure2o.com
Do you expect that the California Coastal Commission will block all desalination plants in California.	Not necessarily block....but possible depending on changing legislation. There are a lot of restrictions that make it difficult to build desal quickly.
With the severe restrictions on water, will there be a moratorium on new hookups	Not until Stage 4. We are not there yet.
Can you reach out to me also as I have the same questions on my bill as the previous caller	Of course, I will contact you tomorrow.
Ursula, I have questions about my bill as well and tried to call you with long wait (>1H) can you please call me back as well?	Of course, I will contact you tomorrow.
I don't understand my water budget information either. Can someone please call me too,	Of course. I will reach out tomorrow.
The WaterSmart web portal only shows water use per month, is it possible to get daily data? Like the new SCE system.	once you have an Advanced Water Meter installed, yes. It sounds like you are registered but the actual advanced meter is not installed yet.
Is a unit of water one gallon ?	One unit of water is 748 gallons.
How is the water district going to know/discern if the watering is done by hand or on a watering system?	only what we could see visually via water patrols
When will the Pure Water Project Las Virgenes - Triunfo be finished?	Our compliance dealine is 2030 but we are working to get it finished sooner....2028.
Where do we get our water ftom?	Our water comes from the Northern Sierras via the State Water Poject.
does this depend on how many live the home	outdoor water budgets do not depent on how many people live in the home.
Will community parks still have green grass for kids to play on?	Parks and public landscapes are irrigated with recycled water, which is exempt from these restrictions.

If the main water goes outdoors, why the parks here are still have so much grass, still watering. Calabasas: Velmar/ Ballagio, the grass is perfect. Knapp park always watering.	Parks, golf courses, schools, medians, and other public landscapes are irrigated with recycled water, which is exempt from these restrictions.
How do you accurately determine source of runoff? We were incorrectly tagged for runoff from other properties.	patrols will trace the water to the source.
Please clarify the 8 min watering: you just said that it is 8 min per ZONE, not per yard? Is that correct??	per zone/valve, correct.
I need to drain my pool by one foot for a broken plumbing repair, then refill it. Will I be penalized for using excess water that day?	Please call Customer Service and let them know the gallon estimate that you need to refill pool.
After warnings about over usage, we found and fixed 3 leaks. How do we prove this as we fixed it ourselves.	Please call the office at 818-251-2100 and explain the situation. If you have pictures, receipts of any plumbing fixtures/materials, etc. that will help us to authorize a leak adjustment.
What if My pool has a leak?	Please contact Customer Service and note it on the account. You may qualify for a one time leak adjustment!
What can a home owner do if he feels that his/her home's water allocation is inaccurate (square footage of property is larger than what LVMWD has estimated)?	Please contact Customer Service and we can help review your budget.
Who do I contact if I think the outdoor landscape sq ft is not correct for our lot?	Please contact Customer Service to review your landscape budget.
I have tried to sign up for the WaterSmart Portal but keep getting rejected. I put in my account number on my bill and zip code but that doesn't seem to work.	Please contact Customer Service tomorrow and we would be happy to help you get set up.
We have a few large Koi pond with over 100 fish, is there a special exemption for them.	Please fill out a budget request form on our website and we can reiew your request.
Does LVMWD offer rebates for installation of a water monitoring, detection and shutoff system like Moen?	Please go to www.Bewaterwise.com for rebate options
PLEASE CLARIFY WHAT MY WATER BUDGET IS BASED ON AT THIS TIME!	please go to: https://www.lvmwd.com/for-customers/water-budgets . here you will see what makes up your water budget.
Is topping off Koi ponds exempt under - topping off pools and watering animals? How can you get your Koi pond in the allocation - when it cannot be seen in aerial shot.	please request a budget adjustment. Contact 818-251-2100. You can also go to the website to submit a request for a budget adjustment.
I am the board president of an HOA on 46 acres of land, 290 townhome units and 16 acres of irrigated land. We have minimal lawns but significant areas of trees and shrubs. What accommodations will be made for large properties like this? Can we be assigned a person at LVMWD to work with?	Please request a free water survey and submit a Commitment Form at www.lvmwd.com/droughtresponse .
what's the thinking behind watering once per week for 8 minutes, instead of 4 times per week for 2 minutes	Please see our rersponse to to similar questions.
I am on the board of an HOA. We have many units with different addresses - what day would we be watering our communal areas? How does this apply to HOA's	Please see our response to similar questions.
How about water pipelines from the East Coast?	Please see our response to similar questions.
Hello, is any possible way to water twice or more times per week less time, instead of longer 1 day a week? By the way, how long do we suppose to water once a week pretending the plants will be less impacted? Are we suppose to water 50% less of what we are regularly watering? Or what's percentage is expected to water once a week? It will be better more than twice a week to manage gardening survival.	Please see our response to similar questions.
Can you explain the 8 minutes sprinkle time? I missed that info	Please see our response to similar questions.
Why can't we have the flexibility of choosing which day we turn on our sprinklers? I've been watering every 10 days so I'll be forced to water more often which doesn't make sense. Thanks.	Please see our response to similar questions.
can LVMWD place a bond on ballot to build a desalination plant in district alone or in conjunction with another water district?	Please see our response to similar questions.
Will the entire city (including West LA, Beverly Hills, etc), be on this strict a cutback or will it just we our area, in the West Valley?	Please see our response to similar questions.
Concerning the 8 minute watering period within one day a week, may I utilize that 8 minutes in 4 min. sections say at 1:00AM on Tuesday morning and 4 min. at 11:30 PM on that same Tuesday night? I would appreciate an answer. Thank you.	Please see our response to similar questions.
Which day are we allowed to water?	Please see our response to similar questions.
Why are the different areas and different water districts implementing such different limitations. For example, someone said Newbury park gets three days of watering, the regular valley gets 2 days a week and yet we only get one day a week? How is that decided?	Please see our response to similar questions.
what day is the authorized day?	Please see our response to similar questions.
Why are you proposing 1 day a week? This is woefully inadequate. LA has considered 2 days and rejected this. Why are we being treated more severely? Other districts are not requiring such sacrifices.	Please see our response to to similar questions.

8 minutes in each station has a ton of runoff in my yard. It would be much better to have 4 minutes 2 days per week.	Please see our response to to similar questions.
How can las virgenes water can tell a difference hose usage, drip systems, and sprinkler grass usage? Thank you.	Please see our response to to similar questions.
If we are under our water budget why does it matter how many days per week we water?	Please see our response to to similar questions.
We are in the process of building a pool. Will we be able to fill it?	Please see our response to to similar questions.
Is there any plan to increase supply via building desalination plants? If not, why not?	please see responses to similar questions.
How will we deal with people with Horses and other livestock?	Please update your water budget profile - there is a provision for livestock. Go to our website and fill out the Water Budget Adjustment Request form: Water Budget Adjustment Request Las Virgenes Municipal Water District (lvmwd.com)
Are there any plans to offer Rebates for installing drip system?	Please visit https://socialwatersmart.com/en/residential/ for applicable rebates
How is a pool considered in the water budget calculation?	pool surface area is included as "irrigated area"
You mentioned purple pipe network. What is that? I live in Agoura Hills, do we have access to that?	Purple pipe is our reclaimed water.
1. I already have rachio ayarwm that is set or very early mornings on M-W-F. Is that considered drip irrigation? If not, can I divide it into 4 hours x 2 days to protect my trees and flowers. My lawn is tiny. 2. Fires take a lot of water to put out and we are having a lot of them. According to the Malibu fire department If public lands were required to also do brush clearance there would still be fires, but not like the ones we have been having/. Wouldn't that save houses and also save water? Thank you.	Rachio is the irrigation controller so it is not part of how you move the water to the irrigable area. Drip is the an option like spray heads. You can convert your spray bodies to drip if you wanted to. They make conversion kits if applicable.
