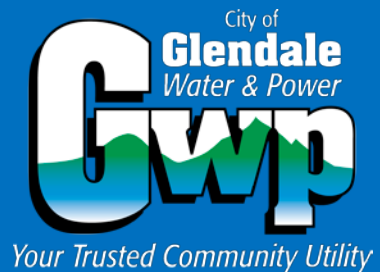


City of Glendale 2020 Water Shortage Contingency Plan





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2020

By:

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Introduction

Plan Formatting

In California, State drinking water policy and regulations generally follow three levels of government interaction for publically owned water systems, like Glendale’s water system. These are State laws enacted by the legislature and signed by the Governor, regulations established by State agencies, and local laws, for Glendale these local laws are part of the Glendale Municipal Code. There are two primary State agencies that regulate drinking water, the State Water Resources Control Board (SWRCB), and the California Department of Water Resources (DWR). A broad description of the roles of the two State agencies would be that the SWRCB focuses on water quality and water rights all the way down to an individual water agency level, and DWR focuses on water supply and water use at the statewide level.

One way to budget or plan for statewide water use is to add-up all the planned use at an individual water agency level. So, DWR is historically the agency that oversees the completion of UWMP’s. DWR is delegated this authority by the State Legislature. The State Legislature has enacted and updated drinking water regulations significantly since the water supply shortage of 2015. Many of these updates are prescriptive in nature, both regarding the content and format of the UWMP. DWR staff worked to translate the legislature’s directions into guidance for water agencies to use when preparing the UWMP’s. DWR also prepared and publicly posted an UWMP Guidebook, which also includes guidance on the contents of the WSCP. The quotation below is from the guidebook and references the portion of State laws referred to as the “Water Code”.

Water Code Section 10632.3

It is the intent of the Legislature that, upon proclamation by the Governor of a state of emergency under the California Emergency Services Act (Chapter 7 (commencing with Section 8550) of Division 1 of Title 2 of the Government Code) based on drought conditions, the board defer to implementation of locally adopted water shortage contingency plans to the extent practicable.

A new requirement for the 2021 UWMP is the inclusion of a Water Shortage Contingency Plan (WSCP), and the separate adoption of the WSCP by the local agencies governing body as a standalone document. To achieve these dual purposes, this document is formatted starting at Chapter 8. Chapter 8 of the UWMP is the WSCP. This formatting choice for Glendale’s standalone WSCP will keep the numbering of the sections consistent with the section numbering in the UWMP.



8.1. Water Supply Reliability Analysis

Chapter 6&7 of the UWMP

There are two components related to a water system’s ability to provide water. One is the amount of water needed by customers, referred to as demand, and one is the supply of water available. This section is an analysis of Glendale’s water supply.

As noted in the introductory comments, the sections of the WSCP and the UWMP are prescriptive in nature as set by the State Legislature and DWR. There is a detailed water supply characterization of Glendale’s water supply in Chapter’s 6 and 7 of the 2021 UWMP, that contain the information below in various tables and subsections in those chapters.

Water Supply Reliability Analysis

The City of Glendale has five sources of water. The term sources have different connotations and in this context refer to groundwater basins, surface water supplies, and a recycled water supply, as opposed to a specific number of wells or a specific number of interconnections. The five sources are: the San Fernando Basin, the Verdugo Basin, the Upper and Lower Sierra Nevada watershed, and the Colorado River Basin. This diversity of supplies, and the prudent investments made to develop them, has helped provide Glendale with a robust and resilient water system.

San Fernando Basin

In the late 1950’s the City of Los Angeles sued multiple parties inclusive of the Cities of San Fernando, Burbank, Glendale and others in an effort to force them to stop pumping water in the San Fernando Basin. After more than a decade of legal battles, the State Supreme Court ruled that the City of Los Angeles has exclusive rights to all “native waters” (meaning surface and groundwater water from precipitation in the basin) in the Los Angeles River and its tributaries and surrounding watershed, and in the San Fernando Basin. As a result, the 1979 court judgment in the matter of City of Los Angeles v. City of San Fernando, et al. (Judgment) the Upper Los Angeles River Area (ULARA) Watermaster was created and the Judgement allotted the City of Glendale a “return flow credit” for pumping groundwater of 20% of its water sales in the San Fernando Basin. As a result of the Judgement, Glendale’s ability to generate more local supplies from the San Fernando Basin is limited. Glendale does use more than its return flow credit and, per the Judgement, must pay the Los Angeles Department of Water & Power a “physical solution” charge for this excess pumping as defined in the Judgement.

The primary reason that Glendale produces more than its return flow credit in the San Fernando Basin is that Glendale has been at the forefront in groundwater clean-up in the area. Glendale voluntarily consented to be a party to the consent decree entered in the matter of United State of America, and State of California v. ITT Industries, Inc., Lockheed Martin Corporation, et al. (“Consent Decree”). As a party, Glendale is bound by all of the provisions of the Consent Decree, including operating the Glendale Water Treatment Plant at a volume above Glendale’s



return flow credit water right. Since the year 2000, Glendale has been operating the Glendale Water Treatment Plant (GWTP) to remove VOC's from the San Fernando Basin as part of the USEPA SUPERFUND program in the Glendale North and South Operable Units. Glendale has also worked with national and State sponsored pilot programs and demonstration scale research on Hexavalent Chromium removal in the Glendale Chromium Operable Unit area. This research was begun in the early 2000's and was completed in 2015, resulting in a permanent CrVI removal facility being built and operated at the GWTP in 2016.

The wells used to concentrate and extract the contaminated groundwater prior to treatment are shallow extraction wells. There are four wells in the Glendale North Operable Unit, and five wells in the Glendale South Operable Unit. The wells are arranged essentially in a perpendicular fashion to the LA River and act as a barrier to contamination moving further south through the basin. These wells, and the Glendale Water Treatment Plant, are primarily intended to clean-up the groundwater, and are not intended to be a primary source of water. As such, during an earthquake these wells and the treatment plant may become inoperable, either physically, or due to prolonged power outages. So, the San Fernando Basin source is not a robust source of water during a catastrophic event like an earthquake, but it is a significant source of water during a prolonged drought.

The Glendale Operable Unit wells are located in a portion of the San Fernando Basin referred to as the "Narrows". This area is near the southern portion of the basin in an area upstream of the point where subsurface flows leave the basin. The subsurface geology in this area is formed in a way where water tends to rise up prior to leaving the basin. This makes changing groundwater levels within the basin as whole have less of an impact on these wells. Due to this, these wells have provided a steady source of water during droughts, and during the water supply shortage of 2015 the production from these wells were not affected by changing groundwater levels.

Glendale's wells in the San Fernando Basin are also less prone to contamination issues, because they are already routed through a groundwater clean-up treatment plant. Fortunately, the technology employed at the Glendale Water Treatment has also protected the City's water supply from emerging contaminants prior to it being known these contaminants were an issue. The most recent example being PFAS. The granular activated carbon (GAC) treatment train at the Glendale Water Treatment Plant was removing PFAS before PFAS had become a known contaminate.

Since Glendale does not have rights to the natural recharge of the San Fernando Basin, climate change mitigations for this basin are primarily the responsibility of the City of Los Angeles. The City of Los Angeles has partnered with the Los Angeles County Flood Control District to enhance natural percolation and storm water retention at several spreading basins upstream of the Narrows area of the basin. As noted above, this area of the basin is impacted less by water levels throughout the basin as a whole.

Water from the San Fernando Basin, cleaned at the Glendale Water Treatment Plant, accounts for approximately 20% of the City's water supply. This percentage increases or decreases



depending on customer demands. During a water supply shortage like 2015, this percentage would increase. After an earthquake, this supply may not be available for an extended period and the City would increase its use of imported water from the Metropolitan Water District of Southern California.

Verdugo Basin

A very early water supply for the City of Glendale was the Verdugo Basin. This supply included a dam with an underground infiltration gallery and wells. Due to this early use, the City was able to prevail in a part of the 1979 court judgment in the matter of City of Los Angeles v. City of San Fernando, et al. (Judgment) forming the Upper Los Angeles River Area (ULARA). This portion of the judgement granted Glendale a prescriptive right of 3,500 ACFT of water, per year from the Verdugo Basin. When the Verdugo Wash was lined to increase flow for flood control purposes, the dam near the infiltration gallery was removed, and less water was available from this system. Additionally, as homes in this area were moved from septic systems to the sewer system, and farm land was converted to homes, less groundwater recharge occurred. Additionally, with a long trend of lower precipitation in the watershed, groundwater levels in the basin have continually declined.

Currently, the City is able to produce about half of its adjudicated right in the basin, accounting for between 5% and 7% of the City's water supply. To help alleviate this, the City did drill the Rockhaven Well, which has nitrates, and leased this well to the Crescenta Valley Water District, in order to recover some of the cost of unused water rights. GWP is also working with the Glendale Public Works Department to plan and assist with "green street" type projects in this area to enhance natural recharge of the basin.

Metropolitan Water District of Southern California

The City of Glendale was a pioneer in regional cooperation in the development of a robust and resilient water supply for the Southern California region when the City became one of the founding Member Agencies of the Metropolitan Water District of Southern California, almost 80 years ago. Since that time, Glendale's investments have helped to bring water from the watershed of the Colorado River Basin to the region through the building of the Colorado River Aqueduct, and the building of Lake Mead. The City helped to build the State Water Project providing access to naturally desalinated water, using the sun to evaporate water from the Pacific Ocean that falls as precipitation in the watersheds in the Upper and Lower Sierra Nevada Mountains.

In addition to these investments, Glendale helped to fund the construction of Diamond Valley Lake (DVL). DVL provides a flexible storage location for water in Southern California and it provides an emergency supply of water for the region if a major earthquake damages the Colorado River Aqueduct of the State Water Project. This storage reservoir is intended to provide enough storage to last while either of the aqueducts is repaired. To ensure the stored



water will last, water agencies, like Glendale, in the region will need to implement the most restrictive level of their WSCP's.

As a result of this foresight, and these investments the City is now able to better mitigate the ongoing issues related to climate change. As warm and dry seasons extend and become hotter, and wet seasons become shorter and more intense, it is important to be able to move and store precipitation when it happens. Diamond Valley Lake has provided an additional reservoir to store water during wet years. In addition to this, MWD has been able to negotiate more flexible storage in Lake Mead that will be available for withdrawal even when the lake is in a shortage level. This additional storage flexibility allowed MWD to store water during the previous two years when there were higher than normal precipitation events in the Sierra Nevada Mountains, in its storage account in Lake Mead. Thus ensuring a stable water supply for Glendale even if there are several drier than normal years in a row over the next few years.

In addition to the overall supply outlook for MWD, the City of Glendale is also well prepared to use water from MWD. Typically, between 50% and 70% of Glendale's water supply is provided by MWD. The percentage varies depending primarily on customer demands. The City's MWD connections can provide 100% of the City's annual water demand. In fact, in the early 1980's, near the time the ULARA adjudication was completed, groundwater contamination was discovered in the San Fernando Basin, and Glendale was almost 100% reliant on water from MWD.

During the water supply shortage of 2015, that was the result of over six dry years in row, MWD's allocation program was triggered. MWD has a robust methodology for determining when to issue an allocation to its Member Agencies. The allocation was set at a 15% cutback prior to the Governor issuing an emergency order Statewide. After this allocation, the City implemented its established WSCP and restricted outdoor watering to 3-days per week. The cutback ordered by the State for Glendale was initially 25%, then it was adjusted to 20%, and finally it was adjusted to 18%. After the initial 25% cutback, the City moved its watering restrictions to the next level, which was 2-days per week. Ultimately, the City exceeded the States mandated conservation levels due to the extraordinary conservation efforts of its residents and businesses.



8.2. Annual Water Supply and Demand Assessment Procedures

State Guidance

Quotations from the UWMP Guidebook developed by DWR are noted below. These paragraphs are in Section 8.2 of the Guidebook covering development of this WSCP.

“Beginning by July 1, 2022, each Supplier shall prepare and submit their annual water supply and demand assessment (referred to in this Guidebook as an Annual Assessment). The Annual Assessment will be due by July 1 of every year, as required by Water Code Section 10632.1. The Annual Assessment and associated reporting are to be conducted based on the Supplier’s procedures detailed in the WSCP.”

“While the first Annual Assessment is not required to be submitted to DWR until July 1, 2022, Suppliers are encouraged to use the procedures documented in its WSCP to prepare and include the outcome of an Annual Assessment for 2021, and to present the results in their UWMP as an example.”

As discussed in this WSCP, many of the new rules and guidelines related to are still under development by the State, both by DWR and the SWRCB. So, it is premature to estimate the “Annual Assessment” for 2021, since many of the actual guidelines and tools are not developed or available to use to make an assessment at this time.

Generally, the Annual Assessment is derived from the part of the California Code of Regulations (CCR) referred to as “Making Water Conservation a California Way of Life”. This law prescribes an amount of water each agency is allowed to use every year, regardless of the supply of water, and water rights, that an agency has. The annual amount is based on “efficient” use of water within the water agency’s service area and the amount of water available. If it is estimated that there will be more demand for water than water that is available, the agency needs to implement cutbacks described in the WSCP.

To calculate the allowed efficient use of water, several steps need to be completed. The first is to add up 55 gallons per person per day based on the population within the water agencies service area. Then, a calculation needs to be made based on the irrigated and irrigable area within the service area. The final procedures for completing this task have not been finalized by DWR. There are outstanding questions regarding the work that an agency has done to reduce water use already and if this will count against agencies that have been efficient and in the forefront of conservation. There is also procedures and information needed for the allotment of water that will be granted by the State for each type of business within a water agencies service area. Once all of these procedures are finalized, the aggregate total amount of water that the City of Glendale can use in a year can be estimated for the “demand” assessment portion of the overall annual assessment.



8.3. Six Standard Water Shortage Stages

Prescriptive Water Shortage Stages Set by Legislature

The State Legislature enacted a prescriptive set of water shortage stages as part of the following legislation. However, the code does allow for agencies with existing water shortage stages to continue to use those as long as this WSCP has a graphic that shows how the stages overlap so the regulators can understand them. The City of Glendale has a very effective set of water shortage stages already in place that are discussed in the next section.

Water Code Section 10632(a)(3)

(A) Six standard water shortage levels corresponding to progressive ranges of up to 10, 20, 30, 40, and 50 percent shortages and greater than 50 percent shortage. Urban water suppliers shall define these shortage levels based on the suppliers' water supply conditions, including percentage reductions in water supply, changes in groundwater levels, changes in surface elevation or level of subsidence, or other changes in hydrological or other local conditions indicative of the water supply available for use. Shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, and other potential emergency events.

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conditions indicative of the water supply available for use. Shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, and other potential emergency events.

(B) An urban water supplier with an existing water shortage contingency plan that uses different water shortage levels may comply with the requirement in subparagraph (A) by developing and including a cross-reference relating its existing categories.

The intent of enacting prescriptive water shortage stages in 10% increments makes sense academically, but the actual percentages that an agency will be able to conserve depends on the types of actions taken, and the mix of customer types and their water uses. Each water agency has a different mix of businesses, home, apartments, and other water users.

Ability to Continue Use of Local Ordinances

The City of Glendale was prepared well for the water supply shortage of 2015 and had already enacted water shortage stages as part of the Glendale Municipal Code and had already been activated by the time the Governor had declared a Statewide emergency. In fact, conservation by Glendale's water users exceeded expectations.

The text below is quoted from Glendale's Municipal Code section covering water shortage stages:



Chapter 13.36 WATER CONSERVATION

13.36.010 Established.

There is established a city mandatory water conservation plan. (Prior code § 9-150)

13.36.020 Policy.

It is declared that, because of the conditions prevailing in the city and in the areas of this state and elsewhere from which the city obtains its water supplies, because water needs are projected to increase in the future and while water is a renewable resource, it is a finite one, the general welfare requires that the water resources available to the city be put to the maximum beneficial use to the extent to which they are capable, and that the waste or unreasonable use or unreasonable method of use of water be prevented, and the conservation of such waters is to be exercised with a view to the reasonable and beneficial use thereof in the interests of the people of the city and for the public welfare. (Ord. 5112 § 61, 1996: prior code § 9-151)

13.36.030 Purpose.

The purpose of this chapter is to provide a mandatory water conservation plan to minimize the effect of a shortage of water to the customers of the city and, by means of this chapter, to adopt provisions that will significantly reduce the consumption of water over an extended period of time thereby extending the available water required for the customers of the city, to protect basic human health, safety and quality of life, to share the impacts caused by the water shortage in accord with the severity of the water shortage, and to minimize the hardship to the city and the general public to the greatest extent possible. (Ord. 5112 § 62, 1996: prior code § 9-153)

13.36.040 Definitions.

The following words and phrases, whenever used in this chapter, shall be construed as defined in this section unless from the context a different meaning is intended or unless a different meaning is specifically defined within individual sections of this chapter:

“California-friendly plantings” or “California-friendly landscaping” means those landscape plantings, including, but not limited to, trees, shrubs, perennials, groundcovers, ornamental grasses and California-native plants, that require low water use for maintenance and that are included in the Metropolitan Water



District’s California Friendly Garden Guide catalogue, available at <http://www.bewaterwise.com>.

“Dining establishment” means a catering business or a restaurant, hotel, café, cafeteria or other public place where food or drink is sold, served or offered for sale.

“Low income individual” means any individual that is eligible for participation in the division’s public benefit charge low-income program.

“Potable water” shall be defined as set forth in Section [13.28.020](#) of this code.

“Process water” means water used to manufacture, alter, convert, clean, heat or cool a product, or the equipment used for such purpose; water used for plant and equipment washing and for transporting the raw materials and products; and water used to grow and maintain trees and plants for sale or installation. Process water does not include water used in the preparation of food or drinks.

