



City of Big Bear Lake Department of Water and
Power
**2025 WATER SHORTAGE CONTINGENCY
PLAN**

DRAFT | APRIL 2026



**CITY OF BIG BEAR LAKE
DEPARTMENT OF WATER AND POWER**

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WATER SHORTAGE CONTINGENCY PLAN

1.0 Purpose and Objectives

The Big Bear Lake Department of Water and Power (BBLDWP or DWP) Water Shortage Contingency Plan (WSCP) details the actions to be taken during a shortage in available water supply. These actions are broken up based upon six stages of water shortage, which are discussed in further detail herein.

The objective of this WSCP is to develop and implement procedures for managing and mitigating water shortages, allowing BBLDWP to respond to shortages in an efficient and timely manner.

This WSCP may be amended as needed at any time in accordance with all Public Notification requirements set forth by the Water Code.

In the event any provision of this WSCP conflicts or overlaps with any mandatory State regulation related to water conservation, the most stringent provision shall apply.

1.1 Application

The provisions of this WSCP shall apply to all persons, customers, and property served by BBLDWP, wherever situated. In situations where a property is serviced by both BBLDWP and a private well, no BBLDWP water may be used for activities that are prohibited by any regulations set forth in this WSCP.

The prohibited uses of water identified herein are not applicable to water use necessary for public health and safety.

1.2 Authorization

The BBLDWP's General Manager or their designee is hereby authorized and directed to implement the provisions of this WSCP.

1.3 Definitions

BBLDWP. The City of Big Bear Lake, Department of Water and Power.

Board. BBLDWP Board of Commissioners.

Customer. Any person, persons, association, corporation, government agency, or other entity supplied with water service from BBLDWP.

Decorative Water Feature. A design element where water is artificially supplied solely an aesthetic function (e.g., ponds, waterfalls, and fountains).

Groundwater. Any water that comes from springs, wells or other sub-surface source.

Irrigation. The process of providing supplemental water to landscape plants.



Landscape. All portions of a property except footprints of buildings or other structures, sidewalks, driveways, parking lots, decks, gravel or stone walks, other pervious or impervious hardscapes and other non-irrigated areas designated for non-development such as open spaces and existing native vegetation.

Low Flow (or Flush). Any plumbing fixture that meets or exceeds current flow (or flush) standards for that item.

New Turf. Non-native or non-drought-tolerant lawn or grass, intentionally planted and grown from seed or sod that has never been irrigated using BBLDWP water.

Perennial Yield. The maximum volume of water that can be safely extracted from a groundwater basin on an annual basis.

Retrofit. Change to an existing structural element.

Retrofit on Change of Service Program. A BBLDWP program whereby the property owner is responsible for ensuring all plumbing fixtures are low flow after a change of property ownership.

Technical Review Team (TRT). A team of, at minimum, five individuals comprised of Board members, BBLDWP management staff, and one hydrogeologist or engineering consultant. Additional individuals may be added to the TRT when circumstance arises that requires specialized or additional expertise.

Turf. Non-native or non-drought-tolerant lawn or grass, intentionally planted and grown from seed or sod.

Violation. To commit, cause, maintain or permit an action, or failure of action, that is inconsistent with BBLDWP Rules and Regulations. Each day a violation exist may constitute a separate and distinct violation. Each rule or regulation which is violated also constitutes a separate violation. Any person who commits, causes, or permits a violation of the Rules and Regulations, may be subject to the enforcement actions herein.

Waste. Any unreasonable or non-beneficial use of water including but not limited to, the specific uses prohibited and restricted by BBLDWP.

Water Conservation. Practices or activities which result in reduced use of water with a goal of effectively managing available water supplies.

Water Conservation Program. A program designed within the meaning of Water Code Sections 375 et seq. to reduce the quantity of water used for the purpose of conserving the water supplies of a public entity.

Water Shortage Emergency. Any emergency within the meaning of Water Code Sections 350 et seq.

Water-Use Efficiency. The use of water in a way that minizes waste (i.e., use beyond which is needed to accomplish a task).



2.0 Water Supply Reliability Analysis

BBLDWP's water service area is located in the Bear Valley (Valley) in the San Bernardino Mountains of San Bernardino County, California. The sole supply source within BBLDWP's service area is the local groundwater basin (Basin). The maximum perennial yield available to BBLDWP is approximately 3,100 acre-feet per year (AFY) (Geoscience, 2006).

2.1 Service Area Characteristics

2.1.1 Service Area Population

In 2025, the annual population was estimated to be 25,911 (ACS, 2024 and 2020 Decennial Census). The total annual population included an approximate temporary population of 14,392, with a full time population of 11,520 (2024 ACS). The population is anticipated to increase to 26,653 by 2050, based on an average annual growth rate of 0.28 percent, and the inclusion of up to 83 low income housing units by the year 2029 to meet the objectives of the Regional Housing Needs Allocation (RHNA) mandate.