What about incentives and options for rainwater capture? I lose all the rain that falls on the roof, what are the options and what incentives are in place for that?	Rain barrel & cistern rebates are available for residents at socialwatersmart.com
Will you lower our water bills during the drought? It seems like no matter how much I cut my water use I'm still paying \$150	Rate structure is set. Unfortunately operational costs continue to rise. We only charge customers the for cost of service
I have installed Turf in my front yard. Is there a rebate avaiable for this.	Rebates are available for turf removal. Artificial turf does not qualify for the rebate.
Did I hear correctly that HOAs are exempt from the weekly restriction of common areas?	Recycle water is exempt.
can residents purchase access to the recycled water lines if they already exist in one's community?	Recycled water infrastructure is not available to residents due to regulatory issues involving cross-connection. Residents can, however, pick up recycled water for free from our Rancho Las Virgenes Composting Facility. Learn more here: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station
Are we allowed to use recyled water, if we qualify, as much as we like on our lawns?	Recycled water is exempt from these restrictions. Customers can utilize free recycled water the district gives out on the weekends. More info here: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station
Also if 300 Gallons a Daily Limit for Recycle Water , can a person go everyday to obtain the 300 Gallons of Recycled Water?	Recycled water pick up is only available on Saturdays. Customers can make multiple trips to pick up the water. Learn more: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station
I apologize im joining late, but did I hear someone asking about 300 gallons that can be picked up at district ?	Recycled water pickup is available at the district. Learn more here: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station
DWP is allowing watering 2 times a week at 10 minutes max. Why are we being penalized more severly?	see previous responses.
How do you know something is being water by hand as opposed to sprinklers or drip	see response to a similar question
Can you water 2 time a week 4 min instead of 8 min once a week	see responses to similar questions.
Are properties with fruit trees and vegetable gardens given extra consideration?	Short answer - yes - make sure this is reflected in your water budget profile
I noticed on your website that there is a turf rebate program that will pay \$2.00 per sq foot of turn removal for drought tolerant replacement. However, it does not cover artificial turf. Why is that? Artifical turf is just as drought tolerant as drought tolerant plants.	Since the inception of drought related rebates that began wiht Met back in 2014 - the State of CA decided not to permit artificial turf as a reimbursable application. Keep in mind you can put it in - you just won't get reimbursed for it!

Why in some areas do you have 2 stage meters and in other areas you have not done that yet?	Some services have two meters, a large and a small to measure flows more accurately. Some properties have a DC meter to detect fire flows....it really depends on the situation for that unique property.
Disappointed that my questions in "Chat" were not answered. Leaving this zoom and will call Dave or someone to have my questions answered.	sorry, we are doing are best. We have about 300 questions on Q&A and growing.
I have automatic sprinklers in my garden. What implications will that have?	sprinklers, regardless of what they are watering, are limited to one day.
Hello, I have submitted two questions and neither have been answered?	Staff is working to answer all questions.
Can you provide a water meter calculation - excel spreadsheet sheet so I can monitor the usage by zone and understand the gallons I am using by zone currently.	Steven, I see you registered for WaterSmart today! I can see your irrigation differentiated from your other use on the utility side of Watersmart. I can send you some screenshots. We won't be able to differentiate irrigation volume by zone unless you run on separate days!
How do we know are day of the week in which irrigation is allowed?	street addresses ending in 0 or even numbers water on tuesdays and ending in odd numbers water on thursdays
Can you please reach out to my husband—the account holder to answer questions about our bill	Sure but you are anonymous so I do not know the name on the account.
I don't think I can unmute, can I ask a question?	Sure!
I am sign in for reclaim water. I have been pickingup recycle water.	Thank you Farhad, that is great to hear.
I agree with Raya Sagi. Enough on conservation. I am going to drip etc. I changed my system to a smart system. I have spent a lot of money! We need new water supplies! And we need a much better CA solution!	Thank you for all of your efforts. We agree that there are better long term solutions other than just conservation.
Thank you for all you do. Thank you for sharing information.	Thank you for attending! and thank you for the kind words!
Thank you for this very informative meeting. I can see that this is a very difficult and tricky issue to which to find a solution. I appreciate all your hard work and effort. I need to leave now. Thank you and best wishes.	Thank you for attending.
Someone asked if there is an easy way to circulate your hot water so that you don't have to wait too long for the water in your upstairs shower to get hot. Some years ago I installed a simple sytem under the sink in the upstairs bathroom. Ecocirc/Autocirc by Laing Thermotech. UPC code 733886746419. I did it myself and it cost a couple of hundred bucks, or a plumber could do it for you. It works great. Shower in that bathroom is hot within about 3 seconds.	thank you for sharing this information. We truly appreciate it.
A free Community Drought Awareness Event will be held on Saturday July 9, 2022 at the Thousand Oaks Civic Arts Plaza. Free information, speakers and workshops to be part of the day.	thank you for the information
Not a question but a comment - be careful assuming low flow toilets save water and \$. Mine regularly turn into NO Flow toilets requiring rooter/plumber service multiple times/year, and almost always require 2-3 flushes per use which ends up being more water than old regular or lower flow toilets.	thank you for your comment
I love it! Our relationship with water needs to change...absolutely agree!	thank you for your comment
Of course we need everybody's help, but we also need good water management, which is not happening.	Thank you for your comment Michael.
You should publish the almanic websites, they tell the real story of our rainfall. Since 1877 - 2020 they have kept measure records. We are right on tract. No big differences. No need to turn our area into Arizona. Really look it up.	thank you for your comment.
Ok you were being very reasonable but that climate change answer is not true. (per your own reports, we had some of the wettest seasons in 2016-2017 and 2019-2019.) And so it is not fair to blame climate change. And when you blame "sublimation of the snow pack". Sublimation happens when it is too cold and dry. If it is warm the snow melts it does not sublimate. If it is cold and dry, then the snow can go straight to water vapor and not be run off. I know you are reacting to the State realities, but please don't distract from the statewide structural mismanagement by mistakenly diverting attention to something that is not the specific cause of modest recent draughts and poor water management.	thank you for your comment.
Droughts and dry summers are not new to California. It should have been clear for many years now that we need more water storage reservoirs to trap rain and runoff from the spring to use throughout the rest of the year. Why have we not completed any new reservoirs recently? OK better to start now than never. GET BUSY! NO to High Speed Rail -- YES to new reservoirs	thank you for your comment.

Have to go...great meeting. We live next to Seminole Springs...the Cornell area.... We need the lake refurbished for our fire protection. The watershed must be brought back to life for the birds, fire safety, etc. CA needs this more than a bullet train to nowhere. Helicopters can pick up water in the back yard vs flying out to Malibu. Time critical. Westlake Village(Dole) uses this.	Thank you for your comments.
I've been trying to sign up for the Water Smart Program. It is not intuitive. I would suggest you make an app, and/or a mobile friendly version that is truly simple to use.	Thank you for your feedback. If you contact customer service, we would be happy to help you.
I have asked for an assessment of my budget because we believe it is grossly inaccurate. When can I expect that to occur and will we be penalized in the meantime.	Thank you for your patience Joanne. Our front office staff is working hard to turn your requests around as soon as possible!
Joe mcdermott - thank you for the information about golf courses. Glad to know they are already being efficient.	thank you for your question... it comes up a lot.
Can people stop complaining on the calls? Constructive questions and dialogue please.	thank you for your support. Staff is doing their very best to get through this water crises.