“Recycled water” shall be defined as set forth in Section [13.38.020](#) of this code. (Ord. 5854 § 1, 2015; Ord. 5660 § 3, 2009; Ord. 5112 § 63, 1996; prior code § 9-154)

[13.36.050 Scope.](#)

The provisions of this chapter shall apply to all water customers and property served water by the department wherever situated, and shall also apply to all property and facilities owned, maintained, operated or under the jurisdiction of the various officers, boards, departments or agencies of the city. (Ord. 5660 § 4, 2009; prior code § 9-156)

[13.36.060 No water waste policy.](#)

There is in effect at all times in the city a “no water waste” policy as set forth herein. Except as otherwise provided in this chapter, at no time shall any person make, cause, use, or permit the use of water from the department for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this chapter or in an amount in excess of that use permitted by the conservation phase then in effect pursuant to action taken by the city council in accordance with the provisions of this chapter.

A. Water Use Restrictions.

1. **Hose Washing.** Potable water shall not be used for hose washing of sidewalks, walkways, driveways, or parking areas, tennis courts, patios, porches



or other paved areas, except: (a) where necessary to alleviate safety or sanitary hazards, and then only by use of a handheld bucket or similar container or a hand-held hose equipped with a water shut-off device; (b) when using a low-volume high-pressure cleaning machine; or (c) that flammable or other dangerous substances may be disposed of by direct hose flushing by public safety officers for the benefit of public health and safety.

2. Overspray or Runoff. There shall be no use of water for any purpose which results in overspray, runoff in flooding or runoff onto hardscape, driveways, streets, adjacent lands or into gutters.

3. Decorative Fountains. Except for water play features in city parks, no water shall be used to clean, fill or maintain levels in decorative fountains or similar structures unless such water is part of a recirculation system or unless such water is recycled water, which must be clearly posted.

4. Leaks. No water customer of the department shall permit water to leak from any facility on his or her premises; failure to effect the repair of any leak, within seventy-two (72) hours after the customer is notified of or discovers the leak, shall subject said customer to all penalties provided herein for waste of water.

5. Irrigation Times.

a. No landscaped or vegetated areas, whether or not such areas include California-friendly plantings and including, but not limited to, grass, lawn, groundcover, shrubbery, annual and perennial plants, crops, and trees, including in golf courses, cemeteries, parks and school areas, shall be watered, sprinkled, or irrigated between the hours of 9:00 a.m. and 6:00 p.m., except for very short periods of time for the express purpose of adjusting or repairing an irrigation system. Irrigation using recycled water is exempt from this limitation provided such usage is permitted by law and is clearly posted.

b. No landscaped or vegetated areas, whether or not such areas include California-friendly plantings, shall be watered, sprinkled or irrigated on days when the wind is blowing causing overspray and on days when it is raining, or within forty-eight (48) hours after it rains.

6. Vehicle Washing. The washing of commercial and noncommercial privately owned automobiles, trucks, trailers, motor homes, boats, buses, airplanes and other types of vehicles is restricted to use of a hand-held bucket and quick rinses using a hose with a positive shutoff nozzle. Exceptions: the use of wash water which is on the immediate premises of a commercial car wash or commercial service station; or where health, safety and welfare of the public is



contingent upon frequent vehicle cleaning, such as garbage trucks and vehicles which transport food and perishables.

7. Commercial Car Wash and Laundry Systems. The installation of a nonrecirculating water system for any new commercial conveyor car wash system or new commercial laundry system is prohibited. Effective July 1, 2014, no commercial conveyor car wash may use a nonrecirculating water system in its operation.

8. Water for Construction Purposes. Water for construction purposes including, but not limited to, debrushing of vacant land, compaction of fills and pads, trench backfill and other construction uses, shall only be used in an efficient manner which will not result in runoff. Recycled water shall be used whenever it is an available and feasible alternative source of water.

9. Fire Hydrants. Unless a permit has been obtained in accordance with Section [13.04.080](#) of this code, the use of potable water from fire hydrants shall be limited to firefighting, related activities or other activities immediately necessary to maintain the health, safety and welfare of the residents of the city.

10. Dining Establishments.

a. No dining establishment shall serve drinking water to any customer unless expressly requested by the customer.

b. Effective January 1, 2010, dining establishments are prohibited from using nonwater-conserving pre-rinse dishwashing spray valves.

11. Conservation Notices. Dining establishments, hotels, motels and other commercial lodging establishments are required to post notices informing their guests about the city's "no water waste policy" and urging guests to conserve water.

12. Laundry Service. Hotels, motels and other commercial lodging establishments are required to post notices giving their guests the option of not laundering towels and linens daily.

13. Single Pass Cooling Systems. The installation of a single pass cooling system is prohibited in any building requesting new or expanded water service from the department.

14. Process Water. Process water shall be recycled to the greatest extent possible.

B. The water use restrictions set forth in subsection A of this section shall be in effect at all times, except that in the event that the city council declares the need for conservation as set forth in Section [13.36.080](#), the water use restrictions



shall be amended and the use of water shall be further restricted as required by the phase of conservation then in effect, as described in Section [13.36.070](#). (Ord. 5854 § 2, 2015; Ord. 5675 § 1, 2009; Ord. 5660 § 5, 2009; Ord. 5112 § 64, 1996)

[13.36.070 Phases.](#)

A. Phase I.

1. Water Use Restrictions.

a. No use of water may be made contrary to the provisions of the no water waste policy set forth in Section [13.36.060\(A\)\(1\)](#) through (14). During conservation phase I, the division of parks, recreation and community services will review its irrigation system for possible efficiencies.

B. Phase II.

1. Water Use Restrictions.

a. No use of water may be made contrary to the no water waste policy set forth in Section [13.36.060\(A\)\(1\)](#) through (14).

b. During conservation phase II, the following additional water use restrictions shall also be in effect:

i. Landscape Irrigation Days and Durations. The use of potable water to irrigate any landscaped or vegetated areas shall only be permitted on Tuesdays, Thursdays and Saturdays, for no more than ten (10) minutes per watering station per permitted irrigation day.

(a) Exceptions.

(1) The director of parks, recreation and community services may establish different irrigation days for any or all city park land, provided that such irrigation shall be limited to three (3) days per week and ten (10) minutes per watering station per permitted irrigation day, unless otherwise exempted by this chapter.

(2) Irrigation by a drip irrigation system or with low-flow sprinkler heads that require additional watering time are exempt from the ten (10) minute time limitation, but such irrigation shall be limited to the permitted irrigation days and times of day.

(3) Irrigation with a hand-held bucket or similar container, or a hand-held hose equipped with a water shut off nozzle or device are exempt from the ten (10) minute time limitation and from the restriction on landscape irrigation days



set forth in subsection (B)(1)(b)(i) of this section, provided that such irrigation occurs before 9:00 a.m. or after 6:00 p.m.

(4) The restriction on landscape irrigation days and durations shall not apply to: (a) an area designated by the fire chief or city engineer as an area that must be watered for fire prevention or for erosion control; (b) commercial nurseries and commercial growers that water to the extent necessary to sustain plants, trees, shrubs, crops or other vegetation intended for lawful commercial sale; (c) watering to the extent necessary to maintain vegetation, including fruit trees and shrubs, intended for consumption; (d) watering to the extent necessary to establish newly-planted landscaping, during the first two (2) weeks after such landscaping has been planted; and (e) irrigation with recycled water in a manner that complies with all applicable laws.

ii. Landscaping Projects. Except for California-friendly landscaping, there shall be a deferral of all new or retrofit landscaping or turf planting requiring potable water service for irrigation. However, the deferral shall not be required for any new or retrofit landscaping plans that have been approved in accordance with Chapter [30.47](#) of the code prior to the date of adoption of a resolution implementing conservation phase II, III, IV or V, as applicable.

iii. New and Retrofit City and Agency Landscapes. Except for California-friendly landscaping, there shall be a deferral of all new and retrofit landscape and turf planting which requires potable water service for irrigation, on any property owned, controlled or maintained by the city or the redevelopment agency. However, the deferral shall not be required for any new or retrofit landscaping plans that have been approved in accordance with Chapter [30.47](#) of the code prior to the date of adoption of a resolution implementing conservation phase II, III, IV or V, as applicable.

C. Phase III.

1. Water Use Restrictions.

a. Except as further restricted or as amended by this subsection C, no use of water may be made contrary to the provisions of the no water waste policy set forth in Section [13.36.060\(A\)\(1\)](#) through (14) and conservation phase II as set forth in subsection B of this section.

b. During conservation phase III, the following additional water use restrictions shall also be in effect:

i. Water play features. The operation of city-owned water play features such as splash fountains in children's playgrounds, but not including swimming pools or wading pools, shall be limited to no more than five (5) hours per day.



ii. Landscape irrigation days and durations. The use of potable water to irrigate any landscaped or vegetated areas shall only be permitted on Tuesdays and Saturdays, for no more than ten (10) minutes per watering station per permitted irrigation day.

(a) Exceptions.

(1) The director of parks and recreational services may establish different irrigation days for any or all city park land, provided that such irrigation shall be limited to three (3) days per week and ten (10) minutes per watering station per permitted irrigation day, unless otherwise exempted by this chapter.

(2) Irrigation by a drip irrigation system or with low-flow sprinkler heads that require additional watering time are exempt from the time limitation, but such irrigation shall be limited to the permitted irrigation days and times of day.

(3) Irrigation with a hand-held bucket or similar container, or a hand-held hose equipped with a water shut off nozzle or device are exempt from the ten (10) minute time limitation, but shall be limited to the permitted irrigation days and times of day.

(4) The restriction on landscape irrigation days and durations shall not apply to: (a) an area designated by the fire chief or city engineer as an area that must be watered for fire prevention or for erosion control; (b) commercial nurseries and commercial growers that water to the extent necessary to sustain plants, trees, shrubs, crops or other vegetation intended for lawful commercial sale; (c) watering to the extent necessary to maintain vegetation, including fruit trees and shrubs, intended for consumption; (d) watering to the extent necessary to establish newly-planted landscaping, during the first two (2) weeks after such landscaping has been planted; and (e) irrigation with recycled water in a manner that complies with all applicable laws.

D. Phase IV.

1. Water Use Restrictions.

a. Except as further restricted or as amended by this subsection D, no use of water may be made contrary to the provisions of Sections [13.36.060\(A\)\(1\)](#) through (14) and conservation phases II and III as set forth in subsections B and C of this section.

b. During conservation phase IV, the following additional water use restriction shall also be in effect:

i. Decorative Fountains. The use of potable water to clean, fill or maintain levels in decorative exterior fountains or similar exterior structures is prohibited.



ii. Lakes or Ponds. The use of potable water to fill decorative lakes or ponds is prohibited, except to the extent necessary to maintain aquatic life.

iii. Landscape Irrigation Days and Durations. The use of potable water to irrigate any landscaped or vegetated areas shall only be permitted on Saturdays, for no more than fifteen (15) minutes per watering station.

(a) Exceptions.

(1) The director of parks, recreation and community services may establish different irrigation days for any or all city park land, provided that such irrigation shall be limited to three (3) days per week and ten (10) minutes per watering station per permitted irrigation day, unless otherwise exempted by this chapter.

(2) Irrigation by a drip irrigation system or with low-flow sprinkler heads that require additional watering time are exempt from the time limitation, but such irrigation shall be limited to the permitted irrigation days and times of day.

(3) Irrigation with a hand-held bucket or similar container, or a hand-held hose equipped with an automatic shut off nozzle or device are exempt from the fifteen (15) minute time limitation, but shall be limited to the permitted irrigation days and times of day.

(4) The restriction on landscape irrigation days and durations shall not apply to: (a) an area designated by the fire chief or city engineer as an area that must be watered for fire prevention or for erosion control; (b) commercial nurseries and commercial growers that water to the extent necessary to sustain plants, trees, shrubs, crops or other vegetation intended for lawful commercial sale; (c) watering to the extent necessary to maintain vegetation, including fruit trees and shrubs, intended for consumption; and (d) irrigation with recycled water in a manner that complies with all applicable laws.

E. Phase V.

1. Water Use Restrictions.

a. Except as further restricted or as amended by this subsection E, no use of water may be made contrary to the provisions of the no water waste policy set forth in Section [13.36.060\(A\)\(1\)](#) through (14) and conservation phases II, III, and IV as set forth in subsections B, C and D of this section.

b. During conservation phase V, the following additional water use restriction shall also be in effect:



i. Decorative Fountains. The use of potable water to clean, fill or maintain levels in decorative fountains or similar structures, whether such fountains or structures are on the interior or exterior of a site, is prohibited.

ii. Water Play Features. The operation of city-owned water play features such as splash fountains in children’s playgrounds, but not including swimming pools or wading pools, shall be limited to no more than four (4) hours per day.

iii. Landscape Irrigation Days and Durations. The use of potable water to irrigate any landscaped or vegetated areas shall only be permitted on the first and third Saturdays of each month. Irrigation is limited to the deep irrigation of trees and shrubs for no more than twenty (20) minutes per permitted watering station per irrigation day.

(a) Exceptions.

(1) The director of parks, recreation and community services may establish different irrigation days for any or all city park land, provided that such irrigation shall be limited to three (3) days per week and ten (10) minutes per watering station per permitted irrigation day, unless otherwise exempted by this chapter. Irrigation of city park land shall not be limited to the deep irrigation of trees and shrubs.

(2) Irrigation by a drip irrigation system that requires additional watering time is exempt from the time limitation, but such irrigation shall be limited to the permitted irrigation days and times of day.

(3) Irrigation of trees or shrubs with a hand-held bucket or similar container, or a hand-held hose equipped with an automatic shut off nozzle or device are exempt from the twenty (20) minute time limitation, but shall be limited to the permitted irrigation days and times of day.

(4) The restriction on landscape irrigation days and durations shall not apply to: (a) an area designated by the fire chief or city engineer as an area that must be watered for fire prevention or for erosion control; (b) commercial nurseries and commercial growers that water to the extent necessary to sustain plants, trees, shrubs, crops or other vegetation intended for lawful commercial sale; (c) watering to the extent necessary to maintain vegetation, including fruit trees and shrubs, intended for consumption; and (d) irrigation with recycled water in a manner that complies with all applicable laws.

iv. Vehicle Washing. There shall be no washing of any commercial or noncommercial privately-owned automobile, truck, trailer, motor home, boat, bus, airplane or other types of vehicles, except by the use of wash water which is on the immediate premises of a commercial car wash or commercial service



station; or where health, safety and welfare of the public is contingent upon frequent vehicle cleaning, such as garbage trucks and vehicles which transport food and perishables.

F. Exception. The prohibited use of water from the department provided for by Section 13.36.060(A)(1) through (14) and subsections (A)(1), (B)(1), (C)(1), (D)(1) and (E)(1) of this section are not applicable to that use of water necessary to preserve the public health and safety or for essential government services such as police, fire, and other similar emergency services. (Ord. 5675 § 2, 2009; Ord. 5660 § 6, 2009; Ord. 5112 § 65, 1996; prior code § 9-157)

13.36.080 Phase implementation and exemptions.

A. The department shall monitor and evaluate the projected supply and demand for water by its customers monthly, and shall recommend to the city manager the extent of the conservation required by the customers of the department in order for the department to prudently plan for and supply water to its customers. The city manager shall, in turn, notify and recommend to the city council the appropriate phase of water conservation to be implemented. Such phase implementation shall be made by council resolution. Any such resolution shall include such findings or other determinations as may be required to comply with the California Environmental Quality Act. Such phase implementation and the water use restrictions for the declared conservation phase shall become operable immediately upon the effective date of the resolution of the council and shall be published once in a daily newspaper of general circulation. Each new customer of the department shall be provided with a copy of said prohibited use provisions at the time of application for service.

B. Any customer of the department may prospectively apply to the general manager for a modification of, or an exemption from, the water use restrictions set forth in this chapter based upon the unique needs and circumstances of the customer or his or her premises. The general manager may grant such modifications or exemptions, provided that such modifications or exemptions are consistent with the purpose and intent of this chapter. (Ord. 5675 § 3, 2009; Ord. 5660 § 7, 2009; Ord. 5112 § 66, 1996; prior code § 9-158)

13.36.090 Enforcement.

A. Penalties. It is unlawful for any customer of the department to fail to comply with any of the provisions of this chapter. The penalties set forth in this section shall be additional to those penalties provided in any other section of this code. The penalties for failure to comply with any of the provisions of this chapter shall be as follows:



1. For the first observed or reported violation of any of the provisions of subsection (A)(1) through (14) of Section [13.36.060](#) and subsections (A)(1), (B)(1), (C)(1), (D)(1) or (E)(1) of Section [13.36.070](#), in accordance with the applicable water conservation phase in effect at the time of the violation, the department shall issue a written warning notice of the fact of such violation to the customer and a written copy of Chapter [13.36](#) of this title.
2. Any subsequent violation of any of the provisions of subsections (A)(1) through (14) of Section [13.36.060](#) and subsections (A)(1), (B)(1), (C)(1), (D)(1) or (E)(1) of Section [13.36.070](#), in accordance with the applicable water conservation phase in effect at the time of the violation, shall be punishable as an infraction in accordance with Chapter [1.20](#) and Chapter [1.24](#) of the code.
3. In addition to the penalties set forth in Chapter [1.20](#) and Chapter [1.24](#) of the code, the city may pursue any available civil remedies and criminal penalties, including, but not limited to, seek a court order permitting the installation of a flow-restricting device and/or disconnection of water service on the service of the customer at the premises at which the violation occurred or is occurring, together with any and all costs incurred by the city as a result of the waste of water, including, but not limited to, attorneys' fees, the costs of installation and removal of said flow restrictor and the cost of disconnection and restoration of service.
 - B. The general manager, or designee, may enter into a written agreement to resolve any violation provided that such agreement is consistent with the purpose and intent of this chapter.
 - C. **Reservation of Rights.** The rights of the department hereunder shall be cumulative to any other rights of the department, including, but not limited to, its right to discontinue service. (Ord. 5854 § 3, 2015; Ord. 5660 §§ 8, 9, 2009; Ord. 5112 § 67, 1996; prior code § 9-159)

[13.36.100 Reports.](#)

- A. All commercial and industrial customers of the department using twenty-five thousand (25,000) billing units per year or more shall submit a water conservation plan to the city manager's office and the general manager. These users shall submit quarterly to the city manager's office and the general manager a report on the progress of their conservation plans.
- B. All city departments shall submit to the city manager and the general manager an annual public report on their water conservation efforts. The reports are to present the level of performance compared to their water conservation plans. (Ord. 5660 §§ 10, 11, 2009; Ord. 5112 § 68, 1996; prior code § 9-160)



13.36.110 Rules and regulations.

The general manager shall have the power to establish rules and regulations consistent with the provisions of this chapter for the administration of the provisions of this chapter. (Ord. 5660 § 12, 2009)

As Noted in Section 13.36.070 Phases, there are five phases, or stages in Glendale’s Municipal Code related to watering restrictions.

