

AURORA WATER MANAGEMENT PLAN

Section 1 - Introduction

Policy Summary

The Aurora Water Management Plan provides a framework for the City of Aurora's water use to meet long-term sustainability, especially in the event of drought or other water emergencies. The Aurora Water Department promotes effective use of its water resources for the benefit of its citizens. Aurora operates, maintains and develops a complex, highly-integrated water supply system that balances reservoir storage, municipal demands and varying water supply conditions to meet the current and future long-term water needs of its customers. Water conservation and demand management, including the highest practicable utilization of reusable and reclaimable water sources, are integral elements of the City's water resource system.

The Water Management Plan recognizes the need to maintain an adequate operating reserve of stored water in the city's reservoirs to respond to future conditions, possible system breakdowns and other operational requirements while providing an adequate level of service to Aurora's water customers. The plan encourages efficient use of water supplies by establishing "normal" guidelines for outdoor water use in Aurora that are continually in place unless a more restrictive "stage" is implemented by council through the adoption of a Water Availability Resolution or required by emergency.

The Water Management Plan provides a series of responses to reduced water supply conditions to achieve progressively higher levels of water savings, or "stages" that result in reduced demand by restricting the use of water for landscape irrigation and other outdoor water uses. A stage declaration is based on the status of the water system and appropriate responsive action.

Authority to Enact and Enforce Program

As provided for by Section 138-188 and 138-190 of the Aurora City Code, the Director of Aurora Water has promulgated the Rules and Regulations contained in this Water Management Plan and will implement and enforce this plan and all applicable parts of the City Code to promote and facilitate maximum utilization of water and discourage waste of water.

Section 2 - Program Implementation

Implementation Review and Ability to Amend Stage

The Director of Aurora Water or designee shall monitor water supply and demand conditions. As conditions warrant, the Director will make recommendations to the City Council regarding the need for a resolution to modify the water availability stage. The primary reason for recommending a change in stage will be an unanticipated event or a projected reduction in Aurora's water supply, when severe operational restrictions are observed or forecasted, or community responses to the adopted Water Management Plan are not adequate given the near-term water supply conditions.

Stage Determination

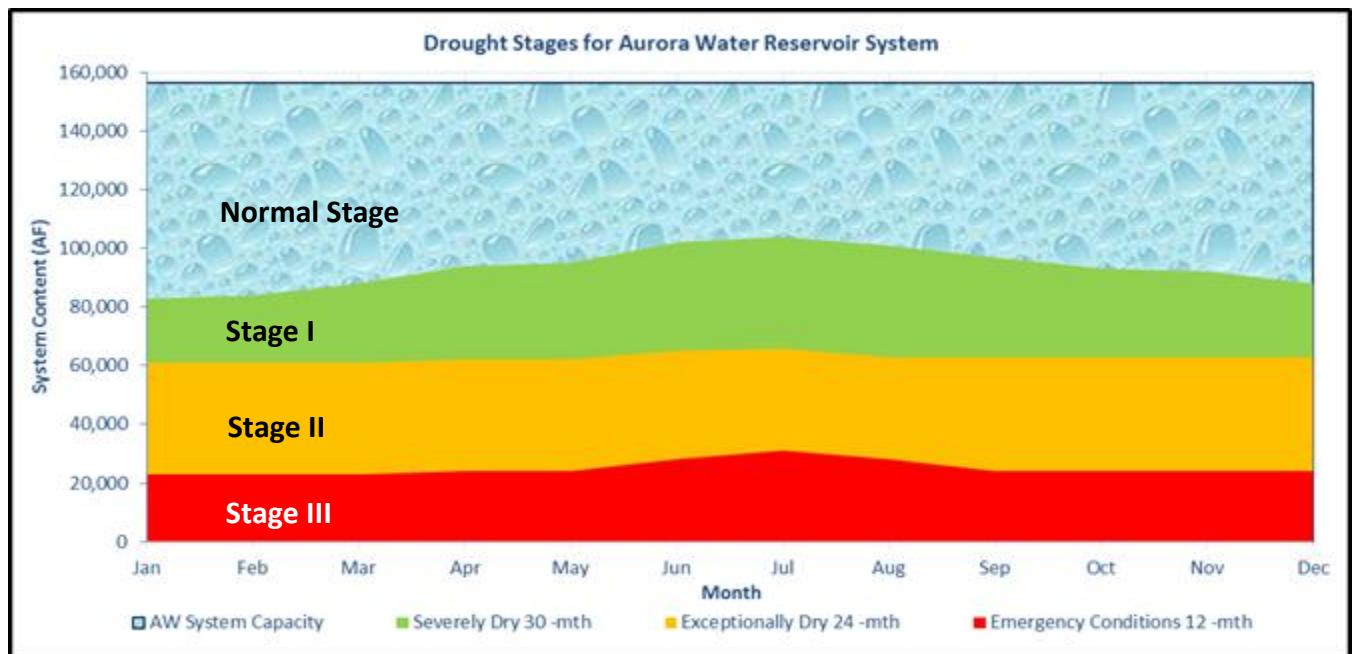
Aurora Water maintains a water supply system that includes storage and terminal reservoirs, deep aquifer wells, shallow alluvial wells and the Prairie Waters system, which recaptures reusable return flows. At full capacity, Aurora can have more than 3 years of water supply available through this system. With the exception of emergency conditions, Aurora Water targets an operating reserve of no less than 12 months of water demand available in our system. Only under extreme short-term operating duress will this operating reserve requirement not be met. If such a condition is imminent or occurring, the Director of Aurora Water will make all possible