Thank you guys...outstanding service. It is always easier to be the critic than the author ;)	thank you John. This means a lot to myself and the employees here. We have been working long and hard with this crises and truly appreciate your support. We are here to serve.
Why wasnt a webinar like this one (which is very informative) not presented late last year so that residence can be more informed how to control their watering. By presenting this webinar with penalties attached is a bad look on the water district	Thank you Lonnie. We have been messaging customers since June 15, 2021 about the drought situation and starting November about the penalties. I think the problem is that there is a lot of "noise" out there (pandemics, wars, etc) that make it hard for us to be heard. We are doing are best.
Thank you, Dave and all staff! This was a terrific service to the public. Keep up the great work. We can do this!	Thank you Mary. We truly appreciate the support.
So appreciate the LVMWD's prudent and responsible planning. These are bad times, but would be worse without all you have done. Dave Pederson and his team are thoughtful and wise. We will get through this together.	Thank you so much for your partnership!
BTW, I have to agree with Glen...I am so impressed with the sincerity and compassion you've shown to those struggling to understand their bills, budgets, etc. As one who has consulted with municipalities on communication and customer service, your patience and explanations have been stellar!	thank you so much for your support. We truly appreciate it.
Thank you for all that you are doing to handle this crisis.	Thank You!
thank you. you guys are doing a great job on the call. I know its not easy- thank you	Thank You!
You guys are doing an incredible job of answering all these questions :)	Thank You!
thanks for answering my question.... goodbye	Thank You.
1. Why is there such poor planning on the water district's part? 35 years ago I requested the usage of recycled water and installing a meter for irrigation. The DWP has had that for decades. Why not LVWD? 2. I am opposed to 1 day a week watering. We lost 3 trees in the last drought. I would rather be allocated the time and choose to use it better. Garcetti has mandated twice a week watering!!!! 3. Synthetic grass contributes to climate warming. I am opposed to it. 4. Why not other reclamation projects?	thank you. Dave Pedersen answered this question on the call.
the flume is Awesome! everyone should have one- thank you LVMWD	thank you. This is one of many tools that customers can take advantage of.
GREAT JOB TONIGHT !!	thanks Chalie. My fingers are tired from typing but it was all worth it.
Al Gore's movie came out in 2006. You can't blame climate change for lack of preparation.	thankyou for your comment
What is the forecast for rainfall? Is this problem going to just get worse?	That is always the question that is hard to answer. Needless to say we are working hard to identify and implement drought resilient sources of water - like our potable reuse project - that are not dependent on rainfall
How is my outdoor efficiency calculated? I am using 50 % of water monthly in 2022 VS 2021. Is that taken into account in allocation?	that is amazing. Outdoor water budgets have been reduced by 50% and reductions are not based on historical use. Keep up the good work!
Can I drill my own well. I live in WestHills	That is not within our jurisdiction and you would need to check with the city/county.
Why doesn't someone renegotiate the "deal" made with the State Water Project. If this drought continues will we just completely run out of water?	That is possible and a worst case scenario. We are trying to conserve as much water now so that we can avoid an even mroe dire situation.

So wait. LVMWD can water the weeds to dispose of excess water? Why can't that water be purified and supplied to us?	That is what will happen with the Pure Water Project. Learn more here: https://www.ourpureh2o.com/
how does your water budget get determined, I have two children that are away at school until the summer	That is your indoor budget...when they return you can adjust your budget. go to: https://www.lvmwd.com/for-customers/water-budgets/water-budget-adjustment-request
Watersmart seems to be off by at least an hour. I have been tracking water usage for a few weeks: washing machine, pool fill, sprinklers, etc. Is this typical or is there a problem with my meter?	that sounds about right but I wonder if it has to do with switching to daylight savings? This is something we will investigate.
you never answered how you get the recycled water home and how can you use it??	That specific information can be found here: https://www.lvmwd.com/about-us/joint-powers-authority/wastewater-services/recycled-water/free-recycled-water-fill-station
Why can't we do two days at 4 min each instead of one day at 8 min?	That was not an option provided to us by Met
why can we not use the water in the Three Springs water tanks?	that will last only a few days, if that.
If we can conjure the idea of the Keystone Pipeline from Canada to the Gulf, can we not also conjure the idea of a water pipeline from the (soaked) Eastern states to the (drought-ridden) Western states?	That would not be feasible
Is the 50% cut in our water budget already in effect and reflected on our last water bill or are they planning to cut the budgets shown on our last bill by yet another 50 %	the 50% reduction in outdoor water budget will be reflected in the next(upcoming) billing cycle
Thank you for hosting this meeting. I applaud your efforts to have clear messaging. I am confused that MWD went from once per week to twice per week, while LVMWDW went from 50% of budget to once per week 8 minutes (with many caveats and exceptions).	The 50% reduction in outdoor water budgets still applies. It is a "backstop" to the restrictions for One Day Per Week.
So we are subsidizing pool owners?	the area of pools is included in "irrigated area". Pools also function to provide fire protection in the event of a wild fire.
Please explain how hand watering and drip systems are exempt.	The concept is that both would use less water than sprinkler systems.
How much of California's state budget surplus is being allocated to adding water storage capacity? Is LVMWD investing water runoff capture and storage?	The current budget from the Governor is \$750 million for water related projects. The Senate's version is \$7.5 billion. We of course like the \$7.5 billion proposal from the Senate....we will see where this goes but the water industry is advocating for the most amount of money possible.
We're installing artificial turf - are you concerned about the impermeability of artificial or the heat it creates? Just trying to navigate our way around.	The District does not have a position on permeability or whether heat is generated from its' installation.
The district should have cities use their Emergency notification methods (robo calls and e-mail/web blasts to make all residents aware of dire conditions and new measures.	The District has an emergency notification system that we use to contact customers via email/phone/text.
Also, I know that parks and freeways state they irrigate using reclaimed water. Has any thought been given to make reclaimed water accessible to residential areas?	The District has one of the largest recycled water systems in So. California. Because of Title 22 Regulations this water must be permitted accordingly for dual plumbing and requires permit amendment for such provisions through the LA Regional Water Quality Control Board - this can be very time intensive. The District is planning on using this water in the future for a new drinking water source!
You have managed to complicate this to know end. All you needed to do was tell us we have to stay within our budget. What does it matter what we water as long as we stay within budget. Keep it simple and stop micromanaging us!	The District initially implemented reductions in water budgets beginning in December, but have not been achieving conservation targets. The One Day will help achieve those targets.
Hand-watering is not an easy thing to do. Will there be any resources available to assist in hand-watering, particularly on larger properties?	The District will not be offering resources for hand watering but that might be something offered by landscape gardeners, etc.
But we're being asked to reduce our outdoor budget by 50% otherwise we potentially face penalties, however you're unable to provide us that what that figure is, just an estimate. That's a problem. This leaves is without the data necessary to truly measure our usage vs. our water budget for the month. I've experienced months where I've been efficient and came in under the "Low" estimated budget, yet still triggered charges for "inefficient" usage.	The estimate provided on your bill is only our best estimate. We suggest registering for WaterSmart at www.lvmwd.com/advancedmeters
Please list the Top 5 users of water : ie: (commercial/industrial/government entities/residential, etc)	the far majority of water use is by residential customers. We have very little commercial in our service area.
What is CA doing to make all new building, build in "grey water" systems to capture washer, shower, hand washing water from sinks, showers, washers?	The Green Building Code and Model Efficient Water Landscape Ordinance requires all new developments to utilize water efficient practices indoors and outdoors. Grey water, rain capture are part of these provisions!
Can we save slides?	The meeting is being recorded and will be posted to our website.