The table below is a “cross-walk” for State regulatory staff to use to understand how Glendale’s phases coincide with the prescriptive six phases enacted by the State.

Glendale Municipal Code Chapter 13.36 WATER CONSERVATION	Curtailment Target		State 2020 WSCP Level	Shortage Level
Phase I	No Water Waste	→	1	≤ 10%
Phase II	Three Days Per Week Watering (20% Curtailment)	→	2	10 – 20%
Phase III	Two Days Per Week Watering, Restricted Hours for City Water Play Features (30% Curtailment)	→	3	20 – 30%
Phase IV	Use of water for to fill exterior fountains and ponds restricted, One Day Per Week Watering (Curtailment 40%)	→	4	30 – 40%
Phase V	Use of water to fill interior fountains and ponds restricted, Two Day Per Month Watering, City Owned Water Play Feature Hours further restricted, (Curtailment 50%)	→	5	40 – 50%
		→	6	≥ 50%



8.4. Shortage Response Actions

Water Code

The UWMP Guided books quotes the following section of the Water Code.

Water Code Section 10632 (a)(4)

Shortage response actions that align with the defined shortage levels and include, at a minimum, all of the following:

- (A) Locally appropriate supply augmentation actions.*
- (B) Locally appropriate demand reduction actions to adequately respond to shortages.*
- (C) Locally appropriate operational changes.*
- (D) Additional, mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions and appropriate to the local conditions.*
- (E) For each action, an estimate of the extent to which the gap between supplies and demand will be reduced by implementation of the action.*

Alignment with Water Shortage Levels

The previous section describes how demand reduction actions coincide with water shortage levels. As noted, these sections are formatted in a prescriptive manner by the State and may be repetitive in nature. There are also tables below which have prescriptive drop-down inputs developed by the State, so where needed, and allowed, explanatory notes are included in the “free form” sections of the tables.

8.4.1 Demand Reduction

Table 8-2 is a table formatted by the State with limited ability to enter information. The “Demand Reduction Actions” column is composed of cells formatted with a drop-down list. In general, the available choices include actions already in place as standard practice for GWP, and items that have been adopted as part of the water shortage levels already noted in the previous section. An important consideration when reading this table is that the State is attempting to “compartmentalize” water use patterns by customers in different regions served by different water utilities in a way that makes it easier to report on at a Statewide level. Water supply and water use is different by region because of geography and local weather patterns, as well as the type of developments in the local area. Also, the level of sophistication of water districts throughout the State vary widely. For instance, many water service areas in the State still do not



have water meters, and customers pay a flat rate for water, with no incentive to conserve. So, the spreadsheets required for completion of the WSCP and UWMP apply to all water suppliers regardless of sophistication and resources.

Additionally, Table 8-2 has a column titled “How much is this going to reduce the shortage gap?”. From a purely theoretical perspective, an amount could be assigned to each action and added up provide a total reduction. This is not how actual demand reduction actions work in practice. When shortage levels are triggered and demand reduction actions are put in place, the actual amount of demand that is reduced is entirely dependent on customer actions. Prior to the Governor’s Emergency Order in 2015, Glendale had implemented 3-day per week watering restrictions and there was very little change in demand. After the Governor made a very convincing argument by standing on a barren site that should have been deep in snow, customers immediately began reducing their demands, even prior to implementing 2-day per week watering restrictions.

Since many of the demand reduction actions in Table 8-2 are already in effect, the amount of reduction listed for these items is 0%. Many of the actions are listed as separate actions that are not implemented as separate actions. For instance, when watering days are limited, watering times are also specified. Also, there are multiple levels of actions available in Glendale’s Municipal Code for each of the “actions” listed in the table. So, the percentage reductions shown are a range that coincides with the ranges in the code.

Another important note regarding Table 8-2 is that percentage reductions are dependent on the time of year that they are implemented. Irrigation is a large driver of demands, and almost the entire reduction for irrigation restrictions occurs during the summer months. So, the percent reductions shown in Table 8-2 are the percentage reductions over an entire year. If there was a short-term emergency during the winter, there already would be lower demands, so it would be difficult to reduce demands even further. This is why the DWR and MWD schedule major maintenance outages in the winter. After the Governor’s emergency conservation orders in 2015, there was ongoing confusion about conservation efforts as the weather cooled and reduction percentages were being derived by comparing current demands to demands in prior years during the same winter months when demands were historically low. The phrase “backsliding” was used in some cases with no basis on actual conservation efforts that were occurring.

8.4.2 Supply Augmentation

The term “supply augmentation” can have multiple meanings and isn’t really a phrase that most retail water utilities would use when planning for water shortages. Table 8-4 is included in the appendix and lists some of the items discussed below in an abbreviated format required with the submittal of the UWMP and WSCP to the DWR.

For long term reduction of imported water and reliance on the Bay Delta, Glendale has developed and built a recycled water system within the City that meets approximately 7% of the



City's water supply needs. Planning for construction of the reclamation plant began in the mid-1960's and the first use of recycled water was in the 1978. Construction and extension of the recycled water system continues through today. The most recent challenges related to increasing recycled water use is need to apply for a 1211 Wastewater Change Petition because of efforts by other agencies to use water purchased and imported by Glendale residents to provide recreational uses in the Los Angeles River without any reimbursement to Glendale, or acknowledgement that the water originated in the Feather River prior to entering the State Water Project or the Colorado River prior to entering the Colorado River Aqueduct.

Also, the City of Glendale has been cleaning up groundwater in the San Fernando Basin for over 20 years. This supply currently accounts for about 20% of the City's water needs. There isn't an opportunity to increase this supply further since the volume being treated is by a consent decree and the treatment costs are paid by the Glendale Respondents Group. Additionally, as noted earlier, Glendale's ability to pump from the San Fernando Basin is limited due to the judgement which gave the native groundwater rights to the City of Los Angeles.

GWP has continued to work to increase supply from the Verdugo Basin including rehabilitating and restarting the Foothill Well, drilling the Rockhaven Well and working to plan and install the Glorietta Well 7. Glorietta Well 7 is multi-year projects that requires an easement on private property, a CEQA analysis, design, and construction, so its intent would be to reduce imported water supplies and maximize the use of Glendale's water right in the Verdugo Basin.

Glendale does have emergency interconnections with the Crescenta Valley Water District and with the City of Burbank. These connections are for emergency use and are limited in the areas that they would be used. These connections would primarily be used for short duration emergencies.

Similarly, Glendale has an emergency recycled water connection with the City of Burbank that can be used for short durations as needed. This connection is primarily used to supply sections of Glendale's recycled water system which has customers with dual-flush only restrooms, when LAGWRP is out of service.

The City of Glendale has three connections to MWD. One connection provides up to 6.5 mgd. One connection provides up to 13 mgd. The final connection can provide up to 31 mgd. Glendale has a total reservoir and tank storage capacity of 143 million gallons, and maintains one maximum day demand of storage during the summer months of 31 million gallons. Glendale's average annual daily demand has been 16 mgd over the last five years. So, in addition to two days of average demand being in storage, Glendale can meet its average day demand with its largest source of supply out of service, with no mandatory demand reduction actions in place because of the investments made by Glendale's residents in their water system, and the prudent investments made by MWD using the water charges paid by Glendale residents to MWD.

The major "supply augmentation" actions remaining for Glendale regard supporting MWD's efforts. Installation of a conveyance system around the Bay Delta will improve habitat by



preventing the reverse flow situation on the San Joaquin River and it will improve the quality of water delivered to Glendale’s residents by reducing the amount of dissolved organic matter in State Water Project Water. Additionally, support for MWD’s Regional Recycled Water Project will help to stabilize MWD’s water supply with locally recycled water and it will further leverage the intentionally created storage of water in Lake Mead that MWD has been able to “bank” on Glendale’s behalf for use during dry years, by reducing the need to draw out of Lake Mead during wet years on the State Water Project.

8.4.3 Operational Changes

Glendale Water & Power has a team of licensed water professionals that monitor and adjust the operation of the water system 24 hour per day, 365 days per year. In addition to making changes on an hourly basis as needed for planned and unplanned outages, this team will make adjustments and changes during a water supply shortage. This may include increasing flow from MWD, working to restore any well that may be out of service, turning on an emergency connection with a neighboring agency where an interconnection exists, or repairing pipes of equipment that may be damaged. The table below list the number and level of water certifications held by GWP’s staff.

Cert. Level	No. of Certs
D-5	16
D-4	9
D-3	5
D-2	14
<i>Sub-Total (D)</i>	<i>44</i>
T-5	2
T-4	3
T-3	9
T-2	17
T-1	1
<i>Sub-Total (T)</i>	<i>32</i>
Grand Total	76

8.4.4 Additional Mandatory Restrictions

As noted earlier, Glendale’s established Mandatory Conservation Levels do not include a complete prohibition on outdoor watering. Depending on the severity of the crisis, a complete prohibition can be implemented with emergency City Council action.

8.4.5 Emergency Response Plan

If there is a catastrophic water shortage, the GWP management team will work with the City Manager to have the City Council immediately implement Phase V of the mandatory water conservation ordinance to immediately reduce water demands. As part of the City’s emergency



response team which operates under a unified command structure, GWP water staff members will staff the GWP Desk at the City’s Emergency Operations Center if the EOC is opened. GWP field personnel can then request resources directly from the Incident Commander. Additionally, GWP staff who have a regulatory obligation to communicate directly with Governor’s Office of Emergency Services, the Division of Safety of Dams, and Division of Drinking Water will notify the GWP Desk of those communications to inform the Incident Commander.

GWP’s Water Division staff update and maintain an emergency response plan for the water system annually and perform a table top exercise annually to review all updates and train new staff members.

To prevent use of the emergency response plan, the introduction section of the plan has the following statement for staff reference: “To prevent access to the plan from groups looking to commit malevolent acts, do not share this plan outside of City staff who need it. Do not photocopy or scan the plan. Keep your copy of the plan in a secure location that is accessible during an emergency.” So, a copy of the plan is not included here, because the WSCP is a public document.

8.4.6 Seismic Risk Mitigation Plan

The UWMP Guided books quotes the following section of the Water Code.

Water Code Section 10632.5.(a)

In addition to the requirements of paragraph (3) of subdivision (a) of Section 10632, beginning January 1, 2020, the plan shall include a seismic risk assessment and mitigation plan to assess the vulnerability of each of the various facilities of a water system and mitigate those vulnerabilities.

(b) An urban water supplier shall update the seismic risk assessment and mitigation plan when updating its urban water management plan as required by Section 10621.

(c) An urban water supplier may comply with this section by submitting, pursuant to Section 10644, a copy of the most recent adopted local hazard mitigation plan or multihazard mitigation plan under the federal Disaster Mitigation Act of 2000 (Public Law 106-390) if the local hazard mitigation plan or multihazard mitigation plan addresses seismic risk.

As a Department within the City, GWP is able to leverage its position by providing input to the City’s local hazard mitigation plan. Glendale’s local Hazard Mitigation Plan was updated in 2018, and is 323 pages in length. The plan is referenced here and can be accessed via this web link,

<https://www.glendaleca.gov/Home/ShowDocument?id=48978>.

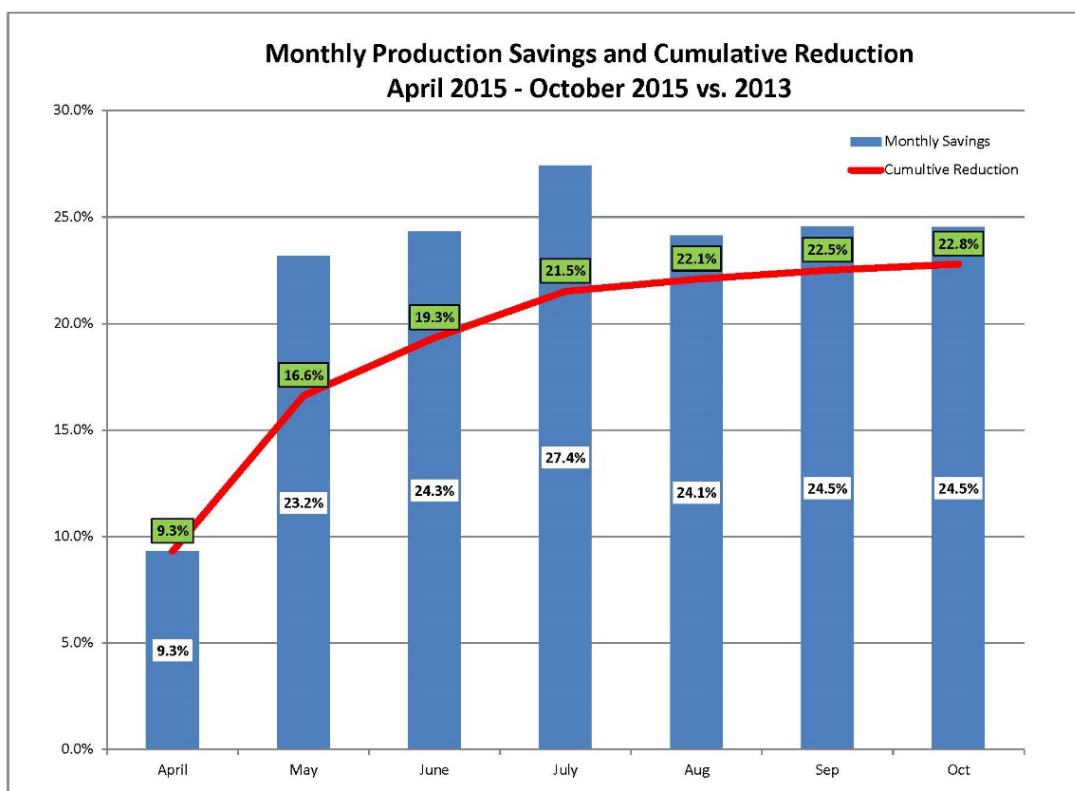


To comply with the requirements of the State noted above, the plan will be submitted to DWR when submitting the WSCP and UWMP, but is not included here as an appendix due to its size and ease of downloading from the City’s website.

8.4.7 Shortage Response Action Effectiveness

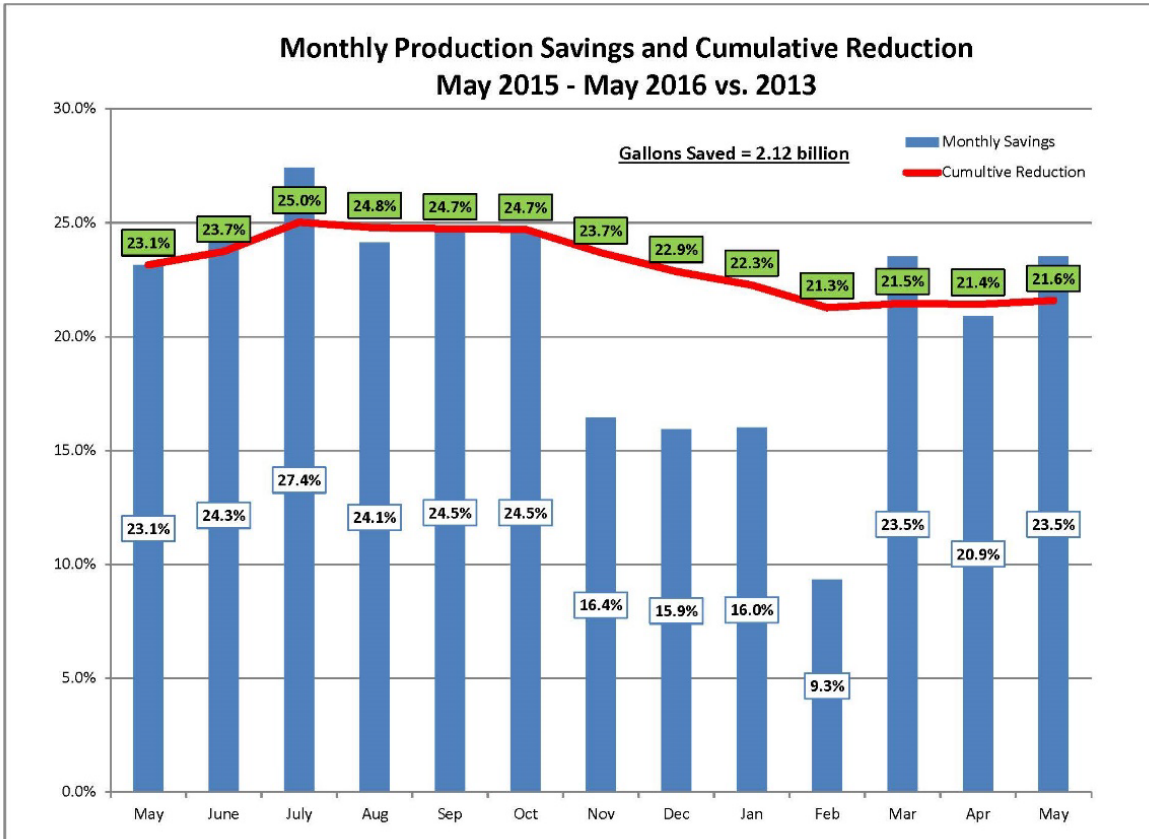
As noted in earlier sections, demand reductions actions will have differing impacts on a month to month basis. For instance, outdoor watering restrictions will have less impact during winter months than during summer months. Since implemented full Automated Metering Infrastructure (AMI) in starting in 2012, GWP has hourly water meter reads for every customer broken down by customer type. This information provides an exact amount of water savings both by demand response actions and by temperature and weather as shown in the charts below.