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efforts to acquire other short-term water sources to minimize the potential of not meeting anticipated water needs.

If, after efforts to supplement Aurora's water sources, and considering watershed conditions, storage levels in Aurora's reservoirs remain at concerning levels, the Director of Aurora Water may recommend City Council consider adopting more stringent water use restrictions. Generally, stage I restrictions will be considered when reservoir levels are between 30 and 25 months of system demand, stage II restrictions will be considered when reservoir storage levels are between 24 and 13 months of system demand and stage III restrictions will be considered when reservoir storage levels are 12 months or less of system demand.

Water Availability Stage Conditions and Demand Reduction Recommendation				
Water Availability Stage	NORMAL	Stage I SEVERELY DRY	Stage II EXCEPTIONALLY DRY	Stage III EMERGENCY CONDITIONS
Trigger - Months of supply based on current demand	<i>Above 30 months</i>	<i>30-25 months</i>	<i>24-13</i>	<i>12 months or less</i>
Demand Reduction Goal (outdoor use only)	0%	20%	50%	100%



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Stage declaration

Upon recommendation from the Director of Aurora Water that the city is facing a shortage in its supply of water or a problematic situation in regard to its ability to supply water, the City Council may pass a “Water Availability Resolution” that will create a stage declaration and institute rules and regulations affecting the uses, times of use or even prohibit all outdoor and nondomestic uses of water served by the water delivery system. Periodic adjustments can be made if the Director of Aurora Water determines that such changes are needed and the Aurora City Council amends the adopted stages by Water Availability Resolution. In the event of an imminent emergency, the City Manager shall also have the authority to institute a stage declaration, which, when published, shall have full force and effect and shall be enforceable until such time as City Council, meeting in regular session, directs the city manager as to what revisions, if any, it might wish to make to the stage declaration. Any revisions shall take effect and shall be enforceable when published.

Effective Dates

Unless otherwise stated, the Water Availability Resolution will remain in effect until removed or amended by resolution. All such rules and regulations, and revisions thereto, shall continue to remain in effect until such time as the water shortage or delivery system problem is found by the City Council to have ended, the Water Availability Resolution has been removed or an updated Water Availability Resolution has been passed and notice thereof has been published. The requirements of the Water Management Plan are mandatory and enforceable as provided for by City Code Section 138-189.

Water Rates and Water Availability Surcharges

For the rate structures and water availability surcharges refer to Sec. 138-223 of City Code of the City of Aurora, Colorado.

Significant program elements are described in the following tables:

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Water Management Plan - Program Elements				
ELEMENT	NORMAL	SEVERELY DRY Stage I	EXCEPTIONALLY DRY Stage II	EMERGENCY CONDITIONS Stage III
		Surcharge in effect	Surcharge in effect	Surcharge in effect
Residential (Single-Family, Multi-Family)				
Turf Lawns <i>Irrigation of existing lawns is permitted throughout the year unless restricted by Water Availability Resolution.</i>	Irrigation of existing lawns, is not to exceed 3 days per week. No watering is permitted between 10 am and 6 pm from May 1 to September 30.	Irrigation of existing lawns is allowed on a 2 day per week schedule to be based on the home address (even/odd). No watering is permitted between 10 am and 6 pm from May 1 to September 30.	Irrigation of existing lawns is allowed on 1 day/wk schedule based on address (even/odd). No watering is permitted between 10 am and 6 pm from May 1 to September 30.	No irrigation of lawns.
Annuals (flowers), Home Vegetable Gardens, Trees, Shrubs and Perennials <i>Gardens, when properly managed, typically require 50% less water than cool weather turf.</i>	May be watered by automatic system on any day, and by hand at any time. No automatic system irrigation from 10 am and 6 pm between May 1 and September 30.	May be watered by automatic system on any day, and by hand at any time. No automatic system irrigation between 10 am and 6 pm from May 1 and September 30.	May be watered by hand, drip, deep root mechanical bubblers or subsurface irrigation only.	No irrigation of plant material.
Car Washing at Home	Allowed with shut off nozzle and bucket.			Not allowed
New Landscape Installation New landscapes must adhere to the City of Aurora Landscape Standards. All dry land seeding must comply with Sec. 146-1429 of the landscape standards.				
Turf/Seed <i>Lawn Permit is required if the installation is 250 sq. ft. or greater. The permit allows watering as needed outside of the normal restrictions. New seed is granted a watering exemption for 30 days, and new sod is granted a watering exemption for 20 days. Dry land seeding always permitted.</i>	Allowed with Lawn Permit.	Allowed with Lawn Permit.	New lawns from sod or seed not allowed.	New lawns from sod or seed not allowed.
Trees, Shrubs and Perennials <i>Xeriscape preferred.</i>	Permitted with automatic systems.	Permitted with automatic systems.	Hand watering only for new plantings.	No Watering.