Metropolitan Water District announced a 2 day per week. Why are you restricting us to 1 day/week?	The One Day Per Week Option provides more water than the Volumetric Limit Option, even though it is limited to one day a week.

How does LVMWD know whether water usage is indoors vs outdoors?	The only way we know - and you will know - is when your new advanced meter is installed. We are replacing all water meters throughout the District with advanced meters that come with a customer portal - so you can see your daily consumption, get leak alerts, etc.
Moving water from Northern CA makes no sense. We need a desalinization plant in Southern CA. It is absolutely the only solution. Israel's use of desalination has basically solved their water problems. We can not depend or hope for rain. Living under drought and decreased usage for the long haul makes no sense. Allowing the landscape around us to die will result in even more extreme fire risk.	The Pure Water Project Las Virgenes - Triunfo will create our own local supply of water and lessen our reliance on the State Water Project. Learn more at www.ourpureh2o.com
Malibu Creek will run out of water, do not be ridiculous. You need to have some foresite. So how will The Pure Water Project work if and When Malibu Creek runs out?!	The Pure Water Project will source water from highly treated recycled water that is produced through the wastewater treatment process. It will not source water from Malibu Creek.
Can you quickly talk about the Pure Water Project. It is a great resource. And when people will find out that they will need to drink recycled wastewater will surely get them to conserve water now.	The Pure Water Project will treat already highly treated recycled water - which we have an excess of for at least half the year - through the advanced purification process, creating a new, local supply of water. This project will lessen our reliance on the state water project and make us more resilient to drought. This process has been used for years in places like Orange County, Singapore, Australia, and the International Space Station.
If we receive no more rain this season, how much water will the district have to distribute until 10/1. If no more reductions are made how much water will be consumed.	The reduction in consumption based on the restrictions we are putting in place is close to 50% of our normal demands.
mulholland Highway is in a high fire zone what are the new restrictions of this area?	the same as throughout the service area. There are no differences based on geographical location.
How is my lot sq footage calculated? Is hard scape removed from the area?	The square footage is calculated by what is irrigated. We do not include driveways, walkways, or any structures on the property.
I read that chaing to artificial grass is not a part of the current rebate program. What's te reasoning behind that? Is DWP planning to include artificial grass in the near future?	The State of CA - DWR - has taken this stance since 2014 - not to make artificial turf a rebatable solution. That said you still can implement you just won't get reimbursed for initial cost. But water savings will follow
Artificial grass costs more than \$2 per square foot - why not cover more of it so it's more affordable?	The turf removal rebate program was very popular during the last drought and funds ran dry very quickly. The dollar amount was determined to ensure the money is available to more residents.
As long as I can meet my usage allotment mandated why are we restricted to one day a week?	the two "rules" work in tandem. We started with reductions in water budgets but have not been seeing the level of conservation needed. The one day is intended to help us meet our targets.
What is the point of limiting to one day if it's all about the budget allocated. Why can't I water 1 minute 5x a week instead of 5 minutes one time of a week?	The two (budget) and one day limitation will work in tandem together. The one day is a new rule through Met's Emergency Water Conservation Program that we will need to comply with. Your budget is the "backstop" to further ensure that water is being conserved.
Why can't we also get Colorado River water access?	The water system was not designed and constructed that way many decades ago in order to save cost and there was no assumption we would get little or no water from the State Water Proejct.
Will this power point presentation be available for downloading after this webinar?	The zoom meeting is being recorded and will be posted to our website.
why is a rebate not available for artificial turf? You've said multiple times that it isn't but you haven't explained why, especially that you're advising not to replace grass now with plants that need extra water to get established.	There are environmental advocates strongly opposed to introducing more plastics into the environment.
Thanks, Joe. Why do we not charge a sewer charge based on usage as DWP does (unless they no longer do)? We conserve everywhere we're able: took out both front and back lawns, water efficient washer and dishwasher, low flow toilets(TMI- flush as needed but not every time, less frequent showering)...A flat sewer rate seems unfair.	there are equity issues associated with the way DWP does it as well because we can't tell whether water use is indoors or outdoors.
Is anything being done to capture rain water?	There are long term projects in place that aim to capture rain water
There has been allocated \$20 Billion at the state level for water projects, but not one new catch basin to catch and store water has been built. What is this money being used for.	There are lots of roadblocks to projects (CEQA, permitting, etc). We'll get there but it will take time.
Desalination plants arent always the answer. The problem is that when desalination plants pull in water from the ocean, it is also pulling in huge amounts of plankton, which are mostly small eggs and larva of fishm lobster, etc. So this has a huge impact on our oceans and the loife within it. That needs to be considered.	There are many environmental hurdles with desal. thank you for your comment

Is it anticipated that LVMWD will be providing financial assistance when a homeowner converts to e.g. drip irrigation and/or to artificial turf?	There are rebates offered for District customers - https://socialwatersmart.com/en/residential/ Keep in mind - artificial turf is not considered a rebatable option for water conservation rebates. The District will allow it it just does not qualify for rebate
How can I project my water budget each month?	There is a estimated budget on your bill for next month and you can go onto our Watersmart portal to see your usage in near real time.
What is the address/location to get recycled water? Is there a cost to obtain the 300 Gallons? Is the 300 Gallons a Daily limit?	There is no cost. Recycled water pickup is available Saturdays from 8 a.m. to 1 p.m. at the Rancho Las Virgenes Composting Facility, 3700 Las Virgenes Rd (at the intersection of Lost Hills Road) in Calabasas. 300 gallons is the pickup limit per trip. You can make multiple trips.
Can we drill a well?	There is no usable groundwater in our service area.
Will the cities within the LVMWD be restricted to 1 day a week for their common areas as well? Golf courses?	These restrictions are for residential potable (drinking) water customers. Cities, schools, and common areas utilize recycled water, and are exempt from these restrictions. LVMWD has requested 25% reduction from recycled water users.
how are the drip line exemptions reflected in th bill and the budget?	They are not. We look at total use versus total budget to determine whether penalties will apply.
Orange County CA has no restrictions.	They do have more sources of water, which makes a difference
WHY is Beverly Hills and Malibu exempt from this rationing? Sounds very INEQUITABLE.	They have access to Colorado River Water. We do not have the access that they have.
SAllocation seems unfair if I have 8 stations and my neighbor has 16 stations. They get more water.	they might have more irrigated area too? not sure. that is a good observation though if the irrigated areas are similar. Ultimately we will rely on customers staying within their water budgets to avoid penalties and the possibility of a flow restriction device.
Where exactly do your purple pipes for irrigation tie in to reclaimed water?	they tie in throughout the service area (many locations)
Why are golf courses still bright green?	they use recycled water that would otherwise go into Malibu Creek and then the ocean. We are only allowed to discharge so much to Malibu Creek per our permit and have to utilize the water in other ways. Putting it to beneficial use (i.e. watering green spaces, golf courses, public parks, etc) is a win win.
How can I see all of the questions and answers from tonight?	they will be posted on the website.
is there a website link that breaks down every item in the water bill in a diagram format to help us understand what each item means?	This is a great page to start at. https://www.lvmwd.com/for-customers/my-account
If the State is so low on water and the City of Agoura Hills is so low on water, why is the State, and therefore the City of Agoura Hills, planning to build many new housing units? Up to 1,400 additional housing units is about 18% of the current inventory. That's a lot of water we don't have.	This is a great question. Most of these projects are approved years prior to drought. New building must conform to Green building code which adopts the MWEL0 - model water efficient landscapes so they are designed for water efficiency.
Can you speak about using our own greywater for watering?	This is allowed to the extent permitted by your city/county and not something that we are monitoring.