2.1.2 Service Area Water Demand

Water demand in the BBLDWP service is primarily residential (single and multi-family) water use, making up approximately 74 percent of total water demand in 2025. The total demand in 2025 was approximately 1,764 AFY. Based on the average annual growth rate of 0.28 percent and additional low income housing units, demands under normal conditions are anticipated to increase to 1,892 AFY by 2050. While the previous water shortage contingency plan considered passive savings, derived from BBLDWP's 2019 Water Conservation Management Plan, water use projections developed in the 2025 Urban Water Management Plan (UWMP) do not include any passive savings.

2.1.3 Water Supply Reliability

The BBLDWP's single source of water supply is from the Bear Valley Basin (Basin). The BBLDWP does not have access to any imported water, and does not benefit from any water transfers or exchanges with other water agencies, except for emergency interties with the Big Bear City Community Services District (BBCCSD).

The perennial yield of the Basin is estimated to be 3,100 AFY. Based on demand projections, considering the average annual growth rate of 0.28 percent, and the perennial yield of the Basin, it is projected that BBLDWP has sufficient supplies available to meet demands under normal conditions through the year 2050. In addition, supply availability was also reviewed under single-dry year and five-consecutive dry-year drought scenarios. Under these scenarios, the highest projected demand that occurred in the single dry year and the multi-dry year scenario was 2,105 AFY in 2050, which was based on an increase of 10 percent to normal water demand. As this demand is well below the perennial yield of 3,100 AFY, indicating that water supplies are sufficient through 2050.

BBLDWP performs monthly groundwater monitoring; monitoring demonstrates that the groundwater basin levels have remained steady through recent drought periods and will be sufficient to meet future demands. This is also a result of BBLDWP's successful implementation of conservation programs, which have significantly reduced per capita demand.



3.0 Annual Water Supply and Demand Assessment (AWSDA) Procedures

The annual water supply and demand assessment (AWSDA) identifies key data and methods for determining the supply reliability each year. The AWSDA is due on or before July 1 of each year, as required by the California Water Code (CWC) Section 10632.1. The AWSDA plans for the following calendar year assuming the year following the planning year is a dry year.

Each AWSDA includes:

- Anticipated shortage (if any).
- Triggered shortage response actions.
- Compliance and enforcement actions.
- Communication actions.
- Review of Assets.

3.1 Technical Review Team (TRT)

The BBLDWP TRT reviews and evaluates the status, condition, and availability of BBLDWP's groundwater supplies and recommends and advises the Board of Commissioners of the system's ability to produce and distribute water to its customers, shortage levels, declaration of a water shortage emergency, and other water conservation matters, including but not limited to any restrictions to the number of new service connections allowed annually.

The TRT will convene in the spring each year. During the meetings, the previous year's assessment will be compared to the current state of the water supply. The potential impacts of the summer pumping period on supplies will be compared with annual well production and available perennial yield. This procedure will help BBLDWP to refine the assessment process and make changes as needed.

In the event of a water shortage, emergency, or drought condition, BBLDWP may convene a TRT meeting at any time.

3.2 AWSDA Timeline

The proposed timeline for the TRT and AWSDA is listed below and is subject to change.



- TRT Meeting – April
- Preparation of Draft Supply and Demand Analysis – May
- Submit and Present Assessment to Board – May
- Update and Finalize Assessment - June
- Receive Approval – May or June
- Annual Supply and Demand Assessment Due July 1.

3.3 Decision-Making Process

The steps in the decision-making process that BBLDWP will use each year to determine and report supply reliability to the State are listed below.

1. TRT determines available supply.
2. TRT determines infrastructure constraints.
3. TRT determines expected demand.
4. TRT compares available supply and expected demand and decides on the water supply reliability for the current year and one subsequent dry year.
5. TRT presents findings and recommendations of the Annual Assessment Report to the Board.
6. TRT prepares and submits the Annual Assessment Report to the State.
7. Board determines shortage levels, and other conservation matters, including but not limited to any restrictions in the number of new service connections allowed annually for any or all portions of the BBLDWP service area.
8. General Manager or a designated representative implements the provisions of this WSCP if conditions warrant.

3.4 Key Data and Methodologies

The key data inputs and assessment methodology used to evaluate the urban water supplier's water supply reliability for the current year and one dry year, shall include the following:

- Current year unconstrained demand considering weather, growth in full time, temporary or seasonal population, building permit trends, and other influencing factors.
- Current year available supply, considering hydrological and regulatory conditions in the current year and one dry year. The AWSDA may consider more than one dry year solely at the discretion of the urban water supplier.
- Existing infrastructure capabilities and plausible constraints.
- A defined set of locally applicable evaluation criteria that are consistently relied upon for each AWSDA.
- A description and quantification of each source of water supply.
- The California Drought Monitor.
- Precipitation on a calendar and weather year basis.