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Water Management Plan - Program Elements				
ELEMENT	NORMAL	SEVERELY DRY Stage I	EXCEPTIONALLY DRY Stage II	EMERGENCY CONDITIONS Stage III
		Surcharge in effect	Surcharge in effect	Surcharge in effect
Commercial and Irrigation Only Accounts				
Commercial and irrigation accounts are eligible to enroll in the Large Property Watering Variance Program for greater flexibility in irrigation practices. The requirements for this program are available by calling the Water Conservation Office at 303.739.7195. <i>For entities not enrolled in the Water Variance program, the program elements identified under Residential Customers applies.</i>				No Watering.
New Landscape Installation New landscapes must adhere to the City of Aurora Landscape Standards. All dry land seeding must comply with Sec. 146-1429 of the landscape standards.				
Turf/Seed <i>Lawn Permit is required if the installation are 250 sq. ft. or greater. The permit allows watering as needed outside of the normal restrictions. New seed is granted a watering exemption for 30 days, and new sod is granted a watering exemption for 20 days. Dry land seeding always permitted.</i>	Allowed with Lawn Permit.	Allowed with Lawn Permit.	New lawns from sod or seed not allowed.	New lawns from sod or seed not allowed.
Trees, Shrubs and Perennials <i>Xeriscape preferred</i>	Permitted with automatic systems.	Permitted with automatic systems.	Hand watering only for new plantings.	No Watering.
City of Aurora Municipal Use, including Parks and Golf Courses (includes Athletic Fields and Street Medians)				
Irrigated with Potable Water	Irrigated through a Parks Water Management Plan or Golf Water Management Plan approved by Aurora Water.			No Watering.
Irrigated with Alternative Water Sources	Irrigated according to industry approved evapotranspiration irrigation practices approved by Aurora Water.			No Watering.
Street Medians	Limited use of potable system based on volume allocation for each metered system.	Irrigated only with transported, reclaimed water, quick couplers, drip, and bubblers. Turf irrigated on a restricted volume allocation from potable system.	Irrigated only with transported, reclaimed water, quick couplers, drip, and bubblers. No turf watered.	No Watering.
New Landscape Installation New landscapes must adhere to the City of Aurora Landscape Standards. All dry land seeding must comply with Sec. 146-1429 of the landscape standards.				
Turf/Seed <i>Lawn Permit is required if the installation is 250 sq. ft. or greater. The permit allows watering as needed outside of the normal restrictions. New seed is granted a watering exemption for 30 days, and new sod is granted a watering exemption for 20 days. Dry land seeding always permitted.</i>	Allowed with Lawn Permit.	Allowed with Lawn Permit.	New lawns from sod or seed not allowed.	New lawns from sod or seed not allowed.
Trees, Shrubs and Perennials <i>Xeriscape preferred</i>	Permitted with automatic systems.	Permitted with automatic systems.	Hand watering only for new plantings.	No Watering.