Your website says that drip irrigation would be exempt from the one day watering allowance.	This is correct.
Per person? How do you know how many people in my house?	This is information submitted by the customer when they open an account with the district. Providing us with an accurate count of residents in your home ensures your water budget is accurate.
Second request...why can't we water two days at 4 min each instead of one day at 8 min each station if we stay within our budget?	This is not an option per the Metropolitan Emergency Conservation Program.
Why can't reclaimed water, as used in our community for landscape maintenance, be supplied to homes for outdoor watering?	This was answered by Dave Pedersen. For safety reasons, residential properties cannot be plumbed into the recycle water system.
Why is LVMWD limiting watering outdoor landscapes to 1 day a week, and LA Municiple Water is letting their customers water 2 days a week?	this will be answered as part of the presentation but in short, for LVMWD customers, the one day per week option actually provides more water to our customers.
How can I water perenials like tall bushes or rose bushes or trees?	This will be answered in the presentation, however there are exemptions allowing for hand watering of trees, perenials, etc.
When we are told watering 1 day a week what is the amount of time we can water? What about a drip system or 5 minutes/day? Wouldn't that be better than 1 day per week?	This will depend on many variables. 1 day per week is utilized to manage demand on our larege scale- District wide. Ultimately when your new advanced water meter is installed you will be able to see your hourly consumption and align it with your outdoor water budget. Drip systems are good but they are maintenance intensive
What about a pipeline from our calf reservoirs to the Dakotas east to Mn and the Great Lakes and upstate ny area	trillions of dollars
Is there a way to get real time data about my water usage.	true real time....the Flume device (google). Near real time will is available through WaterSmart. Go to www.lvmwd.com/advancedmeters .

This link: www.brokenwww.ourepureh2o.com doesn't seem to work	Try this one: https://www.ourpureh2o.com/
What are the detailed rules for rebates for artificial turf?	Turf rebates do not cover artificial turf - just drought tolerant landscaping. We do not currently recommend transitioning your landscape due to the amount of water it takes to get established initially.
The question about replacnig lawns and shrubs with zero scape I think its called. Are there tax breaks and other incentives to do so?	Turf removal rebates are available at www.socalwatersmart.com
Are we going to get a rebate to replace lawns with fake lawns like last time?	Turf removal rebates are available at www.socalwatersmart.com
is there a plan to expedite grey water system permits and installations as well as rebates or incentives to assist homeowners with this option?	Typically grey water systems are permitted through County LA - so you should be able to do so - verify with LA County's website- it typically does not require permitting
Second quick question. Isn't sanitation a favor of the water usage? Are we expecting water sanitation charges to decrease with this reduction? Thank you!	Unfortunately - when customers use less water - the sewershed which was designed for gravity nominal flows - it causes a super concentrated wastewater product that is causing wastewater treatment process to be reconfigured altogether - combined with regulations that continue to become more stringent. So if anything it will increase not decrease.
Can I split my 1 day at 8 mins to 2 days at 4 mins?	Unfortunately no. That is not an option per Met's Emergency Water Conservation Program. You can hand water any day though.
Didn't Los Angeles just announce reducing to two days vs 3 days previously? is there any state requirement for equity between districts?	Unfortunately not. Agencies get there water from various sources - groundwater, surface water, and imported water and have varying customer profiles.
Since we are constantly making adjustments to try to meet efficient watering targets, we sometimes go under budget for one month then over budget on the following month. The budget should take this into account (ie, rollover minutes on old cell plans).	Unfortunately this is not something that we offer.
If we end up with a ban on all outdoor water use will that apply to drip irrigation?	Unfortunately Yes -
B) Have you considered covering the California Aqueduct to stop the evaporation?	Unfortunately, that would not be feasible
How long is it anticipated to only be able to water outside once per week?	Until water storage reservoirs and precipitation levels return to normal
How are the "budgets" determined?	Visit our website: Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
Why isn't the whole state in this together vs different rules for different districts ?	Water management largely occurs on a local level due to several factors including varying water sources, population density, etc.
I received a notice that I had gone 150% over budget twice before I even knew about this issue. We have scaled way back but the watersmart system is not updated in real time and is it the case that the budget isn't actually known until after the fact? Have you considered allowing people to remove one prior warning for every month in which we stay within budget going forward? I have a family and we can't take a chance you're going to put a flow restrictor on our property.	Watersmart portal is not real time but its more than we have ever been able to provide our customers! Make sure to sign up for leaks!
Parks in our area appear to overwater. So much so that they have to mowed often. Virtually every time I am at a local park (chumash, old Agoura, Forest Cove, etc.) they are always very, very wet. I think it would be wise to cut back on water in these areas.	We agree - although most parks and green spaces use recycled water you are correct - I encourage you to reach out to your local city officials and voice this concern regarding these specific parks you mentioned! They are in control of watering amounts.
I use drip water and covered all my land with compost. I am still short on water. What else can I do?	We appreciate that you are making these efforts. Consider hauling recycle water from our Rancho facility and hand watering perennials.
How come other counties such as Orange County doesn't have water restriction applied? Where do they get their water and how come we are not doing that?	We are 100% dependent on water from the State Water Project as we do not currently have any local source of water. Service areas with more diverse sources of water are not as impacted as ours.
what is being done to redirect the 50% of the fresh water that is used for environmental reasons? That water should be redirected to us, as homeowners.	We are always advocating for more water/more reliable water for our customers.
I am confused about the water budget for june. there is a low and high number in the pink box on my most recent bill. So is that our allotment for June,- do we have to stay within the low and the high or is it 50 % of that- how do I know what my Budget for this month is?	We are changing that to be one number and should be on the bill next month. You can call customer service tomorrow and we can help you with your budget.