The first chart shows the percent decrease in water demand from April to May of 2016 after the City Council implemented Phase III of City’s Mandatory Water Conservation Ordinance limited outdoor watering to two days per week.

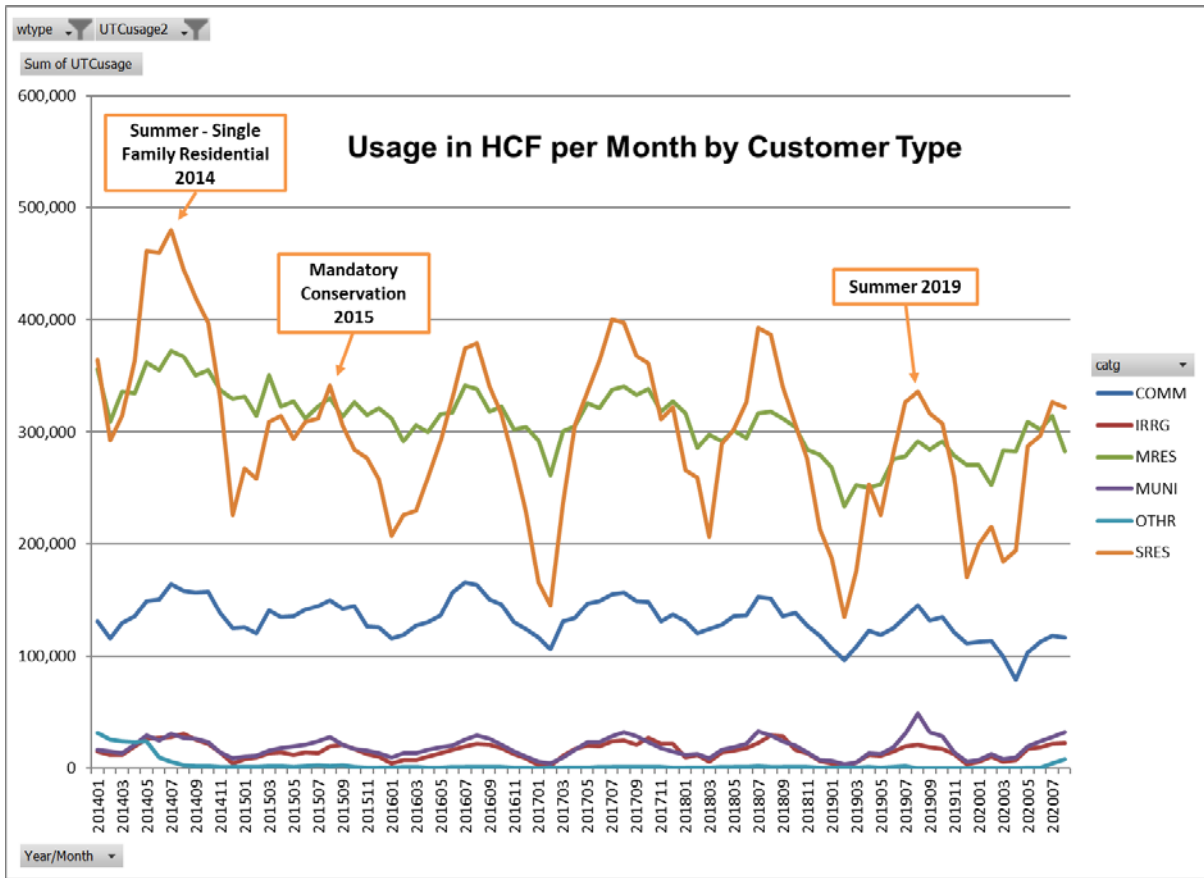




The table below shows one year of savings percentage while in Phase III of City’s Mandatory Water Conservation Ordinance limited outdoor watering to two days per week, indicated that there is a lower percentage month-to-month in savings but a consistent cumulative effect.

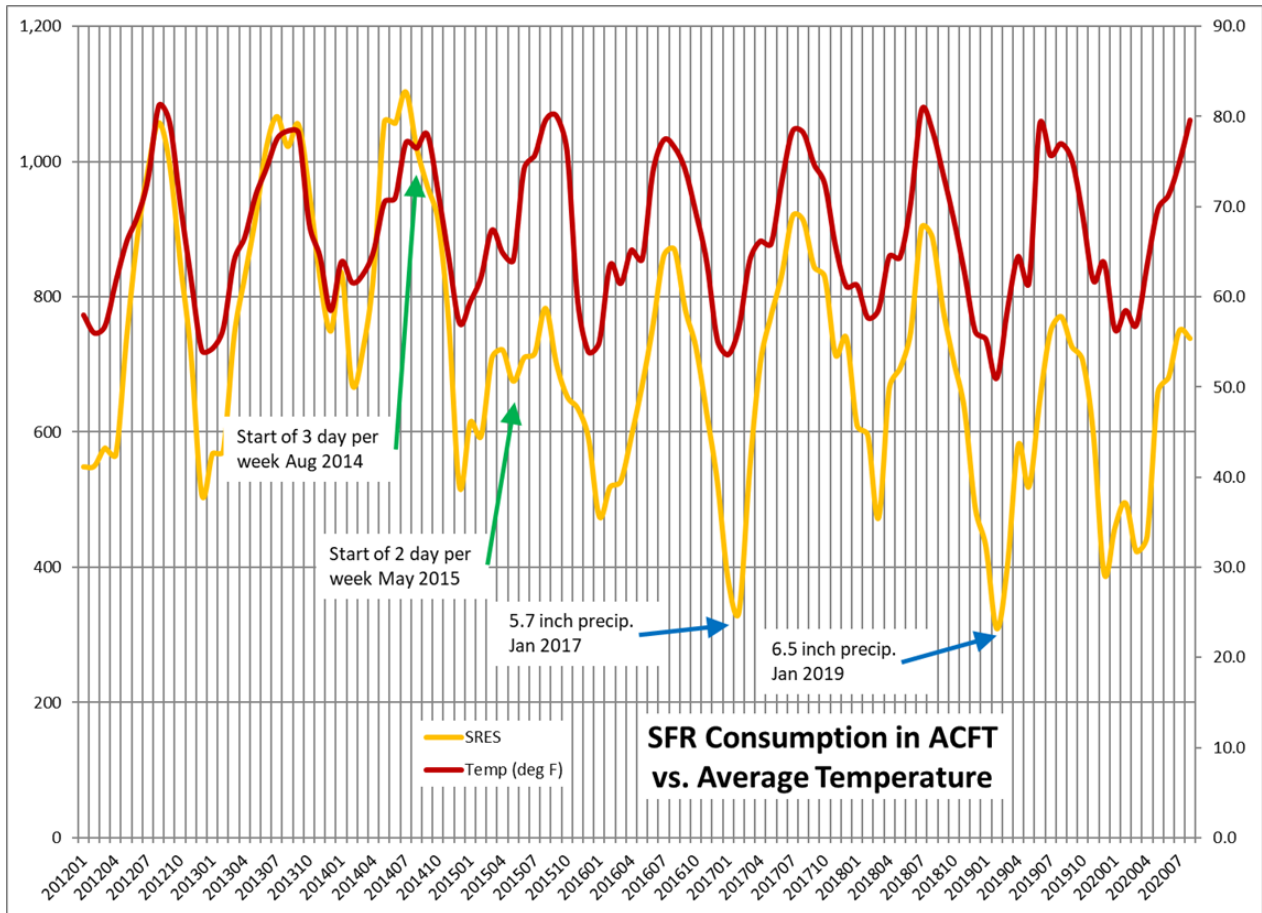


This trend is further verified when analyzing the use of water by type of customer. Glendale’s water customer usage is tracked by Single Family Residential (SFR), Multi-Family Residential (MFR), Commercial (COMM), Municipal (MUNI), dedicated irrigation (IRRG), and Other (OTHR) which weren’t categorized until after full implementation of the AMI system.



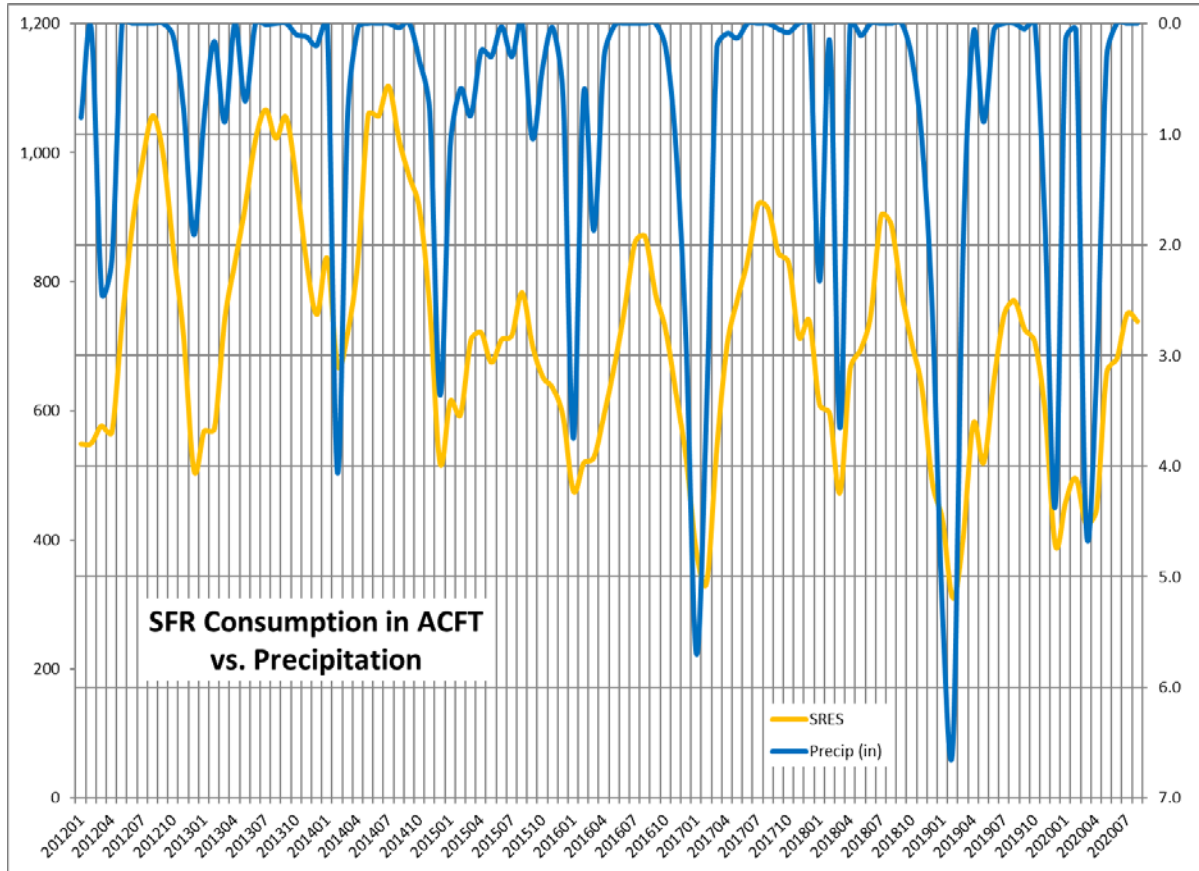


The chart below indicates the effect of temperature on water use by SFR customers.





The chart below shows further reduction in water use by the SFR customer classification during large precipitation events. Note that increasing precipitation is indicated “going down” on the chart.



All of this direct evidence from prior events in the City of Glendale support the use of outdoor watering restrictions as an effective and proven method of demand response actions during a water shortage.



8.5. Communication Protocols

The UWMP Guided books quotes the following section of the Water Code.

Water Code Section 10632 (a)(5)

Communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments, regarding, at a minimum, all of the following:

(A) Any current or predicted shortages as determined by the annual water supply and demand assessment described pursuant to Section 10632.1.

(B) Any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment described pursuant to Section 10632.1.

(C) Any other relevant communications

GWP is a Department within the City of Glendale. Glendale has a Council – City Manager form of government. The GWP General Manager is the Department Head and reports to the City Manager who is the “chief executive” of the City. The City Manager and General Manager routinely report inform the City Council regarding all aspects of operations of the City’s water system.

The “annual water supply assessment” is a newly legislated mandate whereby GWP Water Engineering staff will calculate Glendale’s available water supply, its “prescribed allotment of water” that can be used by Glendale’s residents and businesses according to the legislation referred to as “making water conservation a California way of life” on an annual basis and report it to the State. Prior to any this calculation, Glendale’s Water Engineering staff will have already been briefed by MWD on the water supply situation for the region, and will have been notified if MWD will implement actions according to its Water Supply Allocation Plan (WSAP). During the water supply shortage of 2015, MWD implemented its WSAP requiring a 15% curtailment from each member agency. Glendale implemented Phase II of its mandatory conservation program at this time, prior to the emergency order issued by the Governor.

In either case, GWP’s Water Engineering team is briefed by MWD on implementation of MWD’s WSAP, and also prepares the “annual water supply assessment” and communicates this information to the General Manager who communicates to the City Manager and the City Council to implement any mandatory water conservation actions if needed. Additionally, the General Manager works with GWP’s internal communications team and the City’s PIO to communicate the City Council’s direction via GWP’s web page, the City’s web page, and various social media platforms. Additional outreach such as billboards, bus stop signs, signs on buses, etc. are utilized as needed. An example of two of the many outreach signs used during the water supply shortage of 2015 are shown below.



It's not pretty, It's necessary.
A brown lawn shows how much you care.
CA is in a severe drought, let's do everything we can.

City of Glendale Water & Power
Gwp
Your Trusted Community Utility
glendalewaterandpower.com

Less water doesn't mean less lovely.

Make your garden a beautiful California friendly garden with drought tolerant plants.

City of Glendale Water & Power
Gwp
Your Trusted Community Utility

Every drop counts, let's do everything we can.



8.6. Compliance and Enforcement

The UWMP Guided books quotes the following section of the Water Code.

Water Code Section 10632 (a)(6)

For an urban retail water supplier, customer compliance, enforcement, appeal, and exemption procedures for triggered shortage response actions as determined pursuant to Section 10632.2.

The section of Glendale’s municipal code regarding the enforcement of mandatory conservation restrictions is repeated below.

13.36.090 Enforcement.

A. Penalties. It is unlawful for any customer of the department to fail to comply with any of the provisions of this chapter. The penalties set forth in this section shall be additional to those penalties provided in any other section of this code. The penalties for failure to comply with any of the provisions of this chapter shall be as follows:

1. For the first observed or reported violation of any of the provisions of subsection (A)(1) through (14) of Section [13.36.060](#) and subsections (A)(1), (B)(1), (C)(1), (D)(1) or (E)(1) of Section [13.36.070](#), in accordance with the applicable water conservation phase in effect at the time of the violation, the department shall issue a written warning notice of the fact of such violation to the customer and a written copy of Chapter [13.36](#) of this title.

2. Any subsequent violation of any of the provisions of subsections (A)(1) through (14) of Section [13.36.060](#) and subsections (A)(1), (B)(1), (C)(1), (D)(1) or (E)(1) of Section [13.36.070](#), in accordance with the applicable water conservation phase in effect at the time of the violation, shall be punishable as an infraction in accordance with Chapter [1.20](#) and Chapter [1.24](#) of the code.

3. In addition to the penalties set forth in Chapter [1.20](#) and Chapter [1.24](#) of the code, the city may pursue any available civil remedies and criminal penalties, including, but not limited to, seek a court order permitting the installation of a flow-restricting device and/or disconnection of water service on the service of the customer at the premises at which the violation occurred or is occurring, together with any and all costs incurred by the city as a result of the waste of water, including, but not limited to, attorneys’ fees, the costs of installation and removal of said flow restrictor and the cost of disconnection and restoration of service.



B. The general manager, or designee, may enter into a written agreement to resolve any violation provided that such agreement is consistent with the purpose and intent of this chapter.

C. Reservation of Rights. The rights of the department hereunder shall be cumulative to any other rights of the department, including, but not limited to, its right to discontinue service. (Ord. 5854 § 3, 2015; Ord. 5660 §§ 8, 9, 2009; Ord. 5112 § 67, 1996: prior code § 9-159)

Chapter 1.24 Administrative Code Remedies from the Glendale Municipal Code is presented below.

Chapter 1.24 ADMINISTRATIVE CODE ENFORCEMENT REMEDIES

1.24.010 Statement of purpose and intent.

A. The city council has determined that the enforcement of the Glendale Municipal Code throughout the city is an important public service and is vital to the protection of the public's health, safety and quality of life. The city council further finds that enforcement of the provisions of the Glendale Municipal Code is a municipal affair, as well as a matter of purely local concern to the citizens of Glendale. The city council has determined a need for alternative methods of code enforcement and that a comprehensive code enforcement system uses a combination of judicial and administrative remedies to gain compliance with code regulations. The city council further finds that an appropriate method of enforcement is the imposition of administrative penalties as independently authorized by both California Constitution Article XI, Section 7, and California [Government Code](#) Section 53069.4. The city council finds a need to draft precise regulations that can be effectively applied in judicial and administrative proceedings and further finds that there is a need to establish uniform procedures for the proper application of administrative code enforcement remedies and administrative hearings to resolve administrative code enforcement cases and appeals.

B. It is the purpose and intent of the city council to afford due process of law to any person who is directly affected by an administrative enforcement action. Due process of law includes adequate notice of the violation and enforcement remedy chosen by the city, an adequate explanation of the reasons justifying the administrative enforcement action taken by the city, and an opportunity to participate in the appropriate administrative enforcement or appeal hearing. These procedures are also intended to establish a forum to efficiently, expeditiously and fairly resolve issues raised by any administrative enforcement action.



