



Town of Yountville

"The Heart of the Napa Valley"

August 12, 2022

Water Conservation Frequently Asked Questions

Town Council adopted revised Phase II Water Shortage Emergency Regulations on July 19, 2022. The following is a list of Frequently Asked Questions the Town receives regarding the current water shortage emergency regulations (in no particular order):

What rules did Town Council change at their July 19th meeting?

- The revised rules for single-family residential customers eliminate the 450 gallons per day maximum and the two-day a week irrigation restriction requirement.
- Single family residences are now allowed a simple weekly maximum water allocation of 2,350 gallons of water per week.
- This allows each homeowner to manage their water on a weekly basis. This is based on a calendar week (Sunday-Saturday).

Why were the restrictions revised after a year of the existing restrictions which appeared to be effective?

- To meet the on-going challenges of the drought and achieve water conservation, Town Council adopted Resolution 22-4118 at their regularly scheduled meeting May 3, 2022, renewing Phase II Water Shortage Emergency Regulations.
- Included in that adopted resolution there were two regulations that drew the most attention:
 - The 2-day irrigation limitation allowing for irrigation only 2-days a week based on address, and
 - The 450 gallon per day maximum for a single-family residence.
- Some residential water customers expressed frustration to Town Council regarding the two-day watering schedule and the daily maximum being too restrictive.
- In response, Town Council voted to adopt Resolution 22-4139 modifying the water shortage emergency regulations.

How do I know how much water I am using?

- As a Town of Yountville water customer you have access to the *Eye on Water* software.
- The *Eye On Water* web portal and smartphone app provides easy access to personal water consumption data and the ability to create alerts for potential leaks.
- The following is the link to the *Eye on Water* app. You will need your Account Number from your water bill to create the login. The zeroes in the account number are important. Follow the link for detailed instructions. [Eye on Water](#)

What is the process the Town is using to let people know about over-use?

- Observed violations of any of the current water regulations result in the following levels of education to enforcement:
 - Courtesy Door Hanger; Informal, Informational Only
 - Courtesy Notice; Formal, Action Requested
 - Notice of Violation/Abatement Order; Formal, Action Required
 - Assessment of Administrative Fine to Water Bill; Formal

If I received a previous notice of violation is there a restart with the revised rules adopted July 19th?

- All "Notices of Violation/Abatement Orders" and "Fines" in place prior to the July 19th Town Council Meeting remain in effect and will remain on their published time lines. Prior to the July 19th Town Council Meeting only 23 fines had been issued.
- Any "Courtesy Door Hangers" and "Courtesy Notices" to Residential Customers in place prior to the July 19th Town Council Meeting for exceeding the 450 maximum gpd and/or irrigating on the wrong days of the week are no longer applicable.
- The "restart" will be evaluating residential customers' weekly consumption and exceedance of the new weekly 2,350 gallon per week maximum rather than the prior 450 gallons maximum per day coupled with the days of the week irrigation schedule.
- All the other Phase II Water Shortage Emergency regulations such as "No hand watering or irrigating outdoor landscapes in a manner that causes excess runoff" and "No using of potable water to wash down structures, sidewalks, and driveways" remain in effect.

Eye On Water does not update daily how will I know there is a problem?

- *Eye on Water* is essentially a daily update, the *Eye on Water* data is transmitted from the endpoint at the water meter to the system once every 24 hours.
- The exact hour of the day that that communication occurs is set randomly at the factory for each individual endpoint. This is done to distribute network traffic and maintain system performance.
- Leak Detection is tied to that same 24-hour cycle. In *Eye on Water*, a leak is defined as flow reported every hour in the 24-hours between endpoint communication. If flow of one gallon or more has been detected every hour in that 24-hour period, a "Leak Detected" alert is triggered, indicating a problem.

Eye On Water did not report for a long period of time recently?

- *Eye on Water* relies on electronic sending devices to transmit water customer data
- The Town recently implemented a project to upgrade the electronic sending units.
- The *Eye on Water* data availability was down during that transition.
- If you are still experiencing more than 24-hour delays with Eye on Water data, please contact the Town.

If I have a problem, who should I contact at the Town?

- Anyone with questions or problems may contact the Town's Public Works Department via phone or email.
- Phone Number is (707) 944-8851, ask for Jacob Solis, Erica Teagarden, or John Ferons.
- Emails are Jacob Solis; jsolis@yville.com Erica Teagarden; eteagarden@yville.com John Ferons; jferons@yville.com.