<p>We're in a desert. Why are lawns still legal? I've seen pictures of historically low lakes and reservoirs. This seems like a crisis as acute as COVID, so aren't you taking actual emergency steps.</p> <p>What steps beyond higher cost of water are you taking to make sure consumers comply? Fines? Jail?</p> <p>For renters when the lawn goes dead, is the landlord responsible for restoring the lawn when the droubt is over.</p>	<p>We are going to be flow restricting accounts that continuously go into excessive use.</p>
<p>On my water bill it says My estimated budget for next bill is LOW 26 and HIGH 36 . What number am I supposed to come under to be correct and which number do I use for calculating the 150% penalty??</p>	<p>We are in the process of changing that to one number and should be reflected on your next bill.</p>
<p>What are you doing to increase supply?</p>	<p>we are meeting with Metropolitan and the State to bring more water to keep landscap alive through the upcoming fire season.</p>
<p>Why can't California learn from Israel and turn salt water into good water?</p>	<p>We are moving forward on a potable reuse - which uses the same treatment technology - it turns wastewater into ultra pure drinking water. Come and visit our Demonstration facility at our headquarters to learn more!</p>
<p>My hill must be watered or it will not be in compliance with my fire insurance. What should I do?</p>	<p>We are seeking additional allocation through Metropolitan and the State to address this. You may need to focus on the hillside landscaping and water less in other locations of your property (i.e. front yard).</p>
<p>Will you permit commercial water haulers to access the the purple recycled water fire hydrants and utilize the water on municipal and residential landscaping?</p>	<p>We are working on expanding our Recyled Water Program and this may be an option....more to come.</p>
<p>Many of us are in a Wildfire Zone. Have you cleared this water reduction plan with the Fire Warden? If we have severe watering restrictions for our plants and trees our properties become a tinderbox. We are being put in Harm's Way.</p>	<p>We are working through this....the bottom line is that there simply not enough water and are doing our best to acquire more in our conversations with Met and the State</p>
<p>We live in a high fire zone. Is this considered for the safety of our home?</p>	<p>We are working with Met and the State to acquire additional water supplies for fire safety purposes</p>
<p>Is there a plan for keeping the Green buffer between structures & the conservancy if you back onto it?</p>	<p>We are working with Met and the State to try and get more water for this purpose.</p>
<p>per https://www.ourpureh2o.com/learn-more/faqs, the The Pure Water Project comes online in 2030. This means if everything remains the same, we could continue with these restrictions for 8 years? Are there any other projects coming online sooner to support LVMWD customers?</p>	<p>We are working with Met to get better access to other supplies (Colorado River, etc.) but those would be at least 2-3 years away....but not 8.</p>
<p>What is being done to capture rain RUNOFF?</p>	<p>We are working with our partner cities on this.</p>
<p>C.) How about creating a system where people can apply for exemptions/variances on a case by case basis.</p>	<p>we are. thank you.</p>
<p>And a similar question, on our property, we have some drip system watering, some soakers, some low emitters sprinklers. How is it that LVMWD will know and monitor which system we are using? We want to comply and we are definitely reducing use, but I can't see how to discern one type of watering from another.</p>	<p>we can't and can only see sprinklers. We will be relyiing on actual water use versus each customers unique water budget.</p>
<p>this has been going for 38 years + , what more time do we need to have a wake call?</p>	<p>We couldn't agree more that the State and Feds need to invest more in water infrastructure.</p>
<p>Does this apply to agricultural lots?</p>	<p>We do not have official agricultural customers but realize we have residential properties that grow food. They are subject to 50% reductions in outdoor water budgets as well.</p>
<p>How do you know if my water use is due to hand watering, use of drip, or any other conservation measure vs. automatic watering?</p>	<p>We do not know which you are using, you have a budget and you can water within that budget in your preferred method of watering.</p>
<p>why do you have to discharge recycled water? why can't you save it?</p>	<p>We don't always have the demand in the system, especially in the winter months.</p>
<p>Where can we get pool covers for pools that are free form, not rectangular?</p>	<p>We dont' have the expertese in this area but you may want to research via "google" to start.</p>
<p>My property is almost entirely on drip BUT I have horses who are accounted for in your system. How do you know how much is for the horses vs. the drip? How am I supposed to reduce further? The horses cannot drink less. I converted an additional 1/3 of the property to dirt for the horses recently. Please note it is recommended that natives be watered once a week for 30 minutes on a drip.</p>	<p>we don't know and look only at your use versus your water budget. Please make sure that your "indoor" budget includes the additional allowance for livestock.</p>
<p>Could you give us a more specific url to see how LVMWD is measuring "outdoor" water from other water use? I've looked at the link given above, and then on the "Outdoor Water Budgets Reduced" page, but there's no indication of how outdoor uses are segregated from non-outdoor uses.</p>	<p>We don't know from the meter whhere your actually using water. Your overall water budget is based on the combination of "outdoor" plus "indoor". Penalties for exceedances are based on total water use and not what you actually used indoors versus outdoors.</p>
<p>How do you know if a customer has a drip system?</p>	<p>we don't. We will look for sprinkler systems when they run.</p>

If one handwaters their trees how does that work with the water limit?	We encourage you to continue to water your trees. Visit Save Our Water for very specific watering instructions for established and new tree watering Save our Water and our Trees - Canopy : Canopy
With the fire season upon us, how do we keep the area around our home safe from dry bushes, etc with this restriction??	We encourage you to follow defensible space protocols and continue to water established shrubs and trees within the restrictions
Recycling sewage works well on the ISS because it is small scale and meticulously maintained by the people who depend on it. I don't think a large scale wastewater recycling system will be maintained by a municipality to such exacting standards. There will be problems and those problems will have bad PR consequences...	We encourage you to visit our demonstration facility. There are many regulations and redundancies in place that we do not share the same concern.
If we are always under water budget, can we wash our cars once a week?	We encourage you to wash cars at formal car wash facilities - they recycle 90% of the wash water. If you choose to wash your vehicle please do it over grassy area mitigating runoff
Why are the days set at Tuesday and Thursday?	we had to pick two days and it came down to no weekends for a number of reasons and also a day difference between the two in order to allow our water storage tanks to recover
number of persons in household has changed. How do I change allowable water budget?	We have a water budget adjustment form that you can fill out and submit to us on our website.
I appreciate that we are in a drought, but Like others have brought up, I too feel like there has not been enough done prior to now, when we are entering the hottest months- why wasn't this reduction plan implemented months ago when it was cooler?	We have been noticing and warnnig customers about the situation since last June 15 when we declared State 1 - Water Supply Alert. The conditions have only worsened and we are not subject to rules that have been established by Met only recently.
I appreciate that this is a very difficult problem. However I have to ask the question. What has Las Vigenes Water do since the droubt of the 1970s to improve our supply of water.	We have been working on the Pure Water Project and have invested in the recycle water system.
Why do I have to wait on hold an hour to talk to someone? Can't you hire more people?	We have in fact hired 3 more temps to help with phone calls. We are sorry for the wait and are doing our best.
How do you know if a customer has a drip system?	We have no way of knowing
Since we're in such a severe water emergency, why can't you fast track the building and completion of the Pure Water Project. 2030 is a long ways off.	We hope to have it completed sooner, by 2028.
How can you monitor what we are watering outside? We have drip systems and sprinklers.	We look for runoff but you'll also need to stay within your water budget.
Why does Calabasas look wonderful, while West Lake Village looks awful?	We love all of the cities we serve
Why are we getting our water from only the state water project?You should be looking for other sources. Relying on one source creates the predicament we are now in?	We most likely would not be in this predicament if the Bay/Delta tunnels and the Sites Reservoir were construction by now. There has been much environmental opposition to these projects - which is unfortunate.
there will always be some amount of overspray onto the concrete... soprinklers are not pinpoint devices... certainly overwatering creates a river but even careful watering for 8 monites will create some runoff... not sure how you will deal with it fairly	we recognize some overspray and really look for large amounts of runoff
Watering trees etc by hand & topping off pool...how is this monitored with regard to total water use?	we rely on what the water meter registers or what we can visually observe via water patrols
Do you have a list of recommended people who can deal with and modify our irrigation?	We sould suggest that you submit a free survey request and Commitment Form: go to www.lvmwd.com/droughtresponse
I live in a high fire zone and I worry about things being set a blaze without watering	We understand your concern
I'd appreciate a response to my question. We just spent \$8,000 for native Bent Grass. It not right that it will die before it can get established. I should be able to water it until it gets deep enough roots so it will require very little at that time.	We understand your frustration but we are in a state of emergency. You can hand water too but you will need to stay within your budget to avoid penalties.
Please post the Q & A from this Town Hall Meeting on your website	we will
when specific-day-of-week watering schedules were set in the city of Los Angeles a few years back, there were many large pipe blow outs in the city, leading to major water loss and waste and other damage. The city figured out it was from doing this type of schedule ie too much pressure at once in old pipes.	We will be monitoring this but belive our system can take it
Can I be sent this recording? I missed the beginning	We will be posting it on our website.
We've tried to call. Husband has questions including the factor values in your equations that reduces your allotment (for example, turf vs. native)	
Would appreciate your call about our bill.	We will call you tomorrow.
I want to recommend a Rachio webinar to review the change in settings, from Flex to Fixed.	we will have a video posted on our website prior to June 1
Thanks Joe, so... an HOA can get purple pipes? And what are the costs?	We will not be installing more purple pipe infrastructure during this emergency and the focus will be for alternative delivery methods (truck hauling).