C. The city manager, or the designated representative thereof, is authorized to develop and implement policies and procedures relating to the qualifications, appointment, hiring and compensation of administrative hearing officers; the powers of administrative hearing officers; and all other matters relating to conducting administrative hearings as provided in this code. (Ord. 5801, § 3, [6-25-2013](#))

1.24.020 General provisions.

Sections [1.24.020](#) through [1.24.180](#) shall be deemed the general provisions of this chapter. These sections shall apply to both the administrative citation and administrative civil penalties processes, each of which constitute separate remedies, as set forth in this chapter; and to other provisions of this code where incorporated therein by reference. (Ord. 5801, § 3, [6-25-2013](#))

1.24.030 Definitions.

The following definitions shall apply in interpretation and enforcement of this chapter:

“Administrative costs” means all costs incurred by or on behalf of the city from the first discovery of the violation of the Glendale Municipal Code through the appeal process and until compliance is achieved, including but not limited to: staff time in investigating the violation, inspecting the property where the violation occurred, preparing investigation reports, sending notices, preparing for and attending any appeal hearing, attorneys’ fees, and fees paid to the administrative hearing officer. “Administrative costs” shall not mean the administrative citation fines and the administrative civil penalties assessed pursuant to this chapter. “Administrative costs” shall not mean late payment charges that accrue, or collection costs incurred, as a result of unpaid administrative citation fines.

“Administrative code enforcement remedies” means administrative abatement, summary abatement, administrative citations, and administrative civil penalties as provided in this code; and recordation of any notice, including notice of pendency of administrative proceeding, to the property owner and all other interested parties of violations of any provisions contained in the Glendale Municipal Code.

“Administrative hearing officer” means any person appointed or selected by the city manager to preside at administrative hearings.



“City manager” means the city manager of the City of Glendale and his or her designee.

“Enforcement officer” means any city employee or agent of the city with the authority to enforce any provision of this code, state statutes or regulations that the city is authorized to enforce.

“Glendale Municipal Code” and “this code” shall mean the Municipal Code of the City of Glendale, California, 1995, including all pertinent provisions of state codes as adopted therein, enacted by the city council of the City of Glendale acting pursuant to authority granted under the City Charter or other applicable law.

“Responsible party” means each person committing the violation or causing a condition on a parcel of real property located within the city to violate the Glendale Municipal Code; each person who has an ownership interest in that property; and each person who although not an owner, nevertheless has a legal right or a legal obligation to exercise possession and control over that property. In the event the person who commits the violation or causes the violating condition is a minor, then the minor’s parents or legal guardian shall be deemed the responsible party. In the event the violation or violating condition is most reasonably attributable to a business and not to an employee, then that business, to the extent it is a legal entity such that it can sue and be sued in its own name, and each person who is an owner of that business shall each be deemed responsible parties. (Ord. 5801, § 3, [6-25-2013](#))

1.24.040 General enforcement authority.

Notwithstanding any other provision of the Glendale Municipal Code, an enforcement officer shall have the power to use the provisions of this chapter to enforce any and all provisions of this code and to use whatever judicial and administrative remedies are available under this code. (Ord. 5801, § 3, [6-25-2013](#))

1.24.050 Service of notice.

A. Notwithstanding any other provision of this code, any notice required to be given under the Glendale Municipal Code may be served by any of the following methods:

1. Personal service;



2. Proof of mail, and first class mail to each responsible party at his or her last known address as it appears on the public records related to title or ownership of the property that is the subject of an administrative enforcement action; or

3. As to only those responsible parties who reside at or occupy the property that is the subject of an administrative enforcement action, as determined through diligent investigation; by posting the notice conspicuously on or in front of the subject property and mailing a copy of the notice to them by first class mail.

B. Service by proof of mail or first class mail in the manner described above shall be effective on the date of mailing.

C. The failure of any responsible party or other person with a legal or equitable interest in the property to receive any notice served in accordance with this section shall not affect the validity of any proceedings taken under this code. (Ord. 5801, § 3, [6-25-2013](#))

1.24.060 Authority to inspect.

Enforcement officers are authorized to enter upon any property or premises within the city to ascertain whether the property or premises is in compliance with the Glendale Municipal Code, and to make any inspection as may be necessary in the performance of their enforcement duties. These inspections may include the taking of photographs, samples or other physical evidence, and the making of video and/or audio recordings. All such entries and inspections shall be done in a reasonable manner. If an owner, lawful occupant, or the respective agent thereof refuses permission to enter and/or inspect, the enforcement officer may seek an administrative inspection warrant pursuant to the procedures provided by California [Code of Civil Procedure](#) Section 1822.50 through 1822.59, as may be amended from time to time, or the successor provisions thereto. (Ord. 5801, § 3, [6-25-2013](#))

1.24.070 Notice of pending administrative enforcement action.

For the purposes of this chapter:

A. The enforcement officer may record with the county recorder's office a notice against a property that is the subject of an administrative enforcement action pending with the city.



B. A “notice of pendency” or other notice of pending administrative action shall use a form approved by the city manager or his/her designee and shall describe the nature of the administrative action and refer to the applicable provisions of the Glendale Municipal Code governing the pending administrative action. (Ord. 5801, § 3, [6-25-2013](#))

1.24.080 Administrative code enforcement remedies not exclusive.

The procedures established in this chapter for the use of administrative citations and the administrative civil penalties process, and the procedures established in other chapters of this code for administrative abatement and summary abatement, as means for addressing violations of this code shall be in addition to criminal, civil or other legal or equitable remedies established by law that may be pursued to address violations of this code and the use of this chapter shall be at the sole discretion of the city. (Ord. 5801, § 3, [6-25-2013](#))

1.24.090 Continuing violations.

Each day a violation of this code continues to exist shall constitute a new, separate, and distinct violation. (Ord. 5801, § 3, [6-25-2013](#))

1.24.100 Collection of unpaid fines, penalties and related costs.

A. Unpaid fines or penalties and their related costs, arising from administrative citations, administrative civil penalties actions or other administrative enforcement actions as provided by this code shall be a debt to the city and subject to all remedies for debt collection as allowed by law. The city shall be entitled to interest from the date the order becomes final or thirty (30) days after the first billing whichever date is later.

B. When a violation involves real property and the fines, penalties, and related costs are not paid within the prescribed time, the amount of those fines, penalties, and their related costs may be recorded as a lien upon and against the real property without further hearing, subject to notice of the lien as required by law.

C. The notice of lien shall be substantially in this form:



NOTICE OF LIEN

Claim of the City of Glendale, California.

Pursuant to the authority vested by Section [1.24.100](#) of the Glendale Municipal Code, the amount of uncollected fines, penalties, and related costs may be recorded as a lien upon and against the real property where the violation of law occurred and which is the subject of the administrative enforcement action(s) resulting in the award, imposition, or assessment of a fine, penalty and all costs associated therewith.

On (date) an administrative hearing officer conducted (as an evidentiary proceeding) an administrative hearing, pursuant to the applicable provisions of the Glendale Municipal Code. Following the presentation of evidence and the issuance of a ruling in the matter, the administrative hearing officer upheld a fine or awarded, imposed, or assessed a monetary penalty in the amount of _____ and assessed administrative costs in the amount of _____ as set forth in the (type of administrative hearing order) issued on (date). Whereby the City of Glendale does hereby claim a lien for these sums as yet unpaid in the amount of _____ and this sum shall be a lien upon the parcel of real property identified herein until that principal sum, and the sum of any interest upon that principal as may be allowed by law and calculated at the then existing legal rate, has been paid in full and discharged of record.

The real property upon which this lien is claimed is that certain parcel of land, the structures thereon and any appurtenances connected thereto and located within the City of Glendale, County of Los Angeles, State of California, and particularly described as follows:

(Legal Description)

(Street address, if any)

(Assessor's Parcel Number)



Further, the City of Glendale gives NOTICE that this Notice of Lien shall not be deemed or construed to prohibit the City of Glendale from making additional claims and giving and recording one or more Notices of Lien thereon as may be required in those cases where the principal sum claimed, as a fine or penalty awarded, imposed, or assessed, is subject to a cumulative accrual at a fixed daily rate until the date the violations are corrected in full to the satisfaction of the city, or the legal maximum limit (cap) of that penalty has been reached, or the total amount of the lien has been paid in full.

DATED this _____ day of _____, (year).

City Clerk of the City of Glendale, California.

D. Alternatively, unpaid fines or penalties and their related costs, arising from administrative citations, administrative civil penalties actions or other administrative enforcement actions as provided by this code, involving real property may also constitute assessment liens and be collected as special assessments by the Los Angeles County Treasurer-Tax Collector as set forth in chapter [8.30](#) of the Glendale Municipal Code. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.110 Administrative enforcement and appeal hearings.](#)

A. There shall be two (2) general types of administrative hearings: the enforcement hearing and the appeal hearing, in order to effect a proper enforcement of the Glendale Municipal Code and provide for the procedural and substantive due process rights of all persons subject to enforcement of this code through the application of its administrative code enforcement remedies.

B. Where this code requires the city to seek an administrative hearing as the means of enforcing this code through the imposition of an administrative penalty for a responsible party's failure or refusal to comply with the appropriate notice for his violation of the Code, the hearing shall be an administrative enforcement hearing.

C. Where an aggrieved, responsible party seeks to appeal from an administrative decision, or an administrative enforcement action not requiring an administrative enforcement hearing, the hearing shall be an administrative appeal hearing. Both types of hearings shall provide for judicial review. The procedures set forth at section [1.24.140](#) apply to both administrative



enforcement and appeal hearings conducted pursuant to this code. (Ord. 5801, § 3, [6-25-2013](#))

1.24.120 Procedures for notification of administrative enforcement hearing.

A. Where the action or proceeding for an administrative code enforcement remedy authorized by this chapter, or elsewhere in this code, provides for or requires an administrative enforcement hearing; the city manager or his designee shall schedule the date, time, and place for that hearing before an administrative hearing officer when so required by the particular remedy involved.

B. A written notice of the administrative enforcement hearing setting forth the date, time, and place of that hearing shall be served on the responsible party at least ten (10) calendar days prior to the date set for that hearing.

C. The notice of hearing shall be served by any of the methods of services listed in section [1.24.050](#) of this chapter.

D. The notice of hearing shall include an itemized statement of administrative costs which the city seeks to be assessed in addition to the amount of administrative civil penalties the city seeks to be assessed by the administrative hearing officer, (Ord. 5801, § 3, [6-25-2013](#))

1.24.130 Procedure for requesting an administrative appeal hearing.

A. Right of Appeal. Every administrative code enforcement action initiated pursuant to this code is subject to appeal according to the procedures governing the particular administrative code enforcement remedy used, as identified below.

B. Administrative Citation. The appeal process is set forth at section [1.24.260](#) of this chapter.

C. Administrative Civil Penalties Enforcement Order. The “appeal” process is a petition for judicial review pursuant to California [Code of Civil Procedure](#) Section 1094.6 as set forth at section [1.24.380](#) of this chapter.

D. Administrative Hearing to Confirm Administrative Costs or Fees. The appeal process is a petition for judicial review pursuant to California [Code of Civil Procedure](#) Section 1094.6 as set forth at subsection 2.90.060.E. of chapter [2.90](#)

E. Notice to Abate. The appeal process for a notice to abate a public nuisance pursuant to chapter [8.30](#) is set forth at section [8.30.070](#)



F. Notice of Intention to Abate and Remove an Abandoned, Wrecked, Dismantled or Inoperative vehicle or Parts Thereof as a Public Nuisance. The appeal process for a notice to abate and remove an abandoned, wrecked, dismantled or inoperative vehicle or parts pursuant to chapter [10.48](#) is set forth in section [10.48.120](#)

G. Other Administrative Action. The appeal process for any other administrative action not otherwise listed in this chapter or which is listed elsewhere in this code, is the process provided for in the applicable chapter or section that discusses the administrative action. If the appeal process for such an administrative action is not specifically set forth in the applicable chapter or section discussing the administrative action, it shall be the appeal process set forth in chapter [2.88](#), titled “Uniform Appeal Procedure.” (Ord. 5801, § 3, [6-25-2013](#))

[1.24.140 General procedures for all administrative hearings.](#)

A. Administrative hearings are intended to be informal in nature. Formal rules of evidence and discovery do not apply. Other than copies of citations, notices, notice and orders, and inspection reports served on the responsible parties as part of the enforcement action giving rise to the hearing, no pre-hearing discovery of the city’s evidence shall be permitted.

B. The city bears the burden of proof at an administrative hearing to establish the existence of a violation of this code.

C. A preponderance of the evidence shall be the standard of proof used by the administrative hearing officer in deciding the issues at an administrative hearing.

D. Each party shall have the opportunity to cross-examine witnesses and present evidence in support of his or her case.

E. The only evidence that shall be permitted at the hearing and considered by the administrative hearing officer in reaching a decision is that evidence that is relevant to the proof or disproof of:

1. Ownership of the subject property, when applicable;
2. Whether a person noticed by the city as a responsible party is, in fact, a responsible party;
3. Whether a violation of this code occurred and/or continues to occur on the date or dates specified in the citation, notice, or notice and order;



4. Whether the responsible party has caused, maintained or permitted a violation of this code on the date or dates specified in the citation, notice, or notice and order; and in the event of an administrative enforcement hearing on an administrative civil penalties notice and order, whether the amount of civil penalties proposed by the enforcement officer to be assessed pursuant to the procedures and criteria set forth in this chapter are reasonable. (Ord. 5801, § 3, [6-25-2013](#))

1.24.150 Failure to attend administrative hearing.

Any responsible party whose property or actions are the subject of an administrative hearing and who fails to appear at the hearing shall be deemed to have waived the right to a hearing; the adjudication of the issues related to the hearing, any and all rights afforded under this code; and shall be deemed to have failed to exhaust their administrative remedies, provided that proper notice of the hearing as required by this or other applicable chapter of this code has been served. (Ord. 5801, § 3, [6-25-2013](#))

1.24.160 Administrative hearing order.

The written decision of the administrative hearing officer setting forth the findings and ruling in a particular case shall be entitled “administrative hearing order,” unless a different title is imposed by this or other applicable chapter of this code, and conform to the requirements set forth therein. (Ord. 5801, § 3, [6-25-2013](#))

1.24.170 Administrative hearing officer.

A. Qualifications. The city manager or the designated representative thereof shall promulgate rules and procedures as are necessary to contract with qualified persons capable of acting as administrative hearing officers.

B. Independent Authority. The employment, performance evaluation, compensation and benefits of the administrative hearing officer shall not be directly or indirectly conditioned upon the amount of the administrative fines or penalties upheld, awarded, imposed, or assessed by the administrative hearing officer.

C. Disqualification. Any person designated to serve as an administrative hearing officer is subject to disqualification for bias, prejudice, interest, or for other reason for which a judge may be disqualified in a court of law. Rules and



procedures for the disqualification of an administrative hearing officer based upon a showing of actual bias, prejudice, interest, or other reason shall be promulgated by the city manager or the city manager's designee.

D. Powers. The administrative hearing officer shall have the power to:

1. Conduct administrative enforcement hearings and administrative appeal hearings as provided under the authority of this code;
2. Continue a hearing based on good cause shown by one of the parties to the hearing or upon his own independent determination that due process has not been adequately afforded to a responsible party;
3. Exercise continuing jurisdiction over the subject matter of an administrative enforcement hearing for the purposes of granting a continuance, ensuring compliance with an administrative civil penalties enforcement order, modifying an administrative civil penalties enforcement order, or where extraordinary circumstances exist, granting a new administrative enforcement hearing;
4. Require and direct a responsible party to post a performance bond to ensure compliance with an administrative civil penalties enforcement order;
5. Rule upon the merits of an administrative appeal hearing or an administrative enforcement hearing upon consideration of the evidence submitted and issue a written decision resolving the case;
6. Uphold, award, impose, assess, or deny a fine or penalty authorized under this code;
7. Assess administrative costs according to proof;
8. Set, increase, or decrease, according to proof, the amount of fine or penalty or the daily rate of such fine or penalty sought by the city to be awarded, imposed, or assessed in those cases where the fine or penalty is not fixed but is subject to a range as otherwise established by this code;
9. In those cases where the fine or penalty is not fixed but is subject to a range as otherwise established by this code, determine the date certain upon which the assessment of civil penalties shall begin; and, where the corrections are subsequently completed to the city's satisfaction, the date certain upon which the assessment of civil penalties shall end. If the violations have not been so corrected, the daily accrual of the penalties assessed shall continue until the violations are corrected or the legal maximum limit is reached; and
10. Where appropriate in administrative enforcement actions arising from the issuance of an administrative civil penalties notice and order and as a



condition of compliance in correcting the violations at issue; require each responsible party to cease violating this code and to make all necessary corrections as specified by the city. (Ord. 5801, § 3, [6-25-2013](#))

1.24.180 Liability of responsible parties.

For the purposes of this chapter, each responsible party shall be jointly and severally liable for any and all administrative fines, administrative civil penalties, and related administrative costs awarded, upheld, assessed, or imposed under this chapter. (Ord. 5801, § 3, [6-25-2013](#))

1.24.190 Administrative citations.

For the purposes of this chapter:

A. Any person violating any provision of this code may be issued an administrative citation by an enforcement officer as provided for in this chapter.

B. A citation fine shall be assessed by means of an administrative citation issued by the enforcement officer and shall be payable directly to the city.

C. Fines assessed by means of an administrative citation shall be collected in accordance with the procedures specified in this chapter. (Ord. 5801, § 3, [6-25-2013](#))

1.24.200 Administrative citation procedures.

A. Upon discovering a violation of this code, an enforcement officer may issue an administrative citation to a responsible party in the manner prescribed in this chapter. The administrative citation shall be issued on a form approved by the city manager. At the discretion of the enforcement officer, or as established by city administrative procedures, a responsible party may be given a warning notice prior to the issuance of an administrative citation. Such warning notice may contain a time frame within which to remedy the violation. Except in the case of a violation creating an immediate danger to health or safety, the enforcement officer shall issue at minimum a 72-hour warning notice of violation to the responsible party for a continuing violation pertaining to building, plumbing, electrical or other similar structural or zoning issues, prior to issuance of an administrative citation. Any warning notice shall be posted at the property or personally served on the responsible party at the time of issuance.