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Water Management Plan - Program Elements				
ELEMENT	NORMAL	SEVERELY DRY Stage I	EXCEPTIONALLY DRY Stage II	EMERGENCY CONDITIONS Stage III
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Miscellaneous Uses				
Commercial Car Washes <i>All new automatic car washes must install recycling systems. For information on Car Wash Best Management Practices (BMPs) and Certification Standards, contact the Water Conservation Office at 303.739.7195.</i>	Noncertified car washes must incorporate BMPs.	Noncertified car washes must incorporate BMPs.	Noncertified car washes will not be allowed to operate. No new car washes can be installed.	Car washes will not be allowed to operate.
Power Washing <i>Power washing is regulated by the Colorado Dept. of Health, Water Quality Control Division.</i>	Approved for cleaning purposes as long as the maximum flow rate does not exceed three gallons per minute.	Approved for cleaning purposes as long as the maximum flow rate does not exceed three gallons per minute.	Extreme health and safety issues only. No routine washing; mechanical dry brushing only.	Not allowed.
Community Gardens <i>Gardens, when properly managed, typically require 50% less water than cool season turf.</i>	May be watered by hand or drip system method on any given day.	May be watered by hand or drip system method on any given day	May be watered by hand or drip system method on any given day.	No irrigation.
Fire Hydrant Usage	Per City of Aurora Code Sec. 138-156 - It shall be unlawful for any person to connect or in any way draw water from any fire hydrant located within the city which is served by city water unless such person has first obtained a permit issued by the director of water or his or her duly authorized representative designating the fire hydrant to be used for a specific period of time.			Not allowed.
Construction <i>Soil compaction, dust control, architectural uses, concrete mix</i>	Allowed with no wasting of water.	Allowed with no wasting of water.	Any request for construction water must be approved by the Director of Aurora Water.	Not allowed.
Water Pipeline Flushing	BMPs witnessed by City of Aurora personnel. Only use to meet health and safety requirements. When practical, use tanker trucks to capture and reclaim water during flushing.			
Pipeline Pressure Testing	BMPs witnessed by City of Aurora personnel. Only use to meet health and safety requirements. When practical, use tanker trucks to capture and reclaim water during flushing.			
Transportation of Water	Any request to transport potable water outside of the City of Aurora must be approved by the Director of Aurora Water. Any requests for water for oil and gas exploration must be reviewed and approved by City Council.			
Events	Water use for special events must be approved by the Director of Aurora Water or a designee. <i>See Appendix E for regulations/guidelines.</i>			
Fire Protection	Hose testing allowed using city ponds. All firefighting operations will be maintained under all conditions.			

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Appendix A - Irrigation Schedules

Normal Stage

Residential Accounts

Customers may choose which days they water but watering shall not exceed three days per week

Multifamily, Commercial & Irrigation

Customers may choose which days they water but watering shall not exceed three days per week.

Commercial and irrigation customers are eligible to enroll in the Large Property Watering Variance Program for greater flexibility in irrigation practices. The requirements for this program are available by calling the Water Conservation Office at 303.739.7195.

Outdoor watering is prohibited between the hours of 10 am and 6 pm, from May 1 to September 30, even during a Normal Stage recommended schedule with the exception of new sod and seed installation with a city-issued permit. These periods of irrigation apply to the time of application and not the time an irrigation zone is started.

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Appendix A - Irrigation Schedules

Stage I - Severely Dry

Stage I - Severely Dry - Mandatory Watering Schedule <i>drought surcharge in effect per City Ordinance Section 138-223 - Water rates and charges</i>						
Sun	Mon	Tue	Wed	Thurs	Fri	Sat
EVEN Address Single Family, Duplex, Triplex, and Fourplex	Additional City needs/or by Permit only No watering all other classes	OTHER Multi-family, HOA, Non-residential	ODD Address Single Family, Duplex, Triplex, and Fourplex	EVEN Address Single Family, Duplex, Triplex, and Fourplex	OTHER Multi-family, HOA, Non-residential	ODD Address Single Family, Duplex, Triplex, and Fourplex

Day/Address Assignment: Watering shall be limited to a maximum of two days per week in accordance with the following procedure:

Residential Accounts

1. Single family and duplex, triplex, and fourplex residences with addresses ending in an even number allowed to irrigate on Thursdays and Sundays.
2. Single family and duplex, triplex, and fourplex residences with addresses ending in an odd number allowed to irrigate on Wednesdays and Saturdays.

Multifamily, Commercial & Irrigation

1. Multi-family, homeowners' association (HOAs) common areas, nonresidential and other large unit or multiunit properties will be allowed to irrigate on Tuesdays and Fridays. Irrigation-only accounts will have their billing and watering variance program allocations reduced by 20%.
2. Mondays will be set aside for Aurora Parks and Open Space needs and Aurora Water needs. For all other customer classes, Mondays will be enforced as a no watering day.

Permitted hours of irrigation: Mandatory water schedules begin at 12:00 am and end at 11:59 pm on the assigned day when restrictions are in place.

Outdoor watering is prohibited between the hours of 10 am and 6 pm from May 1 to September 30, even during a Normal Stage recommended schedule with the exception of new sod and seed installation with a city-issued permit. These periods of irrigation apply to the time of application and not the time an irrigation zone is started.

Commercial and irrigation customers are eligible to enroll in the Large Property Watering Variance Program for greater flexibility in irrigation practices. The requirements for this program are available by calling the Water Conservation Office at 303.739.7195.

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Appendix A - Irrigation Schedules

Stage II - Exceptionally Dry

Stage II - Exceptionally Dry Schedule - Mandatory Watering Schedule <i>drought surcharge in effect per City Ordinance Section 138-223 - Water rates and charges</i>						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
EVEN Address	Additional City needs or by Permit only	OTHER	No watering	No watering	No watering	ODD Address
Single Family, Duplex, Triplex, and Fourplex	No watering all other classes	Multi-family, HOA, Non-Residential				Single Family, Duplex, Triplex, and Fourplex

Day/Address Assignment: Watering shall be limited to a maximum of one day per week in accordance with the following procedure:

Residential

1. Single family and duplex, triple and fourplex residences with addresses ending in an even number will be allowed to irrigate on Sundays.
2. Single family and duplex, triplex and fourplex residences with addresses ending in an odd number will be allowed to irrigate on Saturdays.

