

STAGE I

Water has been released from storage and there is an indication that without wise usage of water, a shortage could occur.

1. Conscientious use of water will be encouraged as described below:
 - Water lawns early in the morning, prior to 6:00 a.m., to take advantage of the coolest times when the evaporation rate is less. Irrigating in the evening may result in potential fungus development on the lawn.
 - Check the interior plumbing for faucet or toilet leaks, and make the necessary repairs. To detect potential leaks, listen for trickles of water or frequent water valve operations.
 - Clean outside surfaces such as patios, driveways, and sidewalks using a broom rather than a hose.
 - Wash vehicles with a bucket and hose that has a shut-off nozzle, rather than continuously running a hose.
 - Fill sinks with water for tasks such as washing dishes, preparing food, brushing teeth, and shaving rather than leaving water running.
 - Suggest installing water-saving devices in showers.
 - Use automatic dishwashers and washing machines with only full loads whenever possible.
 - Store a container of drinking water in the refrigerator rather than running water from the faucet to cool it.
 - Encourage wise use of water during outdoor play, e.g., playing in the sprinkler, water toys, and swimming pools.
 - Encourage shorter shower times, or bathe in partially full bathtubs.
 - Refrain from using the toilet as a wastebasket or ashtray.
2. Suspend Des Moines Water Works' hydrant flushing program.
3. Request City officials to minimize water usage activities such as street flushing and watering golf courses. Be sure that all other activities are suspended before an emphasis is placed on golf courses.
4. After 30 days or less, if the maximum day water consumption has not been reduced by 10%, and there is still an indication that a water shortage could occur, proceed to Stage II.

STAGE II

1. Further encourage voluntary activities to reduce consumption as follows:
 - Request residential areas to water on alternate days, e.g., even numbered addresses may water on even days of the month, and odd-numbered addresses may water on odd-numbered days of the month. Suggest watering between 8:00 p.m. and 6:00 a.m. during weekdays. Week-end watering could be conducted at anytime.
 - Restate voluntary measures of STAGE I.
2. Contact public agencies (City, County, State) to request assistance in implementing measures to conserve usage associated with their operations (to serve as an example for citizens) such as:
 - Consider closing recreational facilities with known water wastes, e.g., leaking pools and running drinking fountains.
 - Suspend the operation of decorative fountains.
3. Survey areas of highly corrosive soils (indicated by failure history) with leak detection crews.
4. Recommend serving drinking water in eating establishments only when specifically requested by patrons.
5. Recommend to the Board of Water Works Trustees that the water shortage rate structure go into effect in Stage III.
6. After 30 days or less, if the maximum day water consumption has not been reduced by 30% and there still is an indication that a water shortage could occur, proceed to Stage III.

STAGE III

1. Mandatory measures will be implemented as follows:
 - Discontinue outdoor water usage (including filling pools, watering lawns, hose-washing of paved surfaces, etc.), except for commercial greenhouses.
 - Discontinue public agency watering activities (including landscapes, flower beds, grasses, and annual plantings).
2. Implement the water shortage rate structure.
3. After 30 days or less, if the maximum day water consumption has not been reduced by 30% and there still is an indication that a water shortage could occur, proceed to Stage IV.

STAGE IV: Water Rationing

1. Further promote conservative water usage as follows:
 - Impose consumption reduction of 30% for all residential usages above minimum bills (allow use of 70% of consumption from the same period of the previous year) and 90% for commercial and industrial uses. This includes all hospitals and health care

facilities. Any new customers applying for water service at this time will be notified that the conservation plan is in effect and of the restrictions involved. Through a message on their water bills, customers will be made aware of their usage and its relationship to the maximum allowable usage.

2. If necessary, the use of water may be suspended or restricted, by category of use, in the following order:
 - Water used primarily for recreational or aesthetic purposes (if not already restricted under STAGE III).
 - Use of water for all irrigation purposes.
 - Use of water for manufacturing or other industrial processes.
 - Use of water for the generation of electrical power for public consumption.
 - Use of water for livestock production.
3. Any other measures deemed necessary by the Des Moines Water Works.
4. The following penalties will be assessed in the event of violation of the mandatory measures:
 - The first violation will result in a written warning, re-emphasizing ways to conserve usage, and a notice of intent to impose a surcharge effective with the next water bill if the violation condition persists.
 - The second violation will result in the imposition of a flat surcharge of \$100.00, which will be assessed for open violation of mandatory measures stated in STAGE III, Item 1, a and b. The surcharge for violation of STAGE III, Item 3 shall be \$5.00 per 1,000 gallons used in excess of the respective allotments for residential and commercial users. Normal collection practices and procedures will be imposed on all customers who fail to pay the surcharges.
5. Any customer aggrieved by the application of these procedures, including any person disputing the amount of any surcharge or validity of any violation, may request a hearing before an appeals committee. The committee shall consist of the Des Moines Water Works General Manager or his designee, the Director of Finance, and the Director of General Services. Such a hearing shall be held as soon as reasonably practical. The committee shall review the issue presented and shall, in its judgment, promote public safety, avoid unjust discrimination, and do substantial justice.