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## WATER INFORMATION & OPERATING POLICY

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*Working together to meet your water needs now and into our future*

## WATER OPERATING POLICY

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**In an effort to provide an affordable and reliable water supply, the following guidelines have been adopted by the Board of Directors of the Lower Tule River & Pixley Irrigation District, and are implemented by the staff of the District to insure equitable distribution of water to all water users within the District.**

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The District's contract water supply is supplemental only and therefore does not provide the sole supply for District wide crop irrigation requirements in all years. Elements of the District's water supply program include:

- In years when water is available above the amount to meet irrigation and recharge demand the District actively recharges the groundwater aquifers through numerous sinking basins and river channels in the District.
- In water short years, the District's surface water supply is intended to supplement grower owned wells.
- In certain years water runs may be scheduled at different times throughout the year in order to maximize available supply and to coordinate with irrigation deliveries.

## WATER RATES & WATER RUNS

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The Board of Directors determines the water rate and establishes water runs. Water rates and water runs are based on the most current information available. The District endeavors to keep water-users notified in advance of any changes through our email system. Make sure that the District staff has your most up to date email information. Changes in water runs may occur on short notice due to uncontrollable conditions that affect water supply. Additional information regarding water rates and water runs can be found on the District's web site: [www.ltrid.org](http://www.ltrid.org)

## WATER ORDERS

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- All turnouts are numbered either on the gate or on the pump apparatus. Orders for water should be made referencing the turnout number.
- Water orders for both turn on and turn off must be placed 24 hours in advance with the District office.
- Water orders need to be placed by 9:00 a.m. to be effective for the following day.
- Please place water orders for Sunday or Monday by 9:00 a.m. on or before the preceding Saturday.
- Water orders may be placed in the office during normal office hours from 7:00 a.m. to 4:30 p.m. during the weekdays and 7:00 a.m. to 9:00 a.m. on Saturdays and Holidays during water runs.
- In order to provide for consistency and accountability, water systems operators cannot take water orders in the field either verbally or through written notes.
- If a water user has an outstanding water balance due from a prior year, the water user cannot order water for the current year. This includes outstanding water balances from a prior year that are included on the current year assessment billing.

It may be necessary for the District to establish specific on/off times by turnout due to operational constraints of the canal system. District canals and check structures are to be operated by District personnel only unless an extreme emergency exists. Turnouts are to be operated by the water user. Please contact the District office for specific turnout numbers and on/off times or if turnout numbers are not present or are illegible.

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## PRORATE OR CANAL ALLOCATION

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The need for prorating water use on canals occurs when demand exceeds the design capacity of specific canals. This problem typically occurs only in the summer months and only for short periods. During prorate periods the water users in the affected areas are given an allocation of water to be used within a two-week time frame. Prorates are designed to provide equitable water allocation to all water users. Cooperation when prorate is necessary will greatly assist in providing equal treatment to all District water users. If you have any questions, please contact the District office.

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## WATER MEASUREMENTS

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The Water Systems Operator using one of following three methods take water measurements at the numbered turnout:

1. Pump test rating
2. Gravity Measurement
3. Meter

Pumps will be rated once each season without charge upon request or if any changes are made to the pump station.

Any discrepancy regarding the quantity of water charged to an account must be reviewed with the District prior to the 15<sup>th</sup> of the month following the date of billing. All charges will be considered correct and final after that date.

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## EMERGENCY PROCEDURE

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There is a 24-hour answering service for emergencies that occur outside of regular business hours. If you call the office, 559-686-4716, outside of regular business hours, you will be forwarded to the answering service who will contact staff if it is deemed to be an emergency.

**Please do not place water orders with the answering service.**

When calling the answering service please leave a name and telephone number along with other pertinent information. An example of an emergency would be a ditch break or anything that alters the flow of water that might cause property damage.

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## WATER USE STATEMENT

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A monthly water statement will be mailed to each water user during the first ten days of each month. The statement will include water use and account balance as of the end of the preceding month.

**Delinquency Charge. Payment for water is due upon receipt of the statement. A penalty will be added if payment is not received by the end of the month in which the statement was generated. Penalties will be assessed at 1.5% of the unpaid balance or \$2.50 whichever is greater.**

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## OTHER APPLICABLE POLICIES

The Districts have other policies related to water and water deliveries. Specifically, there is a **Renters Policy** related to water orders and payments for lands that are leased from others and a **Surface Water Allocation Policy** that outlines how surface water is allocated among the water users of the District. There are also policies related to groundwater exports and

*On behalf of the Board of Directors I want to thank you for your cooperation in providing equitable, reliable water service to the water users of the Lower Tule River & Pixley Irrigation District.*

*If you have any questions regarding this policy, please feel free to contact the District office.*

the Sustainable Groundwater Management Act. All of these policies are available on our website [www.ltrid.org](http://www.ltrid.org), or by contacting the office.

ERIC LIMAS

GENERAL MANAGER