- Any potential State or regional actions related to drought and water use restrictions.

3.4.1 Unconstrained Customer Demand

Water demand for the previous year shall be quantified by summing the billed meter consumption of each customer class for the previous year. Customer water demands shall be projected for the upcoming year based on the previous year's water consumption and the projected population growth.

3.4.2 Water Supply

The AWSDA will evaluate the current year's available supplies, and one subsequent dry year. The available water supplies for BBLDWP shall be quantified each year by summing the capacity of each groundwater well. Potential production constraints, hydrological, and regulation conditions will be considered.

3.4.3 Planned Water use for Current Year Considering Dry Subsequent Year

BBLDWP has not historically exceeded its basin perennial yield. However, a subsequent dry year will be considered during the assessment. The dry year will be equivalent to the lowest water supply available to BBLDWP.

3.4.4 Infrastructure Considerations

Infrastructure projects anticipated for the upcoming year that could impact water supply production (e.g., new groundwater well, etc.) will be evaluated for the timeframe the projects will impact supply. The available water supply will be increased or reduced accordingly for each month.

3.4.5 Other Factors

In 2021, the City of Big Bear Lake (City) updated the Housing Element of the General Land Use Plan, which incorporated changes in programs and policies. The Regional Housing Needs Assessment (RHNA) that is mandated by State Housing Law as part of the periodic process of updating local housing elements of the General Plan requires the City to incorporate an additional 83 low-income housing units by 2029. Therefore, population and demands projects should be reviewed and updated as needed to reflect the proposed changes.

3.4.6 Shortage Level Evaluation Criteria

Evaluation of the appropriate Water Shortage Level may include, but not be limited to the following considerations:

1. Current Groundwater Levels.
2. Recent trends (monthly) in groundwater levels.
3. Other hydrological or other local conditions indicative of water supply availability.
4. The previous winter's precipitation.
5. The previous year's (calendar year) water demand.
6. Subsequent year anticipated demand for BBLDWP customers.
7. Current and anticipated production capacity of BBLDWP water sources.
8. Operating condition of BBLDWP's water system(s).
9. Anticipated ability to optimize use of above-ground water storage.



10. Predicted weather patterns.
11. Water content of the snowpack.
12. Climate change impacts.
13. California Drought Monitor.
14. Current or pending State and regional water use efficiency or drought related actions.

If conditions are such that the TRT Committee expects supply will be at least 15 percent greater than the anticipated customer demand for the upcoming year, BBLDWP does not need to take any further action. If conditions suggest that demand for the upcoming year is greater than the available water supplies, or that additional conditions exist (such as a State declared drought emergency), BBLDWP may initiate water shortage response actions as detailed in this WSCP.

4.0 Standard Water Shortage Levels

The following section describes BBLDWP water shortage levels and the conservations measures employed during each stage. This document acts as an update to the previous WSCP developed in 2021, which was adopted under BBLDWP Resolution No. 2021-14.

No customer shall make, cause, use, or permit the use of water from BBLDWP for any residential, commercial, industrial, agricultural, governmental, or any other purpose in a manner contrary to any provision of this WSCP or in an amount in excess of that use permitted by the Shortage Level then in effect.

BBLDWP's General Manager or their designee is authorized and directed to determine and declare the appropriate Water Shortage Level utilizing the factors contained in the AWSDA. Any Shortage Level shall be effective on declaration. Each water system within the BBLDWP service area will be evaluated independently, and the water Shortage Level for each system will be determined on a case-by-case basis.

4.1 Shortage Levels

There are six water shortage levels in response to water supply shortages. The six levels, including up to greater than 50 percent reduction in water supply, are summarized in Table 1 below. The percent shortage is from the normal year reliability condition. The existence of each shortage level and the appropriate conservation conditions may be declared and adopted by BBLDWP at any time in accordance with California State Law.



Table 1 (Submittal Table 8-1) – Water Shortage Contingency Plan Levels

Submittal Table 8-1: Cross-reference for Standard vs Supplier Shortage Levels Water Code Section 10632(a)(3)(B)			
<input checked="" type="checkbox"/>	Check the box if the Supplier uses the Standard six levels of water shortage. Proceed to the next table.		
Standard Shortage Levels	Percent Shortage Range	Suppliers Shortage Levels	Percent Shortage Range
1	Up to 10%		
2	Up to 20%		
3	Up to 30%		
4	Up to 40%		
5	Up to 50%		
6	>50%		
NOTES:			

4.2 Triggering Mechanisms for Shortage Levels

The triggering mechanisms to use as guidelines for the shortage levels include:

- System malfunction resulting in up to the percent shortage of a level
- BBLDWP or State declaration due to drought
- Federal, state, or local disaster declaration that may impact water supplies.
- TRT determination.
- Unplanned BBLDWP water system maintenance.