Multifamily, Commercial & Irrigation

1. Multifamily, homeowners' association (HOAs) common areas, nonresidential and other large unit or multiunit properties will be allowed to irrigate on Tuesdays. Irrigation-only accounts will have their billing and watering variance program allocations reduced by 50%.
2. Mondays will be set aside for Aurora Parks and Open Space needs and Aurora Water needs. For all other customer classes, Mondays will be enforced as a no-watering day.

Outdoor watering is prohibited between the hours of 10 am and 6 pm from May 1 to September 30, even during a Normal Stage recommended schedule with the exception of new sod and seed installation with a city-issued permit. These periods of irrigation apply to the time of application and not the time an irrigation zone is started.

Commercial and irrigation customers are eligible to enroll in the Large Property Watering Variance Program for greater flexibility in irrigation practices. The requirements for this program are available by calling the Water Conservation Office at 303.739.7195.

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Appendix A - Irrigation Schedules

Stage III– Emergency Conditions

Stage III– Emergency Conditions <i>drought surcharge in effect per City Ordinance Section 138-223 - Water rates and charges</i>						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
No outdoor irrigation will be permitted						

Posting of Irrigation Schedule:

1. The watering restrictions will be mailed first class to all account holders according to Aurora Water billing records
2. The City Clerk shall receive a copy of the watering schedule;
3. The watering schedule and a general outline of the policy will be posted on the Aurora Water website (<http://www.aurorawater.org>)
4. Watering schedules will be given out to all lawn permit and/ irrigation permit applicants.

New Customers

All new Aurora Water customers are given educational materials upon application for water service through the Water Department.

Large/Common Area/Public Area Irrigation - Large Property Watering Variance Program

Commercial properties and residential large properties with more than 20,000 square feet of irrigated landscape may qualify for the Watering Variance Program. The Watering Variance Program allocates a set amount of water to the customer and allows them to decide how, when and where to apply it to their landscape. Customers enrolled in the program are still prohibited from watering between 10:00 am and 6:00 pm without a permit. Aurora Water will give qualifying customers a volume allocation based on the landscape square footage and the historical value of 17.45 gallons per square foot (28" per square foot) of water per year for high-water turf grass and 9.345 gallons per square foot (15" per square foot) for low-water non-turf areas. If the annual allocation is exceeded, they may lose their watering variance privilege. Upon revocation of watering variance privileges, watering on assigned days based on the current restrictions will be enforced. If watering restrictions are implemented as the result of a drought, allocations will follow the current Water Management Plan reduction goals. Permitted hours of irrigation and waste of water ordinance still apply.

Appropriate signage indicating that the property is being irrigated under a Water Variance Program must be displayed in a prominent area throughout the irrigation season during mandatory day(s) of the week watering schedules. If this application has not been received, the property will be assumed to comply with the Multifamily, HOA, Nonresidential mandatory irrigation schedule along with the applicable requirements of the Water Wasting Ordinance. See www.aurorawater.org for current program.

Exemptions

Exemptions may be granted should the Water Conservation Division determine that a hardship or special

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Appendix A - Irrigation Schedules

circumstance exists for an owner or responsible party due to an irrigation requirement that cannot be met under previously outlined criteria. Call the Water Conservation Office at 303.739-7195 for more information.

Prohibited Water Uses

Any violation of the Water Management Plan shall be a violation of Section 138-190, Waste of Water, of the Aurora City Code (see Appendix C). In addition, the following uses shall be violations of the Waste of Water Ordinance: 1) irrigation to any area resulting in ponding or pooling of water or runoff of water not absorbed into the ground or soil which flows away from the area being irrigated, 2) failure to repair any irrigation system that is leaking, 3) application of water intended for irrigation to an impervious surface, such as a street, parking lot, sidewalk, or driveway or using potable water to wash down outdoor impermeable surfaces, 4) letting water run unrestricted from a hose or faucet to drainage, 5) operation of any irrigation system in conflict with demand management tools authorized under Appendix B, 6) any usage of reclaimed water that is not in compliance with the city permit and the CDPHE Notice of Authorization for its use. Similar or repeating situations, as observed by water monitors, will also be cited using a standard of reasonableness and discretion.

Irrigation System Repair

Operation of any irrigation system outside of its established watering schedule may be allowed for repairs or routine maintenance without incurring a violation provided the following best management practices (BMPs) are incorporated:

Residential: a person is on site at all times and testing is limited to verifying proper operation and identifying problems of the irrigation system.