B. If the responsible party is a business, the enforcement officer shall attempt to locate the owner and issue the owner an administrative citation. If the enforcement officer can only locate the manager or on-site supervisor or employee, the administrative citation may be issued in the name of the business and given to the manager or on-site supervisor or employee. A copy of the administrative citation shall also be mailed to the owner in the manner prescribed in section [1.24.050](#) of this chapter.

C. Once the responsible party is located, the enforcement officer shall attempt to obtain the signature of that person on the administrative citation. If the responsible party refuses or fails to sign the administrative citation, the failure or refusal to sign shall not affect the validity of the citation and subsequent proceedings.

D. If the enforcement officer is unable to locate the responsible party for the violation at the property where the violation exists, then the administrative citation shall be mailed to the responsible party in the manner prescribed in section [1.24.050](#) of this chapter, and posted in a conspicuous place on or near the property.

E. The administrative citation shall also contain the printed name, identification number and phone extension of the enforcement officer.

F. The failure of any person with an ownership interest in the property to receive notice shall not affect the validity of any proceedings taken under this chapter. (Ord. 5801, § 3, [6-25-2013](#))

1.24.210 Contents of citation.

A. The administrative citation shall refer to the date and location of the violations and the approximate time, if applicable, that the violations were observed.

B. The administrative citation shall identify each violation by the applicable section number of this code and by either the section's title or a brief descriptive caption.

C. The administrative citation may describe the action required to correct the violations.

D. The administrative citation shall require the responsible party to correct the violations within the time stated in the citation and shall explain the consequences of failure to correct the violations.



E. The administrative citation shall state the amount of the fine imposed for the violations.

F. The administrative citation shall explain how the fine shall be paid and the time period by which it shall be paid, and the consequences of failure to pay the fine.

G. The administrative citation shall identify all appeal rights.

H. The administrative citation shall contain the printed name, identification number, and phone extension of the enforcement officer and the signature of the responsible party, if he/she can be located. If the responsible party refuses to sign the administrative citation, then the enforcement officer shall write “refused” on the signature line for the responsible party. (Ord. 5801, § 3, [6-25-2013](#))

1.24.220 Administrative citation fines; assessment and amounts.

A. The amount of fine to be assessed by means of an administrative citation shall be established by resolution of the city council.

B. All fines assessed shall be payable to the city within thirty (30) calendar days from the date of the administrative citation.

C. Any person who fails to pay to the city any fine imposed pursuant to the provisions of this chapter on or before the date that the fine is due shall also be liable for the payment of any applicable late payment charges set forth in the schedules of fines.

D. The city may collect any past due administrative citation fine or late payment charge by use of any available legal means. The city may also recover its collection and processing costs.

E. Any administrative citation fine paid pursuant to subsection A. shall be refunded if it is determined, after a hearing, that the person charged in the administrative citation was not responsible for the violation or that there was no violation as charged in the administrative citation.

F. Payment of the fine shall not excuse the failure to correct the violations nor shall it bar further enforcement action by the city.

G. If the responsible party fails to correct the violation, subsequent administrative citations may be issued for the same violations. The amount of the fine shall increase at a rate specified by resolution of the city council. (Ord. 5801, § 3, [6-25-2013](#))



1.24.230 Administrative citation fines higher for specific violations.

Due to the significant risks posed by certain violations to public health, safety and welfare, the amount of fine to be imposed for certain violations of this code and assessed by means of an administrative citation shall be of greater amounts than others and shall be established by resolution of the city council. (Ord. 5801, § 3, [6-25-2013](#))

1.24.240 Failure to pay administrative citation fines.

The failure of any person to pay the fines assessed by an administrative citation within the time specified on the citation may result in the city filing a claim with the Superior Court of California, County of Los Angeles, Small Claims Division or other appropriate division. Alternatively, the city may pursue any other legal remedy to collect the citation fines including, but not limited to, criminal prosecution. (Ord. 5801, § 3, [6-25-2013](#))

1.24.250 Failure to comply with an administrative citation.

The failure to comply with an administrative citation, including any failure to pay an administrative fine, is a misdemeanor. The filing of a criminal misdemeanor action does not preclude the city from using any other legal remedy available to gain compliance with the administrative citation. (Ord. 5801, § 3, [6-25-2013](#))

1.24.260 Appeal of administrative citation.

A. Any recipient of an administrative citation may contest the citation by completing a request for hearing form and returning it to the city or its authorized designee within thirty (30) calendar days from the date of the administrative citation, together with an advance deposit of the fine or notice that a request for advance deposit hardship waiver has been filed pursuant to subsection D. of this section.

B. A request for hearing form may be obtained from the department or entity specified on the administrative citation.

C. The person requesting the hearing shall be notified of the time and place set for the hearing at least ten (10) days prior to the date of the hearing.

D. Advance Deposit Hardship Waiver.



1. Any person who intends to request a hearing to contest that there was a violation of the Code or that he or she is the responsible party and who is financially unable to make the advance deposit of the fine as required may file a request for an advance deposit hardship waiver.
2. The request shall be filed with the department specified on the administrative citation on an advance deposit hardship waiver application form available from the department or entity specified on the administrative citation, within ten (10) days of the date of the administrative citation.
3. The requirement of depositing the full amount of the fine as required shall be stayed unless or until the designee of the department specified on the administrative citation makes a determination not to issue the advance deposit hardship waiver.
4. The designee of the department specified on the administrative citation may waive the requirement of an advance deposit and issue the advance deposit hardship waiver only if the cited party submits to the department specified on the administrative citation a sworn affidavit, together with any supporting documents or materials, demonstrating to the satisfaction of the designee of the department specified on the administrative citation the person's actual financial inability to deposit with the city the full amount of the fine in advance of the hearing.
5. If the designee of the department specified on the administrative citation determines not to issue an advance deposit hardship waiver, the person shall remit the deposit to the city within ten (10) days of the date of that decision or thirty (30) days from the date of the administrative citation, whichever is later.
6. The designee of the department specified in the administrative citation shall issue a written determination listing the reasons for the determination to issue or not issue the advance deposit hardship waiver. The written determination of the designee of the department specified in the administrative citation shall be final.
7. The written determination of the designee of the department specified on the administrative citation shall be served upon the person who applied for the advance deposit hardship waiver. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.270 Administrative citation appeal hearing procedures.](#)



A. No hearing to contest an administrative citation before an administrative hearing officer shall be held unless the fine has been deposited in advance or an advance deposit hardship waiver has been issued.

B. Subject to the limitation imposed by subsection A. above, a hearing before the administrative hearing officer shall be set for a date that is not less than fifteen (15) days and not more than sixty (60) days from the date that the request for hearing is filed.

C. At the hearing, the party contesting the administrative citation shall be given the opportunity to testify and to present evidence concerning the administrative citation.

D. The failure of any responsible party who is subject to an administrative citation to appear at the appeal hearing shall constitute a forfeiture of the citation fine and a failure to exhaust his administrative remedies.

E. The administrative citation and any additional report submitted by the enforcement officer shall constitute prima facie evidence of the respective facts contained in those documents.

F. The administrative hearing officer may continue the hearing and request additional information from the enforcement officer or the recipient of the administrative citation prior to issuing a written decision. (Ord. 5801, § 3, [6-25-2013](#))

1.24.280 Administrative citation appeal ruling.

A. After considering all of the testimony and evidence submitted at the hearing, the administrative hearing officer shall issue a written decision (“administrative citation appeal ruling”) to uphold or cancel the administrative citation and shall list in the decision the reasons for that decision.

B. If the administrative hearing officer determines that the administrative citation should be upheld, then the amount of the fine set forth in the citation shall not be reduced or waived for any reason.

C. If the administrative hearing officer determines that the administrative citation should be upheld, then the fine amount on deposit with the city shall be retained by the city.

D. If the administrative hearing officer determines that the administrative citation should be upheld and the fine has not been deposited pursuant to an advance deposit hardship waiver, the administrative hearing officer shall set forth in the decision a payment schedule for the fine.



- E. If the administrative hearing officer determines that the administrative citation should be canceled and the fine was deposited with the city, then the city shall promptly refund the amount of the deposited fine.
- F. The recipient of the administrative citation shall be served with a copy of the administrative hearing officer's written decision.
- G. The administrative hearing officer's written decision shall become final on the date of mailing of the notice of decision. (Ord. 5801, § 3, [6-25-2013](#))

1.24.290 Judicial review of administrative citation appeal ruling.

Once the administrative hearing officer's written decision becomes final as provided in this chapter, the time in which judicial review of the order must be sought shall be governed by California [Government Code](#) Section 53069.4, as that section may be amended from time to time, or the successor provision thereto. (Ord. 5801, § 3, [6-25-2013](#))

1.24.300 Administrative civil penalties; authority.

- A. The process for the assessment of administrative civil penalties established in this chapter is in addition to any other administrative or judicial remedy established by law that may be pursued to address violations of the Glendale Municipal Code.
- B. Any person violating any provision of this code may be subject to the assessment of administrative civil penalties and related administrative costs pursuant to the procedures set forth in this chapter. In addition, every person who applies for and receives a permit, license, land use approval (e.g. subdivision map, conditional use permit, variance, parking reduction permit) or any other approval required of the city shall comply with all conditions imposed upon the issuance of such permit, license or approval or shall be subject to the assessment of administrative civil penalties and related administrative costs pursuant to the procedures set forth in this chapter.
- C. Administrative civil penalties, if awarded, assessed, or imposed; shall be assessed at a daily rate, the amount of which shall be determined by the administrative hearing officer and set forth in an administrative civil penalties enforcement order following the presentation of evidence at an administrative enforcement hearing according to the procedures established in this chapter.
- D. The maximum legal rate for administrative civil penalties shall be one thousand dollars (\$1,000.00) per day, per violation. The maximum legal amount



of administrative civil penalties shall be one hundred thousand dollars (\$100,000.00), plus interest on unpaid penalties as provided in section [1.24.100](#), per parcel of real property, including any structures located thereon, for all violations of this code, including continuing violations, existing at the time the administrative civil penalties notice and order is issued by the department responsible for code enforcement or other authorized city department. Violations first occurring after the issuance of an administrative civil penalties notice and order shall be subject to enforcement through the issuance of a separate administrative civil penalties notice and order. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.310 Administrative civil penalties notice and order; contents and procedures.](#)

A. Whenever an enforcement officer determines that a violation of one or more provisions of the Glendale Municipal Code has occurred or continues to exist, a written administrative civil penalties notice and order may be issued to each responsible party.

B. The administrative civil penalties notice and order shall specify all of the following, required information:

1. Date of mailing by certified and first class mail.
2. Identification by name and last known mailing address of each responsible party.
3. Identification of the parcel or parcels of real property subject to the administrative civil penalties notice and order by street address and assessor parcel number (i.e., “APN”) for improved parcels and by APN for unimproved parcels not assigned a street address.
4. Notice, in boldface type, that this chapter authorizes the imposition or assessment of administrative civil penalties up to one thousand dollars (\$1,000.00) per day, per violation of any section of the Glendale Municipal Code.
5. Notice that the subject property is in violation of one or more sections of the Glendale Municipal Code as described in the inspection report(s) attached to the administrative civil penalties notice and order. The inspection report shall identify each violation by the applicable section number and by either the section’s title or a brief descriptive caption; specifically indicate where on the subject property or structure the violation occurred; the date(s) of occurrence; a brief description of how each section was violated; a brief description of the



remedial or corrective action required to permanently correct the violation(s); and a compliance deadline date for the completion of all required corrections.

6. A demand and order to cease and desist from further action causing the violations and to permanently correct the violations by completing the action(s) specified in the inspection report(s) attached to the administrative civil penalties notice and order by a calendar date certain (the compliance deadline).

7. Notice that each responsible party is subject to an order requiring the payment of administrative civil penalties for each violation not corrected by the compliance deadline, in an amount determined by the administrative hearing officer.

8. A list of each violation identified by the applicable section number and the daily amount of administrative civil penalties proposed for each violation.

9. Identification of the specific factors that were used to determine the proposed daily amount of administrative civil penalties, pursuant to the criteria in section [1.24.320](#) of this chapter, to be sought by the city in the event the corrective action required is not completed prior to the compliance deadline.

10. Notice of the date the amount of administrative civil penalties sought shall begin to accrue, and that any administrative civil penalties subsequently assessed shall continue on a daily basis at the daily assessed rate until the violations have been permanently corrected as determined by the city or the maximum amount has been reached.

11. Notice that administrative costs, in addition to any administrative civil penalties that may be imposed, may also be assessed by the administrative hearing officer.

12. Notice and a brief description of the consequences of a responsible party's failure or refusal to appear at an administrative enforcement hearing on the administrative civil penalties notice and order, and a responsible party's failure or refusal to pay the assessed administrative civil penalties and costs as provided in this chapter.

13. Notice and a brief description of any other consequences arising from a responsible party's failure or refusal to comply with the terms and deadlines as prescribed in the administrative civil penalties notice and order.

14. Notice and a brief description of the administrative enforcement hearing procedures as set forth in this chapter.



15. Notice that a responsible party may seek judicial review of the administrative civil penalties enforcement order pursuant to California [Code of Civil Procedure](#) Section 1094.6.

C. The administrative civil penalties notice and order shall be served upon each responsible party in the manner required under this chapter.

D. More than one (1) administrative civil penalties notice and order may be issued against the same responsible party if each such subsequent notice and order concerns different dates, different violations, or different locations. (Ord. 5801, § 3, [6-25-2013](#))

1.24.320 Determination of administrative civil penalties; accrual and amount.

A. In determining the date when administrative civil penalties start to accrue, an enforcement officer may consider the date when the city first discovered the violation as evidenced by the issuance of an administrative citation, administrative civil penalties notice and order, or any other written notice or correspondence to any responsible party.

B. In determining the amount of administrative civil penalties to be assessed on a daily rate, an enforcement officer may consider some or all of the following factors:

1. The duration of the violation.
 2. The frequency of recurrence of the violation.
 3. The seriousness of the violation.
 4. The history of the violation.
 5. The responsible party's conduct after issuance of the notice and order.
 6. The good faith effort by the responsible party to comply.
 7. The economic impact of the penalty on the responsible party.
 8. The impact of the violation upon the community.
 9. Any other factors that justice may require.
- B. The city manager, or the designated representative thereof, shall have the authority, but not the obligation, to establish a penalty schedule for administrative hearing officers to use as a guideline in determining the amount



- C. of administrative civil penalties in appropriate cases; and to establish procedures for the use of this penalty schedule. (Ord. 5801, § 3, [6-25-2013](#))

1.24.330 Administrative costs.

Notwithstanding procedures set forth in section [2.90.060](#) for an administrative hearing to confirm administrative costs or fees, the administrative hearing officer is authorized to assess any reasonable administrative costs as set forth in an itemized statement of administrative costs presented at the administrative enforcement hearing on the administrative civil penalties notice and order. (Ord. 5801, § 3, [6-25-2013](#))

1.24.340 Failure to comply with an administrative civil penalties notice and order; administrative enforcement hearing.

When the responsible party fails to comply with the terms of the administrative civil penalties notice and order by correcting the violation(s) and bringing the property into compliance with this code, an enforcement officer may schedule an administrative enforcement hearing as provided in this chapter. (Ord. 5801, § 3, [6-25-2013](#))

1.24.350 Administrative civil penalties enforcement order.

A. Within fifteen (15) calendar days of the completion of the administrative enforcement hearing on an administrative civil penalties notice and order, the administrative hearing officer shall exercise the powers conferred under section [1.24.170](#) and issue an administrative civil penalties enforcement order.

B. The administrative civil penalties enforcement order shall contain the following information:

1. Date of administrative enforcement hearing.
2. Identification by name of each enforcement officer, responsible party, and all other witnesses attending the hearing.
3. Determination of sufficiency of notice for due process purposes.
4. Summary of evidence presented by each witness, including exhibits.



5. Findings of fact, analysis of applicable sections of the Glendale Municipal Code, and conclusions of law as to the issues specified at section [1.24.140](#) of this chapter.

6. Determination and assessment of administrative civil penalties and costs to be awarded to the city, if any.

7. Notice of appeal rights and judicial review pursuant to [Code of Civil Procedure](#) 1094.6.

8. Signature of the administrative hearing officer and the signature date.

C. The administrative civil penalties enforcement order shall become final and take effect on the date it is signed by the administrative hearing officer.

D. The administrative civil penalties enforcement order shall be served on all responsible parties in the manner required under section [1.24.050](#) of this chapter. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.360 Failure to comply with the administrative civil penalties enforcement order.](#)

Upon the failure of the responsible party to comply with terms and deadlines set forth in the administrative civil penalties enforcement order, the enforcement officer may use all appropriate legal means to recover the administrative civil penalties and administrative costs assessed and obtain compliance with the administrative civil penalties enforcement order. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.370 Duty to verify correction and compliance.](#)

After the administrative hearing officer issues an administrative civil penalties enforcement order, the enforcement officer shall periodically and regularly inspect the subject property to determine whether the subject property has been brought into compliance with the administrative civil penalties enforcement order. (Ord. 5801, § 3, [6-25-2013](#))

[1.24.380 Judicial review of an administrative civil penalties enforcement order.](#)

Any responsible party aggrieved by an administrative civil penalties enforcement order may obtain judicial review of that order by filing a petition



for review with the Los Angeles County Superior Court in accordance with the timelines and provisions set forth in California [Code of Civil Procedure](#) Section 1094.6. (Ord. 5801, § 3, [6-25-2013](#))

1.24.390 Failure to comply with an administrative civil penalties enforcement order; alternative remedies.

A. It is unlawful for a responsible party who has been served with a copy of the final administrative enforcement order pursuant to this chapter to fail to comply with that order.