The General Manager or their designee may impose any of the following Water Shortage levels based upon facts and circumstances which may not have been otherwise anticipated in this plan.



5.0 Shortage Response Actions

The following rules and regulations associated with the Shortage Levels will be effective immediately upon declaration by the General Manager or a designee. Additional water shortage response actions and/or changes in shortage levels may be recommended by the TRT and approved by the Board of Commissioners, whenever it determines necessary, in accordance with the AWSDA methodologies.

The water shortage response actions include mandatory and voluntary prohibitions for demand reduction, and operational changes to address shortage levels. Water use efficiency requirements are detailed in BBLDWP's Rules and Regulations. Violations are considered waste and an unauthorized use of water, which result in penalties as outline in the Failure to Comply Procedures (Resolution 2016-13) and the Water Conservation Policy (Resolution 2014-02), as amended from time to time.

5.1 Permanent Restrictions

BBLDWP maintains permanent water use regulations (BBLDWP Resolution 2014-02) regardless of the water supply condition. These regulations include, but are not limited to, those listed in Table 2, below. The State has posed additional permanent restrictions on water use, some of which are the same as BBLDWP regulations. These are included as the first five items in Table 2, and, though their source has been cited as the State, they may also be part of the BBLDWP Conservation Policy.

5.2 Water Shortage Restrictions

The mandatory reduction measures for each water shortage level are detailed in the following tables (Tables 3-9). The volume of water conserved for each action employed is difficult to quantify. The water use before, during, and after a shortage level will be analyzed in an effort to determine the water savings associated with the actions listed in the tables.



Table 2 – Permanent Water Use Restrictions

Use Type	Restriction	Source
Hardscape Washing	Hosing off sidewalks, driveways, and other hardscapes prohibited.	State
Vehicle Washing	Washing automobiles with hoses not equipped with a shut-off nozzle prohibited.	State
Decorative Water Feature	Non-recirculated water in fountains or other decorative water features prohibited.	State
Landscape Irrigation	Watering lawns in a manner that causes runoff, or within 48 hours after measurable precipitation prohibited.	State
Landscape Irrigation	Using potable water for the irrigation of non-functioning in non-residential spaces, in accordance with applicable state requirements prohibited.	State
General	Unreasonable and unproductive water use prohibited.	Local
Leaks	Unrepaired leaks on any water line, faucet, toilet, etc. once detected prohibited.	Local
Landscape Irrigation	Irrigation that results in runoff onto adjacent properties, public or private roadways, driveways, bare ground, streets, or other non-targeted areas prohibited.	Local
Hydrant Use	Use of water from a fire hydrant, except for fire protection and approved construction purposes prohibited.	Local
Landscape Irrigation	Irrigation from November 1 through March 31. Irrigation systems must be shut off and winterized during this period. From April 1 through October 31, irrigation is limited to no more than every other day and not between 9:00AM to 6:00PM.	Local
Fixtures	Installation of plumbing fixtures that do not meet current State or Federal low-flow standards prohibited.	Local
Landscape	Installation of new, retrofitted, or modified landscaping that does not adhere to BBLDWP, City, County, State or Federal regulations and guidelines including, but not limited to, the Model Water Efficiency Landscape Ordinance prohibited .	Local
Landscape	Installation of an automatic sprinkler system to irrigate new or retrofitted turf without with an irrigation controller prohibited.	Local

5.3 Shortage Level 1 – (Up to 10 Percent Reduction of Water Supply)

The water conservation requirements in Table 3 apply during a declared Shortage Level 1.



Table 3 – Shortage Level 1 Restrictions

Use Type	Restriction	Compliance
Construction	Use of potable water for dust control except where necessary to protect public health and safety, and only with an approved water permit prohibited.	Mandatory
Hydrant Use	Use of water from fire hydrants, except for fire protection prohibited.	Mandatory
Indoor	Wash only full loads of laundry and/or dishes discouraged.	Voluntary
Landscape	Turf installation shall be limited to 500 square feet for new or retrofitted landscapes.	Mandatory
Leaks	Time permitted for customer leak repairs may be reduced by the General Manager or their designee.	Voluntary
Lodging	Changing hotel linen/towels limited to once every two (2) nights or once per stay, whichever is shorter.	Voluntary
Pools/Spas	Filling new swimming pools prohibited.	Mandatory
Pools/Spas	Draining and refilling existing pools/spas is prohibited except if repairing a leak or repairing, maintaining, or replacing a pool component that has become hazardous component.	Mandatory
Pools/Spas	Leaving pools/spas uncovered when not in use is prohibited.	Mandatory
Restaurants	Restaurants and other food establishments shall only serve and refill water upon request.	Mandatory
Vehicle Washing	Washing of vehicles, trailers, buses, or boats anywhere but at commercial car washes must be conducted with the use of a bucket and a hose equipped with a shut-off nozzle.	Mandatory