Commercial and City of Aurora properties: a person is on site at all times and testing is limited to verifying proper operation and identifying problems of the irrigation system. A sign must be posted in plain view indicating "irrigation repairs and system checks in progress".

Lawn and Irrigation Ordinance Violations (Residential/Commercial)

Compliance to the lawn permit and irrigation standards ordinances ensures uniform design/installation practices and results in the conservation of water.

Noncompliance to the lawn permit ordinance and/or the irrigation standards ordinance shall be a violation of the Water Management Plan and thus a violation of Section 138-190, Waste of Water, of the Aurora City Code. Such noncompliance may result in violations issued to the responsible party and the owner(s) if the owner's address differs from the responsible party's address. The following will be considered a violation:

- Lawn installed without a lawn permit.
- Lawn installed without an inspection.
- Irrigation installed without plans submittal and/or approval.
- Irrigation installed without an irrigation permit.
- Irrigation installed with a permit but without an inspection.
- Improper irrigation equipment used.
- Irrigating or attempt to irrigate without the water meter being set.
- Irrigation connection to incorrect water meter.

Violations to the lawn and/or the irrigation ordinances may result in charges being issued against the responsible party per section the Violations Appendix of the Water Management Plan.

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Appendix B - Enforcement

The purpose of enforcement of the Water Management Plan is to promote wise water use of the City's available water resources. This enforcement is conducted by water monitors within Aurora Water Conservation to protect the interests of the public and protect public health and safety. As the focus of the program is to encourage compliance, first violations are issued a warning with no charges applied. Subsequent violations have charges assessed on a graduating scale.

Water Monitors

Water monitors are employed as seasonal part-time contingent positions. Monitors are hired by Aurora Water and receive training in customer service, public education, enforcement and safety.

Water monitors will document the date, time and type of watering schedule or water wasting violation. Monitors will note if personal contact was made with the owner or responsible party and what level of public education took place, including distribution of schedules and water conservation materials. Water monitors will make reasonable efforts to make personal contact with the responsible party.

Monitors will disseminate educational material to water customers regarding water conserving landscaping practices.

Evidence of Violation

Violations of the regular and approved alternative watering schedules are violations of Section 138-190 of the Aurora City Code and are subject to warnings, charges and potential discontinuance of service or the installation of a flow restrictor for continued noncompliance.

Monitors will typically take photographs of the violation(s), documenting date and time. Should the violation(s) be appealed, this data will serve as evidence that the violation actually occurred and will be supplied to the owner or responsible party upon request.

Warning/Charges Issuance Process

Charges for violations are applied to the appropriate water billing account. Violations are processed on a daily basis during regular business hours on standard forms that will be sent by U.S. mail to:

1. the responsible party with a copy being sent to:
2. the owner(s), if the owner's address differs from the responsible party's address

Water Department personnel will make a reasonable attempt to notify all involved parties of the noncompliance so that they will be informed of the violation and to provide the opportunity to address the situation as soon as possible. Although monitors document violations, private parties may use the H2O Tracker app, the PublicStuff App or website, the Access Aurora app or website, or contact Aurora Water Conservation 303.739.7195 to notify them that a violation is occurring. As staff are available, they will be dispatched to investigate the complaint and document it accordingly.

Due to the size, public exposure and potential negative impact to the water system of large, common and/or public areas, responsible parties, i.e. landscape contractors, may be immediately notified through office, cell or pager numbers (when available) of the violation so that the violation may be immediately addressed. This is accomplished during regular business hours. Notification will be made and charges issued for subsequent violations for the noncompliance. Charges shall be applied to customer accounts within two business days of the violation.

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Appendix B - Enforcement

1st Violation – Warning, no charge incurred.

A notice is left at the property as well as being mailed to the responsible party and the property owner (if different from the responsible party). Also included in this notification are the specifics of the violation and information reminding the customer of the watering restrictions and their purpose. Where possible and appropriate, water monitors will attempt to notify the water customer by telephone or in person.

2nd Violation – Charge

A notice is left at the property as well as being sent using certified mail to the responsible party and the property owner (if different from the responsible party). Included in this notification are the specifics of the violation and information reminding the customer of the watering restrictions and their purpose. Where possible and appropriate, water monitors will attempt to notify the water customer by telephone or in person. Customers can have charges waived by attending a Water Conservation Workshop.

All Subsequent Violations – Charge and possible suspension of water service or installation of flow restrictor.

A notice is left at the property as well as being sent via certified mail to the responsible party and the property owner (if different from the responsible party). Also included in this notification are the specifics of the violation and information reminding the customer of the watering restrictions and their purpose. Where possible and appropriate, water monitors will attempt to notify the water customer by telephone or in person.

