



LONG BEACH WATER DEPARTMENT  
The Standard in Water Conservation &  
Environmental Stewardship

## **PRESS RELEASE**

For Immediate Release  
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# **“Water Waster” Hotline and Email Ready to Receive Complaints**

## **Customers Can Report Water-Use Violations**

LONG BEACH, CA – Today, the Long Beach Water Department rolled-out a new **WATER WASTER HOTLINE** that has been put in place for Water Department customers who wish to report violations of [City water-use ordinances](#), particularly over-watering of landscapes. Long Beach residents are currently prohibited from irrigating, lawns, turf and landscape areas beyond saturation, causing significant runoff. Water Department customers may now report violations by calling **(562) 570-2455** or by sending an email message to [waterwaster@lbwater.org](mailto:waterwaster@lbwater.org).

Upon calling the **HOTLINE at (562) 570-2455**, customers will receive brief direction on how they may report a violation, to include: what the violation is, the location and/or address of the violation, the specific day or days the violation occurred and the caller’s name and phone number, so that the Water Department may contact them directly if additional information is needed. Callers may also choose to stay anonymous. This information may also be provided to the Water Department at [waterwaster@lbwater.org](mailto:waterwaster@lbwater.org).

“Reports received on our hotline, and through email, will assist us in identifying where we may focus future communication and conservation efforts,” stated [Frank Clarke, President of the Board of Water Commissioners](#). “Many of our customers may not be aware they are in violation of local water use rules, and this may be a good way to educate and begin offering our assistance in helping them, not to mention the City as a whole, conserve more water.”

The City of Long Beach is under a citywide water conservation alert. On June 14<sup>th</sup>, a [Declaration for Immediate, Extraordinary Water Conservation](#) was made by the Long Beach Board of Water Commissioners. The Declaration urges residents and businesses citywide, to voluntarily begin implementing three specific water conservation measures:

1. Eliminate landscape over-watering and all water runoff
2. Reduce time in the shower and install low-flow shower heads
3. Check water meters for leaks

The Declaration is a precautionary measure taken to forestall or lessen the impact of a potential water supply shortage. The Declaration is necessitated by the following:

- \* Record low rainfall and drought across the California coastal plain, the Sierra Nevada watershed and the Colorado River watershed, which are all significant sources of water for Long Beach and southern California;
- \* A significant drawing down of in-State strategic water reserves; and
- \* Interruptions in the supply of water from the San Francisco Bay/Sacramento Delta area to mitigate environmental concerns

The Long Beach Water Department is an urban, southern California retail water supply agency and the standard in water conservation and environmental stewardship.

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