B. Failure to comply with a final administrative enforcement order may be prosecuted as an infraction or misdemeanor at the discretion of the city attorney.

C. Failure to comply with a final administrative enforcement order may result in alternative remedies, such as civil injunction, abatement, receivership or any other legal remedy. (Ord. 5801, § 3, [6-25-2013](#))

Chapter 1.20 general penalties and other remedies of the Glendale Municipal Code is presented below.

Chapter 1.20 GENERAL PENALTY; OTHER REMEDIES

Note

* For charter provisions as to penalty, see Charter, Art. XXIII, §27. As to authority of city to establish municipal court, see Charter, Art. XXIII, §29.

1.20.010 Penalties and punishment for code violations.

A. Except as provided in subsection B, C, or D, of this section, whenever in this code any act is prohibited or declared unlawful, or the doing of any act is required, or the failure to do any act is declared to be unlawful, it shall be a misdemeanor. Unless a specific penalty is provided, and person convicted of such misdemeanor shall be punished by a fine not to exceed one thousand dollars (\$1,000.00), or imprisonment for a term not to exceed six (6) months, or by both such fine and imprisonment.

B. With the exception of Title 10 of this code, any other provision of this code where the specific penalty of infraction is provided shall be deemed an infraction punishable as follows:

1. A fine not exceeding one hundred dollars (\$100.00) for a first violation;



2. A fine not exceeding two hundred dollars (\$200.00) for a second violation within one (1) year;

3. A fine not exceeding five hundred dollars (\$500.00) for each additional violation within one (1) year.

C. A violation of any provision of Title 10, with the exception of Chapter [10.56](#), unless otherwise specifically provided, shall be deemed an infraction. An infraction under Title 10, except Chapter [10.56](#), is punishable by a fine which shall be established by resolution of the city council, either for a specific section under Title 10 or pursuant to a bail or fine schedule applicable to numerous sections thereunder. Any such bail or fine shall not exceed the sum of five hundred dollars (\$500.00) for each violation.

D. A violation of the following Glendale Municipal Code sections shall be deemed an infraction punishable as provided in subsection B of this section, except that all violations after three (3) convictions or nolo contendere pleas, or any combination totaling three (3), within one (1) year shall be misdemeanors punishable pursuant to subsection A of this section:

Sections [8.32.030](#), [8.32.050](#), [8.44.050\(D\)](#), [8.44.170](#), [8.52.040\(A\)](#), [8.52.050](#), [8.52.060](#), [8.52.070](#), [8.52.080](#), [8.52.090\(A\)](#), [8.52.090\(B\)](#), [8.52.090\(C\)](#), [8.52.100](#), [8.52.210\(B\)](#), [8.52.210\(C\)](#), [8.52.210\(D\)](#), [9.04.040\(B\)](#), [9.04.040\(C\)](#), [13.42.030\(A\)](#), [13.42.030\(B\)](#), [13.42.030\(C\)](#), [13.42.030\(D\)](#), [13.42.040\(A\)](#), [13.42.040\(B\)](#), [13.42.050\(A\)](#), [13.42.050\(B\)](#), [13.42.050\(C\)](#), [13.42.060](#), [13.43.030\(A\)](#), [13.43.040\(C\)](#), [13.43.040\(D\)](#), [13.43.050\(C\)](#), [13.43.050\(D\)](#), [13.43.060\(B\)](#), [13.43.070\(A\)](#), [13.43.070\(B\)](#), [30.11.070\(A\)\(4\)](#), [30.11.070\(B\)\(5\)](#), [30.11.070\(C\)\(4\)](#), [30.12.040\(A\)\(1\)\(a\)](#), [30.12.040\(A\)\(2\)\(a\)](#), [30.12.050\(A\)\(2\)](#), [30.12.050\(B\)\(2\)](#), [30.13.040\(A\)\(1\)](#), [30.13.050\(A\)\(2\)](#), [30.14.040\(A\)\(1\)](#), [30.14.050\(A\)\(2\)](#), [30.14.060\(A\)\(3\)](#), [30.14.050\(B\)\(2\)](#), [30.14.060\(B\)\(2\)](#), [30.15.040\(A\)](#), [30.15.050\(A\)\(2\)](#), [30.15.050\(B\)\(2\)](#), [30.31.010\(A\)](#), [30.31.010\(B\)](#), [30.31.010\(D\)](#), [30.31.020\(A\)\(1\)](#), [30.31.030\(A\)](#), [30.31.030\(B\)\(1\)](#), [30.32.040\(B\)\(1\)](#), [30.32.040\(B\)\(2\)](#), [30.32.040\(C\)](#), [30.32.040\(D\)](#), [30.32.040\(E\)](#), [30.32.100](#), [30.32.130\(G\)\(1\)](#), [30.32.130\(G\)\(2\)](#), [30.32.130\(G\)\(7\)](#), [30.32.160\(F\)](#), [30.33.040](#), [30.33.050](#), [30.33.110\(A\)](#), [30.33.200](#), [30.33.210\(B\)\(1\)](#), [30.33.210\(B\)\(2\)](#), [30.33.210\(B\)\(3\)](#), [30.33.210\(H\)](#), [30.33.210\(I\)](#), [30.34.020\(F\)](#), [30.34.020\(K\)](#), [30.34.030\(B\)\(8\)](#), [30.34.030\(D\)](#), [30.34.040\(B\)](#), [30.34.140\(A\)](#), [30.34.140\(G\)](#), [30.34.150\(A\)](#), and the following sections from the South Brand Boulevard Specific Plan: X. Implementation, B. Zoning, Sections 405(a), 505(a), 705(a), and 805(a).

E. Whenever in this code any act or omission is made unlawful it shall include causing, permitting, aiding, abetting, suffering or concealing the fact of the act or omission. Each person shall be guilty of a separate offense for each and every day during any portion of which any violation of any provision of this code is committed, continued or permitted by that person, and shall be punishable accordingly.



F. Notwithstanding the above provisions, the criminal penalties provided for in this section shall not apply to Chapter [5.35](#) of this code relating to sidewalk vendors. (Ord. 5936 § 4, 2019; Ord. 5857 § 1, 2015; Ord. 5707 § 2, 2010; Ord. 5686 § 24, 2010; Ord. 5684 § 2, 2010; Ord. 5660 § 1, 2009; Ord. 5645 § 1, 2009; Ord. 5628 § 24, 2008; Ord. 5464 § 3, 2005; Ord. 5399 § 26, 2004; Ord. 5385 § 1, 2004; Ord. 5293 § 1, 2001; Ord. 5256 § 7, 2000; Ord. 5253 § 3, 2000; Ord. 5220 § 1, 1999; Ord. 5148 § 1, 1996; Ord. 501 § 1, 1993; prior code § 1-36)

1.20.020 Authority to issue citations for code violations.

Neighborhood services supervisors, neighborhood services inspectors, or building inspectors, who have successfully completed a course and a written examination, through California's Commission on Peace Officer Standards and Training, on the laws and powers of arrest under California [Penal Code](#) Section 832 or any successor legislation, have the power, authority, and immunity of a California peace officer to issue infraction citations for a violation of a code section listed in Section [1.20.010\(D\)](#) of this chapter. However, because these individuals are nonsworn personnel and are not peace officers, they shall not make custodial arrests, or carry or use a firearm within the scope and course of their employment, or both. (Ord. 5464 § 4, 2005; Ord. 5148 § 2, 1996)

1.20.030 Violation as public nuisance; authority to abate.

In addition to any other remedy or penalty provided by this code, any violation of any provision of this code is declared to be a public nuisance and may be abated by the city or by the city attorney on behalf of the people of the state of California as a nuisance by means of a restraining order, injunction or any other order or judgment in law or equity issued by a court of competent jurisdiction. In addition to any other remedy or penalty provided by this code, the city or the city attorney, on behalf of the people of the state of California, may seek injunctive relief to enjoin any violation of any provision of this code, or to compel compliance with the provisions of this code, or to seek any other relief or remedy available at law or equity. As part of any civil action, the court may require posting a performance bond to ensure compliance with this code, applicable state codes, court order or judgment. (Ord. 5707 § 3, 2010)



1.20.040 Civil action; attorneys' fees.

A. The city attorney may institute an action in any court of competent jurisdiction to restrain, enjoin or abate any condition(s) found to be in violation of the provisions of this code, as provided by law.

B. In any civil action commenced by the city to abate a nuisance, to enjoin a violation of any provision of this code or any provision of any code adopted by reference by this code, to collect a civil penalty imposed either by this code or by state or federal law, or to collect a civil debt owing to the city, the prevailing party shall be entitled to recover in any such action reasonable attorneys' fees and costs of suit. Pursuant to [Government Code](#) Section 38773.5(b), the recovery of attorneys' fees by the prevailing party is limited to individual actions or proceedings in which the city elects, at the initiation of that individual action or proceeding, to seek recovery of its own attorneys' fees. In no action or special proceeding shall an award of attorneys' fees to a prevailing party exceed the amount of reasonable attorneys' fees incurred by the city in the action or proceeding. (Ord. 5801 § 1, 2013; Ord. 5745 § 2, 2011)

1.20.050 Civil penalties for violation of Code.

Any person who violates any provision or fails to comply with any requirement or provision of this code heretofore or hereafter enacted or any provision of any code adopted by reference by this code shall be liable for a civil penalty not to exceed one thousand dollars (\$1,000.00) for each violation. Where the conduct constituting a violation is of a continuing nature, each day of such conduct is a separate and distinct violation. In determining the amount of the civil penalty, the court shall consider all relevant circumstances, including, but not limited to, the extent of harm caused by the conduct constituting a violation, the nature and persistence of such conduct, the length of time over which the conduct occurred, the assets, liabilities and net worth of the person, whether corporate or individual, and any corrective action taken by the defendant. The civil penalty prescribed by this subsection shall be assessed and recovered in a civil action brought by the city attorney in any court of competent jurisdiction. The civil penalty prescribed by this subsection may be sought in addition to injunctive relief, specific performance or any other remedy, provided, however, that a civil penalty shall not be sought for any violation for which a criminal prosecution has been commenced. (Ord. 5801 § 2, 2013)



8.7. Legal Authorities

The UWMP Guided books quotes the following section of the Water Code.

Water Code Section 10632 (a)(7)

(A) A description of the legal authorities that empower the urban water supplier to implement and enforce its shortage response actions specified in paragraph (4) that may include, but are not limited to, statutory authorities, ordinances, resolutions, and contract provisions.

(B) A statement that an urban water supplier shall declare a water shortage emergency in accordance with Chapter 3 (commencing with Section 350) of Division 1. [see below]

(C) A statement that an urban water supplier shall coordinate with any city or county within which it provides water supply services for the possible proclamation of a local emergency, as defined in Section 8558 of the Government Code.

Water Code Section Division 1, Section 350

Declaration of water shortage emergency condition. The governing body of a distributor of a public water supply, whether publicly or privately owned and including a mutual water company, shall declare a water shortage emergency condition to prevail within the area served by such distributor whenever it finds and determines that the ordinary demands and requirements of water consumers cannot be satisfied without depleting the water supply of the distributor to the extent that there would be insufficient water for human consumption, sanitation, and fire protection.

During the water supply shortage of 2015 State Water Resources Control Board staff were surprised to find that the State Board could not simply direct water agencies to take specific demand reduction actions because most water agencies are either special districts that operate within various municipalities or investor owned utilities that have limited legal authorities and which operate under control of the California Public Utilities Commission. The residents and businesses of the City of Glendale are fortunate to be served by GWP which is a municipally owned utility, meaning that it is part of the City as a City Department. The portion of the City Charter identifying the City's authority is quoted below.

Sec. 1. Powers as municipal corporation generally.

The City of Glendale, a municipal corporation, shall after the adoption of this Charter, continue its existence as such municipal corporation, and under the corporate name, CITY OF GLENDALE, shall have, possess and exercise all powers and rights vested in said City of Glendale, under this Charter and the



Constitution of California and the laws of the state, and all powers which a municipal corporation may lawfully possess or exercise under the Constitution of this State. The City of Glendale shall have the right and power to make and enforce all laws and regulations in respect to municipal affairs, subject only to the restrictions and limitations provided in this* Charter; provided, that nothing herein shall be construed to prevent or restrict the city from exercising or consenting to, and the city is hereby authorized to exercise any and all rights, powers and privileges heretofore or hereafter granted or prescribed by the general laws of the state; provided, also, that where the general laws of the state provide a procedure for the carrying out and enforcement of any rights or powers belonging to the city, said procedure shall control and be followed unless a different procedure shall have been provided in this Charter or by ordinance.

* In the case of *Smith v. City of Glendale et al.*, 1 Cal. App. (2d) 463, 36 P. (2d) 1083, which cited the first thirty-four words of the second sentence of this section together with subdivisions 5, 6 and 8 of section 2 of article III and section 4 of article VI of this Charter, it was held that the charter of a city giving it the right to control its municipal affairs is the supreme law of the city and that the powers are derived from the state constitution and not from the legislature. It was also held that the city has the power to purchase stock in a private water company to furnish a water supply to its citizens.

Sec. 2. Enumeration of particular powers.

Without in any way or to any extent limiting or curtailing the powers hereinbefore conferred or mentioned, and for the purpose of removing all doubt concerning the exercise of powers hereinafter expressly mentioned, the City of Glendale shall have power:

1. Corporate Seal. To have and use a corporate seal;
2. Actions and Proceedings in Court. To sue or be sued in all courts in all actions and proceedings;
3. Taxes and License Taxes. To levy and collect taxes, and to levy and collect license taxes for both regulation and revenue;
4. Borrowing Money, Issuing Bonds, etc. To borrow money, incur municipal indebtedness, and issue bonds or other evidence of such indebtedness;
5. Acquisition of Property Generally.* To acquire by purchase, bequest, devise, gift, condemnation or other manner sanctioned by law, within and



without the limits of said city, property of every kind and nature for all purposes;

6. Telephone or Telegraph Systems, Street Railways, etc., Warehouses, Markets, Waterworks, etc.* To acquire by said means, and to establish, maintain, equip, own and operate, either within or outside of the city, telephone and telegraph systems, street railways, or other means of transportation, warehouses, free markets, waterworks, filtration plants, gas works, electric light, heat and power works, underground or overhead conduit systems or any other works necessary to a public utility; and to join with any other city or cities or county in the acquisition, construction and maintenance of same;

7. Streams and Channels. To improve the streams and channels flowing through the city or adjoining the same, to widen, straighten and deepen the channels thereof, and remove obstructions therefrom, to construct and maintain embankments and other works to protect the city from overflow and storm waters;

8. Furnishing Public Utility Service, etc.* To furnish the city or its inhabitants or persons without the city, any public utility service or commodity whatsoever;

9. Lease, Sale, etc., of Certain Property. To lease, sell, convey and dispose of any and all property herein mentioned for the common benefit;

10. Parks, Playgrounds, Auditoriums, Museums, Gymnasiums, etc. To acquire, construct, operate and maintain parks, playgrounds, markets, baths, public halls, auditoriums, libraries, museums, art galleries, gymnasiums and any and all buildings, establishments, institutions and places whether situated inside or outside of the city limits, which are necessary or convenient for the transaction of public business or for promoting the health, morals, education, care of the indigent or welfare of the inhabitants of the city or for their amusement, recreation, entertainment, or benefit;

11. Plants for Disposition of Sewage, Garbage and Waste. To acquire, construct and maintain all works necessary for the disposition of sewage, garbage and waste, to construct, own, maintain and operate incinerating or garbage reduction plants, and to join with any other city or cities or county in the acquisition, construction and maintenance of any such works or plant;

12. Nuisances. To define and abate nuisances;

13. Care of Indigent. To provide for the care of the indigent;

14. Boulevards. To establish boulevards and regulate traffic thereon;



15. Fire Department; Fire Prevention. To equip and maintain a fire department and to make all necessary regulations for the prevention of fires;

16. Permits for Use of Streets, etc. To grant permits to use the streets or public property revocable at any time without notice;

17. Rates for Services Rendered Under Franchises, etc. To regulate and establish rates and charges to be imposed and collected by any person or corporation for commodities or services rendered under or in connection with any franchise, permit, or license heretofore or hereafter granted by the city, or other authority; provided, that the same is not inconsistent with the Constitution of the State of California;

18. Devises, Bequests, Gifts and Donations. To receive devises, bequests, gifts and donations of all kinds of property, in fee simple, or in trust, for charitable or other purposes and to do all acts necessary to carry out the purposes of such devises, bequests, gifts and donations with power to manage, sell, lease, or otherwise dispose of the same in accordance with the terms of the devise, bequest, gift or donation or absolutely in case such devise, bequest or trust be unconditional;

19. Regulation of Buildings and Lot Area.** To regulate and limit the height and bulk of buildings hereafter erected, and to regulate and determine the area of yards, courts and other open spaces and for said purposes to divide the city into districts. Such regulations shall be uniform for each class of buildings throughout any district, but the regulations in one (1) or more districts may differ from those in other districts. Such regulations shall be designed to secure safety from fire and other dangers, and to promote the public health and welfare, including, so far as conditions may permit, provisions for adequate light, air and convenience of access, and shall be made with reasonable regard to the character of the buildings erected in each district, the value of land and the use to which it may be put, to the end that such regulations may promote the public health, safety and welfare;

20. Regulation of Location of Trades, Industries, etc.** To regulate and restrict the location of trades and industries and the location of buildings designed for specified uses, and for said purposes to divide the city into districts and to specify for each such district the trades and industries which shall be excluded or subjected to special regulations and the uses for which buildings may not be erected or altered. Such regulations shall be designed to promote the public health, safety and welfare and shall be made with reasonable consideration; among other things, to the character of the district and to its peculiar suitability for particular uses.



- * Attention is called to the footnote on page C-5.
- ** For Charter provision as to amendment, etc., of regulations adopted pursuant to this subdivision, see Charter, Art. XV, § 2.

Sec. 5. Department of Glendale Water and Power.