5.4 Shortage Level 2 – (Up to 20 Percent Reduction of Water Supply)

In addition to the restrictions listed in Shortage Level 1, the water conservation requirements in Table 4 apply during a declared Shortage Level 2.



Table 4 – Shortage Level 2 Restrictions

Use Type	Restriction	Compliance
Landscape	Outdoor irrigation shall be restricted to fewer days by the BBLDWP General Manager or their designee. Authorized landscape irrigation may be limited potentially by plant or irrigation type.	Mandatory
Landscape	New turf installation in any location prohibited.	Mandatory
Construction	Use of BBLDWP water for soil compaction or dust control prohibited.	Mandatory
Lodging	Changing linens/towels limited to once every two (2) nights or for the entire stay, whichever is shorter, except for health and safety.	Mandatory
Lodging	Offer and clearly notify guests of a "limited linen/towel exchange" program.	Voluntary
Landscape/Construction	Water use for construction/painting prep purposes except with water use permit shall be limited.	Mandatory
Landscape/Construction	New or retrofit landscaping is highly discouraged.	Voluntary
Leaks	Time permitted for leak repairs shall be reduced by the General Manager or their designee.	Mandatory

5.5 Shortage Level 3 – (Up to 30 Percent Reduction of Water Supply)

In addition to the restrictions listed in Shortage Level 2, the water conservation requirements in Table 5 apply during a declared Shortage Level 3.



Table 5 – Shortage Level 3 Restrictions

Use Type	Restriction	Compliance
Landscape Irrigation	Outdoor irrigation exceeding two days per week as specified by the BBLDWP General Manager or their designee is prohibited. Landscape irrigation for nurseries may be limited separately.	Mandatory
Landscape	Irrigation of ornamental turf shall be prohibited.	Mandatory
Decorative Water Feature	Refilling decorative ponds, streams, or fountains prohibited.	Mandatory
Lodging	Must offer and clearly notify guests of a "limited linen/towel exchange" program.	Mandatory
Industrial and Commercial	Reduction of water use for unnecessary activities,	Mandatory
Vehicle and Equipment Washing	Non-commercial washing of vehicles and mobile equipment (e.g., washing vehicle at a residence) is permitted only on assigned days and hours per direction by the BBLDWP General Manager or their designee. Fleet managers are to only wash vehicles as necessary for health and safety.	Mandatory
Construction	New connections may be limited under direction of the BBLDWP General Manager or their designee.	Mandatory
Recreation	Potable water for recreational purposes (i.e., water slides, snow making, etc.) is highly discouraged.	Voluntary
Landscape/Construction	No new watering issued permits for new plants or paint prep.	Mandatory

5.6 Shortage Level 4 – (Up to 40 Percent Reduction of Water Supply)

In addition to the restrictions listed in Shortage Level 3, the water conservation requirements in Table 6 apply during a declared Shortage Level 4.



Table 6 – Shortage Level 4 Restrictions

Use Type	Restriction	Compliance
Landscape	Landscape irrigation shall be limited to one day per week.	Mandatory
Outdoor Water Use	Outdoor water use except commercial car washes that recycle water prohibited.	Mandatory
Decorative Water Feature	Refilling of ponds, streams, fountains, spas, or swimming pools prohibited.	Mandatory
Lodging	Must limit linen/towel exchanges to once every three (3) nights or for the entire stay, whichever is shorter, except for health and safety.	Mandatory
Lodging	Limit linen/towel exchanges to once per stay, except for health and safety.	Voluntary
Recreation	No potable water use shall be used for recreational purposes (i.e. water slides, snow making, etc.).	Mandatory

5.7 Shortage Level 5 – (Up to 50 Percent Reduction of Water Supply)

In addition to the restrictions listed in Shortage Level 4, the water conservation requirements in Table 7 apply during a declared Shortage Level 5.

Table 7 – Shortage Level 5 Restrictions

Use Type	Restriction	Compliance
General	Water use is restricted to essential water uses only. The term "essential water use" is defined to mean water necessary for human consumption, livestock, horse or pet consumption, sanitation, and fire protection. All other uses of water that are not specifically required to meet these needs shall be considered non-essential.	Mandatory
Lodging	Must limit linen/towel exchanges to once per stay, except for health and safety.	Mandatory
Outdoor Water Use	No outdoor water use will be permitted except for emergency purposes.	Mandatory

5.8 Shortage Level 6 – (Up to 60 Percent Reduction of Water Supply)

In addition to the restrictions listed in Shortage Level 5, the water conservation requirements in Table 8 apply during a declared Shortage Level 6.