what is the phone number to call? starting with 818 251? We missed the whole number	We will put that slide on at the end of presentation. Customer service number is 818-251-2100
About the 8 mts per zone: we have 4 zones = 32 mts once a week. This means I can use 4 mts in 1 zone, 12 mts in another zone, as long as we use the 32 mts anywhere we want... right? Example: Zone 1 x 12 mts, Zone 2 x 3 mts, etc until we reach e 32 mts... right?	We won't be able to tell the difference in splitting things up this way but as long as your using an equivalent amount of water is what matters.
One of my valves is not drip. The other 7 are drip. Will the one day a week apply to my non-drip valve?	We won't differentiate between spray and drip. Just meet maintain outdoor water budget
oh. he answered it when he spoke about the one day a week v. per person planning. thanks!	welcome
I have a question	What is your question?
Can I water plants or flowers by hand hose?	Yes
Is the water budget in the pink box on our most recent bill updated to reflect the 50% reduction effective May 1?	yes
I apologize if I missed this, but is this being recorded and sent to registrants?	yes
Does this apply to agricultural lots?	yes
If I set one area lower than 8 minutes, can I allocate the saved time on that station to another station?	Yes
Is the rule 8 minutes per station 1 day per week?	yes
Are local HOA-managed grass strips also subject to the same watering restrictions and water-runoff penalties?	Yes
hopefully once you figure it out all questions submitted will be answered by email???	Yes
If I divide my 8 minutes of watering within one day to 4 minutes at 1:00 AM and 11:30 PM will that be allowable without penalty?	yes
So the bottom line, conserve as much as possible now so to avoid the complete ban of outdoor watering?	yes
With watering outside one day a week, not between 10 am and 5 pm. Can we water outside from any time after midnight to 10 am and any time after 5 until midnight on that same day.	yes - but 8 minutes maximum per STATION
I have a newly planted slope to minimize erosion. Can I use one or more of the other stations to use more water for the slope. Can I hand water it anyway?	Yes - currently there is no limit in days to hand watering. Just make sure you stay at or under your outdoor water budget.
Will this power point presentation be available for downloading after this webinar?	Yes - it will be posted on our website lvmwd.com
I would like to decrease my usage within our home. How can I determine how much water we are using for laundry, toilets, showers, etc... I saw something on the website that referenced installing an antenna on the water meter of our home. Is that indeed the mechanism for begging able to track my usage?	Yes - once your new advanced meter is installed - you will receive a postcard mailer in advance and then a door hanger once its installed - the door hanger will have instructions for registering for WaterSmart. You can register before your meter is installed if you like - Lvmwd.watersmart.com - you just won't be able to see hourly consumption until new meter is installed
Is there a special additional water allocation for pool owners or do they have to fit within same rules as non-pool owners?	Yes - pool owners recieve additional sq ftage in outdoor budget calculation Water Budgets Las Virgenes Municipal Water District (lvmwd.com)
As a retired person, will city help or assist with changing to drip system? Is there any tax credit? How do I save my trees on my property? W	Yes - Refer to https://socialwatersmart.com/en/residential/ for outdoor water rebates
Are there already Water Conservation patrols controlling water use right now?	Yes- specifically for water waste
Will there be funds/rebates available to purchase water-conserving toilets, showerheads, sprinkle heads etc.	Yes visit www.bewaterwise.com
What about having the ability of using the grey water from our homes to water our properties?	Yes we encourage laundry to landscape - check with your city or county for specific guidance! Typically they do not require permitting
I heard that this meeting is being recorded and will be available on the website... will the power point also be available on the website? That would be very helpful as I can review a document more quickly than the time it would take for me to listen to the meeting. Also, I need help understanding the water budget information on my bill. Thank you.	yes! Call customer service to discuss your water budget in detail!
I bough a house with a leak in a pool . Now I need to drain it, fix it and refill it. Is that even possible??	yes, but you will need to apply for a variance.
Are drip systems exempt from one day a week watering? Is there budget increase for people that have pools?	Yes, drip irrigation is exempt from these restrictions. Pools are already accounted for in your unique water budget.
Is drilling a well on our 2 acre property an option in Hidden Hills? Also, are there additional allotments for horses?	yes, horses can provide you with additional "indoor" water budget
What will all the dead lawns, trees and vegetation due to the ozone, and the ecosystem and don't you think this sets us up for severe fire danger?	Yes, it is a concern that we have voiced to Met and the State
Can you make this presentation available?	Yes, it will be available on our website.

Will these slides be made available to share?	Yes, the webinar is being recorded and will be made available on our website
Can we be allotted a certain amount of water based on number of people living in the house and size of land and then decide how we want to allocate it (indoor or outdoor use)?	Yes, you can as long as you stay within your budget.
My understanding is that each household is allocated 55 gallons per permanent resident per day. Can some of that go towards our outside watering? How can they decide the two-inside and outside water use?	yes, you can divert indoor to outdoor. We can't discern either, but the two make up your total water budget.
Are there allowances if you have livestock (horses, goats, chickens)?	Yes, you may go on our website and fill out our budget request form and let us know how many livestock you have.
Will this recorded meeting be available to see later on the LVMWD website?	Yes.
Is there a plan to provide outreach to gardeners? They could really help homeowners take steps to mediate this drought.	yes.
If our water day is Thursday, does that start 12:01AM Thursday morning till Thursday night 11:59 PM. Can we water some areas in the early morning and others Thursday evening. As long as we stay in our budget.	yes.
Can you still pick up recycled water at the compost facility?	Yes.
Are there any restrictions on the water usage of the man-made lakes?	yes. 50% reduction in their budgets as well.
Are there any rebates available at this time for replacing turf?	yes. Go to Bewaterwise.com.
We are expecting two family visitors for the next 2 months. Can they be added to the household to get extra water budget?	Yes. Go to LVMWD website and fill out Water Budget Adjustment Request form Las Virgenes Municipal Water District (lvmwd.com).
Does it matter which day of the week we can water?	Yes. It is necessary for enforcement purposes so that we can avoid penalties from our wholesaler.
If we replace our turf with fake grass, won't you cut my outdoor water allocation?	yes. Only irrigated areas are included in the Outdoor Water Budget.
You mentioned earlier in a response to a question that you are "excited" about the water recycling that will take water waste (toilet and shower water) and turn it into drinking water.	Yes. Please visit ourpureh2o.com for more information about this project.
Can you save the Q&A and post them?	yes. we will.
Can we use any smart controller system?	yes. You do not have to use Rachio.
I have 6 stations of sprinklers. So each station can run 8 minutes on that one day?	yes....48 minutes total.
5%???	yes....very low. We really need a 30-35% allocation to return to water supplies that would lift restrictions.
Ursula,	Yes?
I thought LA was going to water twice a week not once a week.	You are correct
Appreciate this informative town hall, thank you.	You are welcome!
Thank you for offering to contact my husband about the bill (no longer anonymous==sorry about that)	You are welcome, I will call tomorrow.
Thank you for doing this - my ?'s did not get answered and I have more so I will try to call!	
Thank you again	You are welcome, thank you for attending.
And thank you for this forum, very enlightening	You are welcome. Thank You for attending.
thanks	You are welcome. Thank You for attending.
thanks	You are welcome. Thank You for attending.
Our power was just restored. Not sure if our question was answered. We have to drain and refill our pool sometime this summer or early fall for repair...are there any restrictions or penalties?	You can apply for a variance depending on your situation.
How do we get recycled water? What do you mean by hauling? I don't have a tank truck to transport the water.	You can bring a large tote - or smaller containers and fill at the Rancho Composting facility. We do require you take a short training course that goes over safety!