Subsequent Violations: The enforcement form is processed with the appropriate violation and mailed via certified mail with notice to the owner and the responsible party that water service will be discontinued. At the discretion of the Water Conservation Supervisor and approval of the Director of Aurora Water, a flow restrictor may be installed in lieu of discontinuance of service. This action will be done within the next seven business days following the observed and subsequent violation. To reinstate water service or have the flow restrictor removed, an appeal must be sent to the Director of Aurora Water in writing identifying the steps taken to correct the violation pattern.

Violation timeline

Upon being informed of committing a water waste violation, the owner or responsible party will be allowed a specified period of time to repair the condition or comply with the Water Management Plan without incurring subsequent violations:

If notified in person by Aurora Water personnel, residential customers shall have three (3) days to correct the identified problem. If notification is not in person, then residential customers shall have three (3) calendar days from receipt of notice to correct the identified problem. Customers with multi-family, commercial, irrigation or hydrant accounts have three (3) days from notification to correct the problem.

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Appendix B - Enforcement

Violation Matrix – Residential Accounts

	Time period to fix problem (if notified in person)	Time period to fix problem (if notified by mail)	Result if not fixed in time period
Warning	3 days	3 days from receipt of notice	2nd violation and charge. Charges waived by attending a Water Conservation Workshop
Subsequent Violations	3 days	3 days from receipt of notice	Subsequent violations - charge and/or suspension of service

Violation Matrix - Multi-family, Commercial, Irrigation and Hydrant Accounts

	Time period to fix problem	Result if not fixed in time period
Warning	3 days	2nd violation and charge. Charges waived by attending a Water Conservation Workshop.
Subsequent Violations	3 days	Subsequent violations - charge and/or suspension of service

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Appendix B - Enforcement

Charges

Per Section 138-190, charges will be issued against owners for noncompliance with the Water Management Plan. Aurora Water reserves the ability to immediately terminate irrigation or other water service for cause, and the service not be reinstated until the system or use comes into full compliance with the requirements of the Water Management Plan. Current policy outlines the following charges to be applied to the appropriate water billing account.

For nonpublic common areas, the private party that is owner for the project is responsible for adhering to the criteria outlined in this outdoor water use program and all charges incurred for noncompliance. Charges for noncompliance are based on the property type. Charges for the 2nd violation may be waived by attending a Water Conservation Workshop.

Appeal Process

Owners are responsible for ensuring that their properties meet the Water Management Plan regulations.

The appeal process does not apply to warnings that have been issued. A warning violation cannot be appealed. Appeals of violations with associated charges may be submitted to Aurora Water Conservation.

If an owner or responsible party feels that a charge has occurred by mistake or through extenuating circumstances, a completed written appeal letter must be received by the Aurora Water Conservation Supervisor within 20 days of the date on the notification letter. The written document should include the following information:

- Specific violation in question. Date and time of violation.
- Grounds for appeal.

Timing of Appeal Request: Appeals must be received within 20 calendar days of the date on the notification letter. Any appeal received after that date will not be considered and the associated charges will not be removed from the account.

Timing of Response to Applicant: Aurora Water Conservation must respond to the customer within 10 business days of receipt of an appeal request or the charge will be removed from the account.

Crediting Criteria: Associated charges must be paid by the customer by the billing due date of their water bill. If the customer's appeal is approved, the related charge will be credited to their water billing account within the subsequent billing cycle.

Should the appeal be denied, a further appeal may be made to the Director of Aurora Water for final disposition.

Rain barrels

Under House Bill 16-1005, any single family residence or multi-family residence with 4 or fewer units may install two 55 gallon rain barrels. These rain barrels must be sealed to prevent insects or pest from using the stored water. The water from these rain barrels may only be used for outdoor use, such as garden irrigation. The water cannot be used for drinking water or indoor household purposes. The use of rain barrels is not regulated by the Water Management Plan.

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Appendix B - Enforcement

Wells - Public and Private

Water wells are controlled by the State of Colorado and are permitted exclusively to a specific property. Only water wells identified under 138-154 (b) may be utilized in Aurora. If a complaint is received, Water Conservation personnel will verify that the water source is from a permitted well.

When well water is used for irrigation purposes, the City of Aurora requests that a sign be displayed in a conspicuous place indicating well water is in use for irrigation purposes.

Water Availability Incentive Programs

Incentive programs may be implemented at the discretion of the Director of Aurora Water and through the use of approved and allocated funding mechanisms. Current incentive programs will run year round but are contingent upon available funding.

Demand Management Tools

Should circumstances require further demand management, the Director of Aurora Water can recommend, based on water availability, to the City of Aurora Council that additional demand management programs are required.

AURORA WATER MANAGEMENT PLAN

Appendix C – Public Education

Commitment to Public Education and Awareness

Public education and awareness regarding water use management is part of the City of Aurora's ongoing water conservation program. It is recognized that Aurora is in a semi-arid climate zone and will periodically be exposed to severe and extended periods of drought. When extreme natural events occur, the city must impose progressively higher levels of water restrictions to ensure adequate levels of stored water are maintained to meet the basic needs for its residents and businesses. The City of Aurora will always be committed to educating the public about water conservation issues.