Table 8 – Shortage Level 6 Restrictions

Use Type	Restriction	Compliance
Construction	No new service connections are allowed.	Mandatory
General	BBLDWP may establish mandatory water use budgets, if needed.	Mandatory

5.9 Supply Augmentation, Operational Changes, and Other Methods

There is very little opportunity for BBLDWP to augment supply being wholly dependent on local groundwater.

BBLDWP does participate in a cloud-seeding pilot program, established by the Santa Ana Watershed Project Authority (SAWPA) in 2021. The pilot program began in 2023. Based on various pilot studies beginning in the 1970’s, it was estimated that the cloud-seeding program could provide an additional half an inch of rain per year to the Bear Valley.

Table 9 (Submittal Table 8-2) – Supply Augmentation and Other Actions

Submittal Table 8-2 Retail: Supply Augmentation and Other Actions				
Water Code Section 10632(a)(4)(A),(C) and (E)				
Yes	Is the Supplier completing this table using the standard six levels? (yes/no)			
Shortage Level	Supply Augmentation Methods and Other Actions by Water Supplier Drop down list These are the only categories that will be accepted by the WUEdata online submittal tool	How much is this going to reduce the shortage gap?		Additional Explanation or Reference (OPTIONAL)
		Volume or Percentage Drop down	Shortage Gap Reduction Value (May be a range) (AF)	
Add additional rows as needed				
DWR NOTES: Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Submittal Table 2-3.				
NOTES: No supply augmentation opportunities available.				

In the event of an emergency, the BBLDWP may use water from the neighboring BBCCSD using an intertie. As such, in order to mitigate water shortages, BBLDWP is heavily reliant on demand reduction measures and operation changes. These measures and operational changes are described below. These measures are not included in the water supply assessment used for planning purposes.

Conservation Measures:

- Expand campaign, including bill inserts, e-newsletters, portal alerts, newspaper ads/articles, water efficiency workshops, educational outreach, etc.



- Target water audits to high use residential and commercial customers.
- Increased rebates for toilets, clothes washers, etc.
- Enhanced giveaway programs for water efficiency devices.
- Expanded rebates for landscape conversion, irrigation controllers, sprinkler heads.
- Patrol areas of largest water use.
- Improved enforcement of restrictions and violations.

Operational Changes:

- Increased frequency of meter reading.
- Reduce line flushing proportionate to the water shortage level (20%, 30%, etc)
- Review water loss and plan leak repairs.
- Avoid using wells that are known to result in higher system flushing.

5.10 Emergency Response Plan

During declared water shortages, or when shortage declarations appear imminent, emergency regulations can be enacted by the BBLDWP Board or the General Manager. Declared emergencies will be addressed in three phases. Shortage Level 6 represents a catastrophic shortage.

5.10.1 Assessment Phase

The Assessment Phase is defined as beginning upon the declaration of an emergency at the inception of the emergency event. Upon the declaration of an emergency, the following procedures shall be followed:

1. BBLDWP staff will assess the emergency and its potential effects on BBLDWP's ability to provide water for human consumption, sanitation, and fire protection. This assessment should be completed within forty-eight (48) hours or less from the declaration of the emergency.
2. Water use will be limited or prohibited dependent upon the shortage level declared.
3. All other water use will be minimized.

5.10.2 Emergency Phase

The Emergency Phase will begin and continue while emergency conditions persist. BBLDWP staff will continually evaluate the efficacy of the operational changes and conservation measures. Staff may appeal to the General Manager or Board of Commissioners to elevate or lower the shortage based upon their findings. Under the direction of the General Manager, regular meetings may be scheduled for the purposes of action planning, logistics, response and evaluation.

5.10.3 Recovery Phase

The Recovery Phase will last until normal conditions return to the BBLDWP service area after the Emergency Phase. When recovery is complete, water use guidelines shall return to the regulations and/or shortage level that were in effect immediately prior to the declaration of the emergency, unless otherwise specified. Following an emergency, BBLDWP staff shall conduct a debrief session to determine



the strengths and weaknesses of the response. The General Manager or appointed designee shall compile a summary report. At minimum, this report shall be presented at the subsequent meeting of the TRT. Interim reports may be presented to the Board of Commissioners.