I have the same question about my bill as well. It is very confusing.	You can call Customer Service tomorrow and we can help you with your billing questions.
Where can I find my water budget on the website?	You can click the view your bill button on our website and your budget is on your bill. You can also register for Watersmart on our website to see your usage in near real time.
How would we know if our water budget includes an allocation for our pool? Would the budget on our bill specify a pool?	You can contact Customer Service and we can help you review your budget.
We have a very large lot. Is this part of the allocation?	You can contact Customer Service and we can help you review your budget.
How do we know if lvmwd has the correct budget for homes that have a pool?	You can contact Customer Service and we can help you review your budget.
Questions after mine were answered so it might have been missed...After over usage warnings we found and fixed 3 leaks. How do we prove this as we fixed the leaks ourselves? Should I go into the office?	You can get a leak adjustment. We'd suggest calling into the office.
I understand that daily watering of livestock is excluded from restriction but this is a different question: What if your "Water Budget" was established prior to 3 horses being moved onto the property?	You can go to our website and fill out our water budget request form to make any changes.

Here in the Malibou Lake community, we were completely unprotected during the Woolsey fire - the firefighters didn't come to the neighborhood. Our garden is one of the only things protecting our home, if it turns brown we will be at HIGH risk. We are planning on staying the next fire to protect our home, but we are 83 and we need our garden green for protection.	you can hand water any day of the week and we are working with Met and the State to acquire additional water allocations for fire prone properties that about wildlands.
I still don't understand why if we can water one day per week for 8 minutes max, why it wouldn't make more sense to water more days per week but not exceed 8 minutes max for the week? My lawn would die in between during the 6 days in between watering.	you can hand water on alternate days
I understand the drip irrigation systems are exempt from the 1 day a week watering restrictions (while still required to stay within water use budget). However, I have a hillside with MP roaters on the hillside. I am afraid that watering 1 day a week may cause the ground cover that is stabilizing the hill to die and potentially creating a slide potential. Are MP roaters with a pressure regulator exempt from the 1 day a week restriction?	you can hand water too....the one day restriction does not apply to hand watering. We are also working with Met and the State to get additional water allocation for your situation....more to come.
Do I understand correctly that we are now limited to landscape watering to once weekly depending on odd or even address, not to exceed 8 min? If I break up the 8 min to a few times a week at 2 min ea? One last question, landscape watering is not allowed between 8-5PM?	You can only run a non-drip irrigation system one day a week, 8 minutes maximum per station. Outdoor watering is not allowed between the hours of 10:00 am and 5:00 pm.
What suggestion do you have to pick up recycled water if you don't have a truck?	You can purchase camping style water jugs (Big Five) that would fit in your trunk. Make sure they are sealable and labeled accordingly!
What if we have out of town guests (kids and grandkids) staying with us for an extended period of time ?	you can put in for a budget adjustment. https://www.lvmwd.com/for-customers/water-budgets/water-budget-adjustment-request
how are we going to self monitor to assure not to exceed the 150%	You can register through our website for our Watersmart portal and see your usage in near real time as well as set up alerts for leaks and usage.
why does your website not show bill details?	You can view your bill by clicking the view your bill button on our website and registering. You can also view your usage on our Watersmart portal.
how can you limit new growth, and prevent new home permits, as there is no water to support issuing of new water meters...	You may want to bring the issue up with your city. In the short term, new construction has little impact compared to the overall water demands in our system.
Has anyone at LVMWD done extensive research to see if the one day a week 8 min station watering is worth even implementing if your lawn will die anyway at this measurement?	you may want to shift irrigation more to trees and perennials but you can also hand water lawns on alternate days, but it is not encouraged to hand water lawns. We need to save as much water as possible.
We had a rachio controller installed that was provide by LVMWD and have allowed it to control our system since it was installed almost 2 years ago. As the weather heats up it automatically adds more time to the watering. I havent found any way other than to turn it off and back on to controll the number of days per week that it waters. Do you know if there is such an option?	you need to disable the flex schedule function and enable the "set schedule". There will be a video on our website.
How do you manage an exemption for your pool? Isn't the pool part of your daily water budget? How is this exempt????	You pool is part of your outdoor budget. A pool cover is also a great way to stop evaporation.
Can I get a rebate if I purchased Flume back in November 2021? Also about the Water Smart login on the Web is one thing, but someone mentioned the Water Smart App... I see the app is a different thing? Do you have an app, or os only web access?	You will have to follow up with https://socalwatersmart.com/en/residential to see if they would retroactively rebate you. The Watersmart portal is web based. It does not have an app but we have directions on how to install a bookmark/watermark - on your phone or smart device https://www.lvmwd.com/your-water/construction-projects/automated-meter-infrastructure-automated-meter-reading-project
There was a slide that said the limit for the 1 day/week was 8 minutes. Is that per station x the number of stations on the controller? And if Rachio controls my water, is that taken into account in my being within the monthly limit in usage?	you will need to reset your Rachio to "set schedule" versus the flex schedule and select the one day that applies for your street address.
If i convert to a 100% drip system for my yard, do I still have a water restriction?	you will need to stay within your water budget still...but you can use the drip more than one day per week.
I have a Rachio controller purchased and installed through the LVMWD. My gardener has no idea as to what to do with it and I only have the computer knowledge to change the run time on each of the 4 "stations". Will Rachio reset to the correct, one day per week?	You will receive an e-mail and instructions from Rachio shortly
Rachio set up for drought	you'll need to adjust to "set schedule" for one day
How can you tell you water allotment? I see low and high use but no limit.	your bills have been showing an estimated range. This is being changed to a single number but you will need to track your use. Register for WaterSmart at www.lvmwd.com/advancedmeters .

<p>How do we check our water usage and the budget? We got a general email saying water would be restricted. But it's impossible to find the actual budget, either through customer service or online.</p> <p>For context, our water usage stayed the same over the last 6 months but jumped in Feb and Mar, then went back down to normal in Apr and May. It's unclear why we paid 2x in Feb and Mar.</p>	<p>Your budget is clearly displayed on your bill (right lower corner) Please visit our website for details regarding Water Budget derivation Water Budgets Las Virgenes Municipal Water District (lvmwd.com)</p>
<p>Could someone please answer the question above about how to determine a home's water budget? Thanks</p>	<p>Your budget is on your bill and highlighted in a red box.</p>
<p>how are per-home allotments determined? Does 1/4 acre with one tree merit same water allotment as 1 acre with 30 trees?</p>	<p>Your outdoor water budget is calculated using three factors:</p> <ol style="list-style-type: none"> 1. Irrigated area per parcel, including pools and spas 2. Daily evapotranspiration (ET) 3. Plant factor
<p>how do you separate "topping off pools" from the outdoor irrigation?</p>	<p>Your pool is included in your outdoor budget. Pool covers are also a great way to save water.</p>
<p>How do you know if we have a pool? I don't see that monitored on our bill.</p>	<p>your pool surface area is counted as "irrigated area". It shows up on our aerial maps.</p>
<p>How do we know what our outdoor water budget is? And why were new water meters installed as recently in the last week and a half in neighborhoods in Westlake Village? Was that necessary or was that for closer tracking of water usage?</p>	<p>Your water budget information is located on the bottom right hand of your monthly bill. The District is replacing all water meters throughout the District - primarily because existing meters have reached the end of their lifespans and the new meters provide tools to each customer to monitor your water usage by the hour and receive leak alerts!</p>
<p>When do we learn what our water budget is?</p>	<p>Your water budget is clearly displayed on the bottom right corner of your monthly bill (in red box)</p>
<p>You keep cutting out.</p>	<p>your wi-fi connection may not be good.</p>