Citizens' Water Advisory Committee

Aurora Water coordinates the activities of the Citizens' Water Advisory Committee to solicit community feedback on water conservation and water management programs that may be considered as a part of a staged response to reduced water supply conditions and as an integrated element of the city's overall water management program.

Awareness Programs

Water personnel are available for presentations to HOAs, Ward meetings and other groups throughout the year. Prior to the start of the irrigation season, information is sent to all water accounts stating the schedules and any regulatory changes for the upcoming year. Detailed information is included in the city's newsletter, NewsAurora, the city's website and social media channels. Watering restrictions are also sent in a postcard.

Notification and Additional Information

Notification of new watering restrictions, new rate structures and other critical messages will be mailed to each customer account to ensure complete dissemination. Media will be asked to run public notices to advise customers of these conditions and requested responses.

AURORA WATER MANAGEMENT PLAN

Appendix D – Water Conservation Ordinances

Water Conservation Ordinances

An integral part of the Aurora Water Conservation program and water availability response is the adoption of ordinances designed to conserve water. Along with water restrictions, education programs and financial incentives, water conservation ordinances round out the multidisciplinary approach to water efficiency that Aurora Water promotes. As part of the Water Management Plan, these ordinances provide a context for a number of the restrictions and Best Management Practices outlined in the plan.

Waste of Water Ordinance - Article V. Section 138-190

Aurora City Code prohibits waste of water, characterized by excessive runoff of lawns, pooling of water and/or spraying of water onto impervious surfaces or failure to repair faulty or leaky irrigation equipment.

Lawn Permit Ordinance - Article V. Section 138-187

The ordinance requires the lawn installer to obtain a lawn permit from the Water Department, incorporate the proper amount of soil amendment and have the soil preparation inspected by a Water employee.

Car Wash Reclamation Ordinance - Water Engineering Design Standards

The ordinance requires that all new automatic car washes and/or those automatic car washes in Aurora undergoing a significant renovation (>50% of footprint), install a water reclamation system. The details of car wash requirements are found in Water Engineering Design Standards

Irrigation Standards Ordinance - Article V. Section 138-192

The ordinance requires that all new irrigation systems adhere to good design and efficiency standards and are inspected to ensure they are held to these standards.

Landscape Ordinance – Article 14

Turf Regulations - Article 14. Section 146-1427

The ordinance changes the landscape requirements for homeowners that limits the maximum amount of turf grass required.

Xeriscape Design – Article 14. Section 146-1437

The ordinance changes the landscape requirements for homeowners to allow an all-Xeriscape landscape.

AURORA WATER MANAGEMENT PLAN

Appendix E – Best Management Practices

Power Washing

- Mechanical brushing must be used as first treatment
- Use vacuums to remove or collect loose debris
- The maximum flow rate does not exceed 3 gallons per minute (high pressure/low volume nozzles)
- Use biodegradable soap (non-toxic and phosphate free)
- Do not pour wash water down the storm drain
- Eliminate or minimize runoff wash water from entering storm drain

Charity Car Wash

- Use automatic shut-off nozzles on the end of your hoses. Low volume/high pressure power washers with ≤ 3 gallons per minute output preferable.
- Use buckets for soaping up the cars.
- Only use biodegradable soap (non-toxic, phosphate free).
- Eliminate or minimize runoff wash water from entering storm drain by positioning wash area away from storm drains and/or blocking storm drains with sand or gravel bags.
- Never dispose of wash water in storm drain. Disposing of soapy wash water in the sanitary sewer (i.e. toilet) is the best option.

Swimming Pool Water Conservation

- Cover the pool when not in use to control evaporation and save energy from heat loss. Up to 95% of water loss from evaporation can be saved through the use of a pool cover when the pool is not in use.
- Reduce the temperature if possible, particularly when the pool is not in use.
- Limit the frequency of pool refilling. Only refill pool when required for water quality reasons.
- Backwash pool filters only when necessary. If the backwash cycle is controlled by a timer, check and adjust the frequency of the cycle to ensure optimal efficiency. Use head loss to determine backwash frequency (8-10 psi loss).
- Where feasible, use filter backwash for irrigating lawns or plants and shrubs or for cooling tower make-up.
- Lower the pool's water level as much as possible to reduce the amount of water that can be splashed out.
- Check the pool regularly for cracks and leaks and make repairs promptly. If pool drops more than 1 inch per day then investigate for problems.
- Replace shower heads in the changing area to low flow fixtures and post signs to encourage pool users to limit the time spent in the shower.
- Add a fence, trees or shrubs to provide a wind break to reduce evaporation.
- Utilize a pool vacuum that recycles water when cleaning the pool.