5.11 Seismic Risk Assessment and Mitigation Plan

The BBLDWP Seismic Risk Assessment and Mitigation Plan (SRAMP) is included as Appendix I of the 2025 UWMP. The 2025 SRAMP is based on the findings of the BBLDWP's 2025 Reservoir Inspection and Condition Assessment, and shall apply to the current WSCP.

5.12 Shortage Response Action Effectiveness

The effectiveness of the shortage response actions can be determined through monitoring. The volume of water conserved for each action employed is difficult to quantify. The BBLDWP will analyze the water use before, during, and after a shortage level in an effort to determine the water savings associated with the reduction actions.

Due to BBLDWP's unique demand fluctuations due to seasonal population, the available resources and methods to estimate water savings have not been utilized at this time.

6.0 Communication Protocols

The communication protocols contained herein for shortage level declarations reflect the procedures in the latest BBLDWP Emergency Response Plan (ERP) dated June XX, 2026. Due to the sensitive nature of the information contained in the ERP, only brief descriptions of communication protocols have been included. Communications will be provided to the customers, public, and partners established in the ERP for emergency planning and mutual aid.

To maximize internal coordination, the TRT will meet to discuss the supply planning, operations, financial, and communication issues related to the WSCP as needed. The degree of communication will vary based on the shortage level, supply/regulator conditions, seasonal impacts, and other factors. The information provided to customers at each shortage level will answer the following:

1. What shortage level has been enacted and when it became effective?
2. What conditions precipitated the shortage or emergency declaration?
3. What the customers need to do (both mandatory and voluntary actions).
4. What is BBLDWP doing to address the shortage?
5. What variances may be allowed, if any?

The key audiences the BBLDWP will need to communicate with include:

- Public (water customers)
- Homeowners
- Public officials
- Multi-family property owners/managers
- Commercial-industrial property managers
- Landscape contractors/suppliers



- Business/civic leaders
- High-visibility or high-water use industries (restaurants, hotels, nurseries, construction, etc.)
- Land use agencies
- Environmental groups
- Community-based service organizations
- Non-English-speaking populations
- Temporary residents (tourists, etc.)
- Coordinating agencies

Depending on the conditions, some of these audiences may be prioritized for outreach.

6.1 Communication Protocols for Normal Water Supply Conditions

During normal water supply conditions, BBLDWP will promote water efficiency by:

- Enforcing the permanent water conservation restrictions as defined in the water Conservation Policy (2014-02), as amended from time to time.
- Promoting water efficiency incentives and programs.

6.2 Communication Protocols for Current and Predicted Water Shortages

The TRT and the Board will meet to review the outcome of the AWSDA and determine steps to be taken for current and predicted shortages. The shortage levels will be communicated to the General Manager to prepare for and establish timing for a declaration. Public notification is not part of this stage.

6.3 Communication Protocols for Shortage Level 1 – 5 Declarations

When the Board or the General Manager declares a shortage level, the Water Superintendent and General Manager will coordinate with the Water Conservation / Outreach Supervisor. The Water Conservation / Outreach Supervisor will collect, verify, prepare, coordinate, and disseminate community information to the public through the news media, BBLDWP website, and various on-the-ground strategies. BBLDWP can send message alerts to customers regarding declarations of shortage levels and emergencies.

In the event of a shortage level declaration BBLDWP shall:

- Attempt to notify all customers of the water shortage.
- Mail information (physical or electronic) to every customer explaining the importance of significant water use reductions.
- Provide technical information to customers on ways to improve water use efficiency.
- Conduct a media campaign to remind consumers of the need to save water.
- Enforce the permanent water conservation restrictions as provided in Table 3 and the Water Conservation Program (Resolution 2014-02), as amended from time to time.
- Implement water waste patrols as needed.



6.4 Communication Protocols for Shortage Level 6, Catastrophic Emergency Declaration

A declaration of an emergency shall be communicated to BBLDWP staff, the City council, local water agencies, the fire department, sheriff, and Board prior to a public announcement. The declaration shall be noticed in writing to print and broadcast media within 24 hours of the declaration. The Water Conservation & Outreach Supervisor will disseminate the information as stated above.

6.5 Public Notice Procedures

During regular working hours the Water Conservation & Outreach Supervisor will contact the news media to broadcast the necessary information.

The information will be issued in both English and Spanish to cover all members of the community. If needed, outlying areas of the water service area may also be notified by sound truck and/or handbill distributed to their respective areas. Informative signs may be posted at local businesses and post offices, as allowed.

A special telephone answering service can also be quickly implemented to answer questions that will come in from customers. Questions are anticipated due to the high number of second homeowners and because the Big Bear Valley is served by two different water agencies. Information will be available to the telephone answering personnel to determine the water company serving the caller.

It is anticipated that radio announcements could be made quickly. For notification to be issued in other than normal hours, the same media will be contacted and an announcement will be scheduled for as long as necessary. After hours emails or text messages may also be used.

