

RR SC - Water Crisis

3/13/77

# Residential Water Customers To Receive City Questionnaire

Every residential water customer will get a questionnaire from the city water department this week in the form of an IBM card which must be filled in, stamped (9 cents for post cards) and returned to the water department not later than March 28.

Customers are required to fill in the number of permanent residents at the address. A permanent resident is defined as a person who will reside at the address 75 per cent of the time from March to November.

Customers will be required to declare under penalty of perjury that their statement on the number of permanent residents in the household is true.

There is a severe penalty for falsification of this information: immediate disconnection of water service.

And people had better fill in their cards promptly, according to Clay Nelson, the water department's customer service supervisor. The reason?

"Until the filled-in card is received, we will assume there is only one permanent resident at that service and that is the ration it will get," Nelson said.

All customers will also get a complete package that will include specifics of the water rationing ordinance, prohibitions on water use, allocations

of water per person, information on how to read the water meter and tips on water conservation.

Customers at multiple residential addresses are being asked to state the number of units in the building so that this information will be available for immediate use in the event the city council effects changes in the ordinance that will apply to these units.

At present, multiple residential users are being allocated 70 per cent of their 1975 water consumption.

City water officials are convinced that the community as a whole will cooperate fully to make sure no one runs out of water during the hot months ahead.

"People are telling us new ways to save water," said Morris Allen, Santa Cruz water director.

"We are getting a truly wonderful team effort," said

Nelson.

But just to make sure everyone does understand how important it is to comply to the water ordinance, Nelson added:

"This year we are not planning to issue warning citations to those who violate the rationing ordinance. Any citation will be for real, and there will be no way to squish it because all citations have to be accounted for.

"For the first overuse of water the violator will be charged \$25 for 100 cubic feet or less. For the second overuse, a flow restrictor will be installed and there will be little pressure in the pipes at that address.

"Repeated violations can result in disconnection of service."

Traci Bliss, the city's water conservation coordinator, said that rationing information packets will be available also at

the water department and the Santa Cruz Main Library.

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