The department of Glendale Water and Power shall have charge of the construction, maintenance and operation of all public utilities owned or operated by the city. (Res. No. 04-238 § 1, 2004)

- * For similar Charter provisions, see Charter, Art. XXII, § 1.

Additionally, the Charter also enumerates the authority of the City Council with relevant sections included below.

Article VI. The Council Generally.

Sec. 4. General powers of the council.

Subject to the provisions and restrictions in this Charter contained, and the valid delegation by this Charter of any powers to any person, officer, board or committee, which delegation of power, if any, shall control, the council shall have the power, in the name of the city, to do and perform all acts and things appropriate to a municipal corporation and the general welfare of its inhabitants and which are not specifically forbidden by the Constitution of the state or which now or hereafter it would be competent for this Charter specifically to enumerate. No enumeration or specific statement herein of any particular powers shall be held to be exclusive of, or a limitation of, the foregoing general grant of powers.

- * Attention is called to the footnote at the end of Sec. 1 of Art. III.

Sec. 5. Certain powers and duties enumerated.

The council shall:

1. Qualifications of Members and Election Returns. Judge the qualifications of its members and all election returns;
2. Rules of Proceedings. Establish rules for its proceedings;



3. Record of Proceedings. Cause a correct record of its proceedings to be kept. The ayes and noes shall on demand of any member, be taken and entered therein, and they shall be recorded on all votes passing any ordinance or appointing or dismissing or confirming the appointment or dismissal of any officer, or authorizing the execution of contracts, or the appropriation or payment of money;

4. Mayor Generally. Choose one (1) of its members as presiding officer, to be called mayor. The mayor shall preside over the sessions of the council, shall sign official documents when the signature of the council or mayor is required by law, and he shall act as the official head of the city on public and ceremonial occasions. He shall have power to administer oaths and affirmations. When the mayor is absent from any meeting of the council, the mayor pro tem shall be selected monthly by alphabetical rotation. The mayor pro tem shall act as mayor if the mayor is absent or unavailable;

5. Appointment of Certain Officers. Appoint a city assessor, which office may be combined with that of the city clerk, a city tax collector, a city attorney, and city manager;

6. Supervision of Public Utilities. Exercise general supervision and direction over all persons, firms, companies and corporations owning, controlling or operating public utilities, in so far as any of them are subject to municipal control. This provision is subject to other Charter provisions relative to such public utilities as now are or may hereafter be owned by the city. (1921; 1947; 1953.) (Res. No. 04-238 § 1, 2004)

Editor's Note: The subcatchlines given to the numbered subdivisions of this section are unofficial.

Sec. 6. Ordinances generally.

The enacting clause of every ordinance passed by the council shall be: "Be it ordained by the council of the City of Glendale." The enacting clause of every ordinance initiated by the people shall be: "Be it ordained by the people of the City of Glendale." At least five (5) days must elapse between the introduction and the final passage of any ordinance; provided, that amendment germane to the subject of any proposed ordinance may be made when it is brought up for final passage; and provided further, that in case of an extraordinary epidemic or any disaster, such as flood, fire or earthquake, requiring immediate action on the part of any public authorities, an emergency ordinance may be introduced and



passed at either a regular or special meeting without any intervention of time between introduction and final passage. A final vote on any ordinance or any vote on any appropriation must be taken only at a regular or adjourned regular meeting. Every ordinance must be signed by the mayor and attested by the clerk. Notice thereof shall be published once in a newspaper of general circulation. Any ordinance granting any franchise or privilege shall be published at the expense of the applicant therefor.

In the publication of every ordinance the advertisement shall contain a statement of the title, number and date of the ordinance, a brief statement of the nature of the ordinance, and a reference to a copy of the ordinance which shall be on file and available for public inspection at all reasonable times in the office of the city clerk. (1969.)

Editor's Note: The catchline of this section originally read as follows:
"Ordinances."

Sec. 7. When ordinances go into effect.

Except as herein provided, no penal ordinance, or measure passed by the council granting any franchise or privilege, shall go into effect in less than thirty (30) days after its final passage. But ordinances declared by the council to be necessary as emergency measures for the immediate preservation of the public peace, health or safety, containing a statement of the reasons for their urgency and passed by a four-fifths (4/5) vote of the whole council, ordinances ordering or otherwise relating to elections, and ordinances relating to public improvements, the cost of which is to be borne wholly or in part by special assessments, may go into effect at the will of the council.



8.8. Financial Consequences of WSCP

Drought Charges

The City of Glendale prepared ahead of time when adopting its water shortage restriction stages by adopting Drought Charges when completing its Proposition 218 compliant Cost of Service Analysis (COSA). These charges were in place prior the water supply shortage of 2015. The charges were reanalyzed and updated during the most recent COSA and adopted by the City Council.

The text below is from the Glendale Municipal Code.

13.08.170 Drought rates.

A. When the city council declares mandatory water conservation as provided in Chapter [13.36](#) including Section [13.36.070](#), drought rates corresponding to phase II, III, IV and/or V of the city's mandatory water conservation plan shall be billed to each customer as established by resolution of the City Council. The drought rates as established by resolution of the city council shall immediately apply and take effect upon the declaration by city council of each of the phase II, III, IV and/or V of the city's mandatory water conservation plan. The drought rate so effectuated shall remain in effect until such time that the specified phase of the mandatory conservation is lifted.

B. During phase II the drought rate specified under stage one shall apply; during phase III the drought rate specified under stage two shall apply; during phase IV the drought rate specified under stage three shall apply; and during phase V the drought rate specified under stage four shall apply.

C. In accordance with the provisions of Chapter [13.36](#), and where the city council implements phases II, III, IV and V of the city's mandatory conservation plan and "no water waste" policy set forth in Section [13.36.070](#), in order to achieve a targeted reduction in water consumption, as well as to maintain the required revenue resulting from the mandated curtailment in water usage, during each of the different implemented phases in order to continue to operate and maintain the city's water system reliably, drought rates for consumption, shall be as established by resolution of the City Council.

D. Drought rates shall not apply to recycled water. (Ord. 5835, § 21, [7-29-2014](#))

Having these charges in place, prior to the 2015 water supply shortage, allowed the utility to continue to function without needed an emergency rate increase. These charges allow for GWP to collect the portion of the fixed expenditures to operate the water utility that are collected in the



volumetric portion of the water rate. In practice, this charge did not increase the overall bills of customer’s who reduced their water use.

The current drought charges that are in place if needed are shown in the table below copied from the GWP water rates web page.

Mandatory Conservation Phase	Phase I	Phase II	Phase III	Phase IV	Phase V
Corresponding Drought Rate Stage	N/A	Stage 1	Stage 2	Stage 3	Stage 4
Drought Charge Per HCF Sold	N/A	\$0.30	\$0.45	\$0.60	\$0.75
Curtailment Target	N/A	20%	30%	40%	50%



8.9. Monitoring and Reporting

The UWMP Guided book quotes the following section of the Water Code.

Water Code Section 10632(a)(9)

For an urban retail water supplier, monitoring and reporting requirements and procedures that ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance and to meet state reporting requirements.

The Water Engineering Section of GWP monitors and reports to the State water use, water conservation, and mandatory conservation restrictions and enforcement when such restrictions are in place. The Water Engineering Section gathers and collates water production information from the Water Operations Section, and enforcement of “customer compliance” actions, when mandatory conservation is in place, from the Customer Service Section. When new State requirements are implemented, the Water Engineering Section may consult with the City Attorney’s Office as needed to ensure reporting compliance.



8.10. WSCP Refinement Procedures

The UWMP Guided book quotes the following section of the Water Code.

Water Code Section 10632 (a)(10)

Reevaluation and improvement procedures for systematically monitoring and evaluating the functionality of the water shortage contingency plan in order to ensure shortage risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented as needed.

From an academic perspective, the WSCP may be useful to State staff who do not have hands on practical knowledge of how Glendale's water system works, or what restrictions the City has to adhere to related to its water rights and water supplies. From a practical perspective, GWP staff work to increase water production from to at least produce its full prescriptive right in the Verdugo Basin and to maintain production from the Glendale Operable Unit per the consent decree that governs it. Additionally, GWP staff work to increase the use of recycled water in the City despite limitations due to the 1211 wastewater change petition process and active resistance by local agencies and organizations to prevent the use of this water.

As a founding member of MWD, Glendale's water supply future depends on improving delta conveyance in order to fully utilize the State Water Project infrastructure the Glendale residents and businesses have invested in for decades, and in supporting MWD's efforts to build a regional recycled water project. This project will help firm-up Glendale's water supply by providing a steady supply that can be used in conjunction with the ability to store from the Colorado River Basin water during wet years on the State Water Project by reducing pumping from Lake Mead. These investments have allowed MWD to pull from storage during 2021 and meet Glendale's needs, even with dry conditions in the Sierra Nevada Mountains.

Additional improvements for the WSCP would be predicated on improvements in the State's process. The final versions of the UWMP guidebooks were published in the first week of April of 2021. The guidebook itself is 238 pages in length with 18 separate appendices. The UWMP and WSCP are to be adopted by July 1st of 2021. A legislative requirement that the UWMP and WSCP are due one year after DWR publishes final guidance on their creation would improve the quality of both documents.

Additional improvements would include removing sections that are not pertinent to water shortage actions. For instance, the required sections pertaining to the water agencies legal authorities may be helpful information to State staff, they have no relevance on actions that can be taken to ensure an adequate water supply.



8.11. Special Water Feature Distinction

The UWMP Guided book quotes the following section of the Water Code.

Water Code Section 10632 (b)

For purposes of developing the water shortage contingency plan pursuant to subdivision (a), an urban water supplier shall analyze and define water features that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, separately from swimming pools and spas, as defined in subdivision (a) of Section 115921 of the Health and Safety Code.

The sections of the Glendale Municipal Code differentiating the type of water features that are artificially supplied with water is repeated below:

13.36.030 Purpose.

The purpose of this chapter is to provide a mandatory water conservation plan to minimize the effect of a shortage of water to the customers of the city and, by means of this chapter, to adopt provisions that will significantly reduce the consumption of water over an extended period of time thereby extending the available water required for the customers of the city, to protect basic human health, safety and quality of life, to share the impacts caused by the water shortage in accord with the severity of the water shortage, and to minimize the hardship to the city and the general public to the greatest extent possible. (Ord. 5112 § 62, 1996: prior code § 9-153)

13.36.040 Definitions.

The following words and phrases, whenever used in this chapter, shall be construed as defined in this section unless from the context a different meaning is intended or unless a different meaning is specifically defined within individual sections of this chapter:

“California-friendly plantings” or “California-friendly landscaping” means those landscape plantings, including, but not limited to, trees, shrubs, perennials, groundcovers, ornamental grasses and California-native plants, that require low water use for maintenance and that are included in the Metropolitan Water District’s California Friendly Garden Guide catalogue, available at <http://www.bewaterwise.com>.

“Dining establishment” means a catering business or a restaurant, hotel, café, cafeteria or other public place where food or drink is sold, served or offered for sale.



“Low income individual” means any individual that is eligible for participation in the division’s public benefit charge low-income program.

“Potable water” shall be defined as set forth in Section [13.28.020](#) of this code.

“Process water” means water used to manufacture, alter, convert, clean, heat or cool a product, or the equipment used for such purpose; water used for plant and equipment washing and for transporting the raw materials and products; and water used to grow and maintain trees and plants for sale or installation. Process water does not include water used in the preparation of food or drinks.

“Recycled water” shall be defined as set forth in Section [13.38.020](#) of this code. (Ord. 5854 § 1, 2015; Ord. 5660 § 3, 2009; Ord. 5112 § 63, 1996; prior code § 9-154)

[13.36.050 Scope.](#)

The provisions of this chapter shall apply to all water customers and property served water by the department wherever situated, and shall also apply to all property and facilities owned, maintained, operated or under the jurisdiction of the various officers, boards, departments or agencies of the city. (Ord. 5660 § 4, 2009; prior code § 9-156)

[13.36.060 No water waste policy.](#)

There is in effect at all times in the city a “no water waste” policy as set forth herein. Except as otherwise provided in this chapter, at no time shall any person make, cause, use, or permit the use of water from the department for residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this chapter or in an amount in excess of that use permitted by the conservation phase then in effect pursuant to action taken by the city council in accordance with the provisions of this chapter.

A. Water Use Restrictions.

1. **Hose Washing.** Potable water shall not be used for hose washing of sidewalks, walkways, driveways, or parking areas, tennis courts, patios, porches or other paved areas, except: (a) where necessary to alleviate safety or sanitary hazards, and then only by use of a handheld bucket or similar container or a hand-held hose equipped with a water shut-off device; (b) when using a low-volume high-pressure cleaning machine; or (c) that flammable or other dangerous substances may be disposed of by direct hose flushing by public safety officers for the benefit of public health and safety.



2. Overspray or Runoff. There shall be no use of water for any purpose which results in overspray, runoff in flooding or runoff onto hardscape, driveways, streets, adjacent lands or into gutters.

3. Decorative Fountains. Except for water play features in city parks, no water shall be used to clean, fill or maintain levels in decorative fountains or similar structures unless such water is part of a recirculation system or unless such water is recycled water, which must be clearly posted.



8.12. Plan Adoption, Submittal, and Availability

The UWMP Guided book quotes the following section of the Water Code.

Water Code Section 10632 (c)

The urban water supplier shall make available the water shortage contingency plan prepared pursuant to this article to its customers and any city or county within which it provides water supplies no later than 30 days after adoption of the water shortage contingency plan.

After this plan is adopted by the City Council, the adopted version will be posted on the GWP website within 30 days.

APPENDICES



Glendale Water & Power
2020 URBAN WATER MANAGEMENT PLAN

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions Drop down list <i>These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>	Penalty, Charge, or Other Enforcement? For Retail Suppliers Only <i>Drop Down List</i>
<i>Add additional rows as needed</i>				
Phase I to V	Expand Public Information Campaign	0 to > 50%	Will provide tailored outreach information on use restrictions as needed.	No
Phase I	Improve Customer Billing	0%	Already in place.	No
Phase I	Increase Frequency of Meter Reading	0%	Full AMI implemented with hourly reads.	No
Phase I	Offer Water Use Surveys	<1%	Ongoing program.	No
Phase I	Provide Rebates on Plumbing Fixtures and Devices	<1%	Ongoing program.	No
Phase I	Provide Rebates for Landscape Irrigation Efficiency	>1%	Ongoing program.	No
Phase I	Provide Rebates for Turf Replacement	1-2%	Program varies depending on MWD rebates that are available.	No
None	Decrease Line Flushing	0%	Line flushing is essential to maintain water safety and is not wasting water.	No
Phase I	Reduce System Water Loss	1%	Ongoing program.	No

Phase III	Increase Water Waste Patrols	0%	Will implement as needed depending on shortage conditions.	Yes
None	Moratorium or Net Zero Demand Increase on New Connections	0%	Will not implement due to statewide affordable housing shortage and legislated ADU permitting.	No
Phase II to V	Implement or Modify Drought Rate Structure or Surcharge	0%	Will implement to maintain fixed cost recovery, not intended to increase conservation.	No
Phase I	Landscape - Restrict or prohibit runoff from landscape irrigation	0%	Already in place.	No
Phase II to V	Landscape - Limit landscape irrigation to specific times	0 to > 50%	Coupled with specific limitation on days.	Yes
Phase II to V	Landscape - Limit landscape irrigation to specific days	0 to > 50%	Coupled with specific limitation on times.	Yes
Phase II to V	Landscape - Prohibit certain types of landscape irrigation	0 to > 50%	Limits on watering of public facilities.	No
Special Action	Landscape - Prohibit all landscape irrigation	> 50%	Will implement via Council action if required.	Yes
Phase II to V	Landscape - Other landscape restriction or prohibition	0 to >50%	Limits on watering of types of vegetation.	Yes
Phase I	CII - Lodging establishment must offer opt out of linen service	0%	Ongoing program.	Yes

Phase I	CII - Restaurants may only serve water upon request	0%	Ongoing program.	Yes
Phase I	CII - Commercial kitchens required to use pre-rinse spray valves	0%	Ongoing program.	Yes
Phase I	CII - Other CII restriction or prohibition	0%	No new single pass cooling systems. Process water to recycled to greatest extent possible.	Yes
Phase IV to V	Water Features - Restrict water use for decorative water features, such as fountains	30 to > 50%	No use of potable water for filling decorative fountains. Phase IV and V of restrictions.	Yes
Phase III to V	Other water feature or swimming pool restriction	20 to > 50%	Phase III through IV of restrictions. Limit hour of operation of water play features at City parks.	No
Phase I	Other - Customers must repair leaks, breaks, and malfunctions in a timely manner	0%	Ongoing program.	Yes
Phase I	Other - Require automatic shut of hoses	0%	Ongoing program.	Yes
Phase I	Other - Prohibit use of potable water for construction and dust control	0%	Recycled water required where available.	No
Phase I	Other - Prohibit use of potable water for washing hard surfaces	0%	Ongoing program.	Yes
Phase I	Other - Prohibit vehicle washing except at facilities using recycled or recirculating water	0%	Ongoing program.	Yes

Submittal Table 8-3: Supply Augmentation and Other Actions			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier <i>Drop down list</i> <i>These are the only categories that will be accepted by the WUdata online submittal tool</i>	How much is this going to reduce the shortage gap? <i>Include units used (volume type or percentage)</i>	Additional Explanation or Reference <i>(optional)</i>
<i>Add additional rows as needed</i>			
Any	Other Purchases	1	Glendale has 3 connections with MWD. MWD can supply 100% of Glendale's peak demands.
As needed	Exchanges	Limited to area adjacent to CVWD	Emergency connections.
As needed	Exchanges	Limited to area adjacent to Burbank	Emergency connections.
Any	Other Actions (describe)	1	Support Delta Conveyance Upgrades
Any	Other Actions (describe)	1	Support MWD Regional Recycled Project
NOTES: The Burbank and Crescenta Valley Water District connections are for emergency use. The MWD connections normally supply 60% of Glendale's Water Demand but can supply 100% of Glendale's demands.			