7.0 Compliance and Enforcement

A violation of any requirement set forth in this WSCP shall be subject to the water service termination procedures and penalties as outlined in the DWP Failure to Comply Procedures (Resolution 2016-13) and the Water Conservation Program (2014-02), as amended from time to time.

The Failure to Comply Procedures include procedures for emergency conditions, appeals, exemptions, enforcement, and penalties.

8.0 Legal Authorities

The General Manger of the BBLDWP, or their designee, shall be responsible for enforcement of the provisions of the WSCP. The General Manager, or their designee, shall likewise be authorized to grant administrative relief from any provision of the WSCP as they deem appropriate under the circumstances.

8.1 Declaration of Water Shortage

BBLDWP shall declare and adopt a water shortage emergency condition in accordance with California State Law (Water Code Division 1, Chapter 3, Section 350).



8.2 Declaration of Local Emergency

BBLDWP will 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 (California Emergency Services Act, Article 2, Section 8558). Coordination protocols and a list of contacts is contained in the BBLDWP ERP.

9.0 Financial Consequences of WSCP

The current rate structure is drought resistant in that approximately 83 percent of the revenue is fixed and built into the service charge. Since BBLDWP is not as vulnerable to water sales fluctuations and is able to compensate for any loss with reserves, BBLDWP does not implement any emergency surcharges.

Additional costs would be associated with increased monitoring, efficiency incentives, and outreach during water shortage situations. The additional costs associated with these efforts, however, are not expected to significantly impact revenues and expenditure.

BBLDWP will consider postponement of capital improvements to overcome impacts from water shortage contingency planning to revenues and expenditures. This evaluation would be considered during the AWSDA.

10.0 Monitoring and Reporting

BBLDWP's water system currently has radio-read meters on all service connections. BBLDWP uses these meters to monitor system-wide use, individual customer use, and track actual reductions in water use. The Advanced Metering Infrastructure (AMI) system allows BBLDWP to track water system demands in real time and quantify effects of conservation measures. By tracking real time data of water system demands, BBLDWP is able to track the effectiveness of the shortage level reduction actions, educate customers regarding water use, and also identify leaks and other areas where additional conservation may be possible.

Monitoring will be used to ensure appropriate data is collected, tracked, and analyzed for purposes of determining:

- Customer compliance
- Effectiveness of reduction actions
- Potential leaks
- Accurate monthly demand data for the AWSDA

Monitoring and reporting key water use metrics is fundamental to water supply planning and management and will be a critical part of the AWSDA. Monitoring is also essential to ensure that the shortage level response actions are actually achieving their intended water use reduction purposes, or if improvements or new actions are needed. Monitoring for customer compliance is useful in enforcement actions. It should be noted that timing, frequency, and metrics will likely be variable, depending on the metric being monitored, water shortage level, as well as enforcement action logistics.



BBLDWP can compare meter data with water use in prior months and during non-drought years to determine if it is achieving specific percentage goals for water consumption associated with the drought response levels. If the goals are not being met, BBLDWP can implement additional shortage response actions at any time.

11.0 WSCP Refinement Procedures

To evaluate the effectiveness of the WSCP and ensure that procedures and practices developed under the WSCP are adequate and are being implemented properly, the BBLDWP staff will perform audits of the program on a periodic basis, following the resolution of a declared water shortage, or at least every five (5) years in coordination with the UWMP update. BBLDWP will also assess the effectiveness of the communication plan so that it may be modified as appropriate in the future.

BBLDWP will perform a thorough review of monitoring and reporting program data to determine the effectiveness of the reduction actions and whether the procedures and provisions of the WSCP need to be revised. The review will compare the expected percent demand reduction against actual reductions and shortage response actions.

BBLDWP staff, customers, and other interested parties may have suggested actions or procedures to refine the WSCP. BBLDWP will evaluate these on a case-by-case basis for incorporation into the WSCP.

12.0 Plan Adoption, Submittal, and Availability

Per the CWC, the following steps shall be performed prior to the adoption of the WSCP, as part of the UWMP update:

1. BBLDWP will issue a notification of a public hearing to customers, the County of San Bernardino, and the public.
 - a. BBLDWP will publish in a local newspaper for two consecutive weeks notification of the public hearing.
 - b. BBLDWP shall hold a public hearing to obtain public input.
 - c. Following the public hearing or a subsequent meeting, the Board shall formally adopt the WSCP.
 - d. Per the CWC Section 10632 (a)(c), BBLDWP will make the WSCP available on BBLDWP's website, <https://bigbearlakedwpc.gov/>, within 30 days of the adoption.

BBLDWP may choose to amend the WSCP at any time. If so, each of the steps described above must be followed.



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