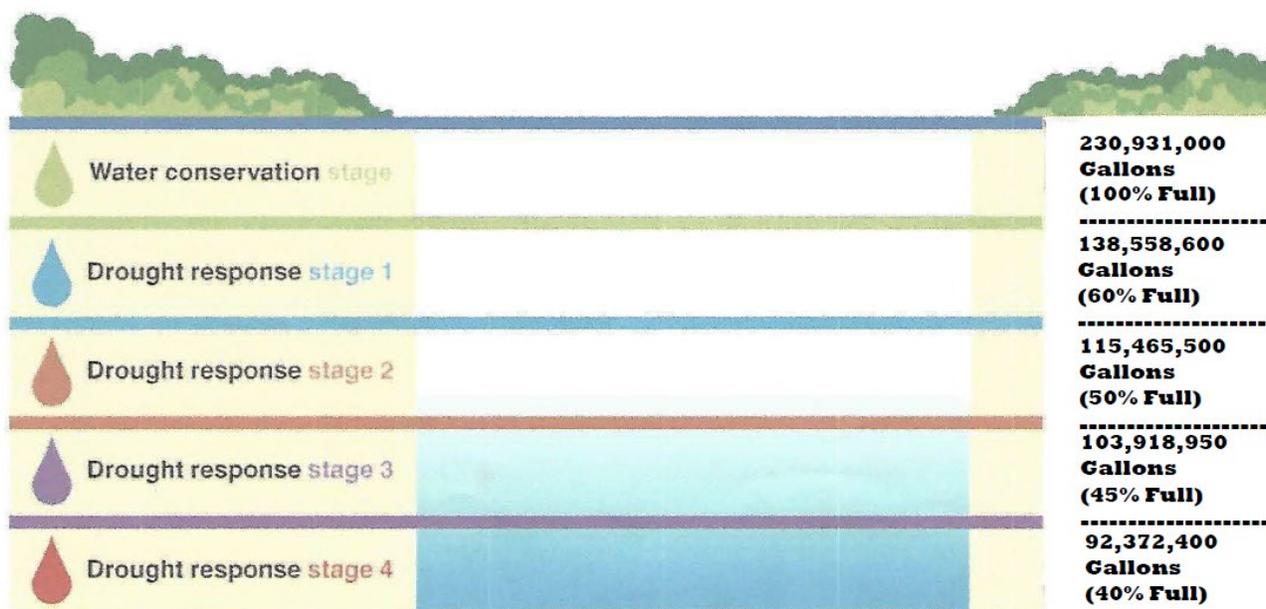


Dear Valued Member,

Howell Mountain Mutual Water Company (HMMWC) has an **URGENT MESSAGE** for you. Our watershed (along with much of California) is in the middle of extreme drought conditions that require immediate action of the water company and its membership. HMMWC has created a new Water Shortage Contingency Plan that will become effective immediately 10 days after this letter has been mailed. This drought contingency plan is designed to conserve water and stretch out our limited water resources. Conservation of water is required in order to maintain adequate and continuous water service to the HMMWC membership. It is now the responsibility of every HMMWC member to do his/her part in order to maintain this precious water resource. Actions and penalties will unfortunately have to be enforced by HMMWC in order to maintain continuous water service to all of its members. The enforcement actions taken by HMMWC are split into five stages based on our raw water storage capacity. The less raw water storage we have the more severe the actions taken by HMMWC will have to become (all five stages are outlined in detail on the next page). Our only goal is to make these water resources last for the benefit of our community. The following diagram shows the different water conservation stages as they correspond to the raw water storage capacity of our reservoirs:



STAGE 5: EXTREME DROUGHT CONDITION: 69,279,300 Gallons (30% Full) At this stage the water Company will be forced to implement a high level of water use enforcement.

PLEASE NOTE WE ARE CURRENTLY ENTERING STAGE 3 and there will be no new water rights issued until further notice (if you have already secured a new water right or have an existing water right that is on standby this action does not apply to you). THE LANDLORD IS RESPONSIBLE FOR INFORMING THEIR TENANT OF THESE NEW POLICIES***Water Conservation Hotline: 707-331-6140**

We appreciate you,

HMMWC STAFF

HMMWC Drought & Water Shortage Contingency Plan

Stage 1 : 60% Raw Water Storage

- Initiate public information and advertising campaign
- Publicize suggestions and requirements to reduce water use
- Adopt water shortage ordinance prohibiting non-essential uses.
- Step up enforcement of water waste
- Coordinate operational conservation actions
- Voluntary water conservation requested of all customers
- Landscape irrigation restricted to early morning and evening
- Non-essential water uses banned
- Shutoff nozzles on all hoses used for any purpose
- Encourage conversion to drip, low volume irrigation

Stage 2: 50% Raw Water Storage

- Intensify public information campaign
- Send direct notices to all customers
- Establish conservation hotline
- Conduct site visits on landscape suggestions
- Optimize existing water sources; intensify system leak detection and repair; suspend flushing
- Increase water waste patrol
- Continue all stage 1 Measures
- Landscape irrigation restricted to designated watering days and times
- Require large landscapes to adhere to water budgets
- Prohibit exterior washing of structures
- Require large users to audit premises and repair leaks
- Encourage regular household meter reading and leak detection

Stage 3: 45% Raw Water Storage

- Expand, intensify public information campaign
- Provide regular consumption reports to customers
- Modify utility billing system and bill format to accommodate residential rationing; add penalty rates/ sur charges
- Give notice of moratorium on new water connections
- Institute Sur charges for customers with above average water consumption
- Require all commercial customers to prominently display "save water" signage and develop conservation plans.
- Maintain restrictions on exterior washing
- Continue to promote regular household meter reading and leak detection

Stage 4: 40% Raw Water Storage

- Create a publicity campaign
- Continue to address public awareness
- Create centralized drought information center (information brochures hotline # for pickup)
- Promote gray water use for irrigation
- Develop strategy to mitigate revenue losses and plan for continuing escalating shortage
- Minimal water budgets for large landscape customers
- Prohibit turf irrigation installations in new developments
- Prohibit onsite vehicle washing
- Rescind hydrant and bulk water permits

Stage 5: 30% Raw Water Storage

- Continue all previous actions
- Implement crisis communications campaign
- Coordinate with California Department of Public Health regarding water quality, public health, issues and law enforcement and other emergency response agencies to address enforcement challenges
- Continue water waste enforcement 24/7
- Further reduce residential water allocations
- Reduce Commercial Water Allocations
- Prohibit outdoor irrigation
- No water for recreational purposes
- Continue all measures initiated in prior stages as appropriate