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MEMBER AGENCY OF THE  
METROPOLITAN WATER  
DISTRICT  
OF SOUTHERN CALIFORNIA

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# Public Records Act Requires Water District to Disclose Identities of Wasteful Water Users

*Several media outlets have submitted public records requests to Las Virgenes Municipal Water District (LVMWD) to divulge the identities of wasteful water users.*

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## For Immediate Release

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**Calabasas, CA** – Multiple media outlets have submitted public records requests to LVMWD, requiring the District to make public the names of its customers throughout the service area who are not compliant with the current water use restrictions.

LVMWD's policy is to maintain the confidentiality of its customer records and not to share the information without consent of the customer. However, the California Public Records Act compels the District to release certain information for customers who use water in a manner that is inconsistent with applicable policies.

As a result, the District must release certain information on customers who have routinely exceeded 150% of their water budgets or otherwise not complied with water use restrictions since LVMWD declared a local drought emergency on November 2, 2021. It is important to note that **no** information will be released for customers who have consistently complied with the District's water use restrictions.

"We take our customers' privacy very seriously and have done our best to keep their records confidential," said Mike McNutt, Public Affairs and Communication Manager. "But, the law has been written to support disclosure of this information, and we must comply with it when responding to these public records requests."

As the drought continues to worsen with the intense summer heat arriving and our water supply being depleted, staying within water budgets is critical to stretching the limited supply into the fall. LVMWD is completing the deployment of its Advanced Metering Project, which provides residents with near-real time water usage data to assist in managing their usage.

LVMWD has also provided an on-line portal ([www.lvmwd.watersmart.com](http://www.lvmwd.watersmart.com)) available to all customers where tracking water use can assist in finding leaks, staying within water budgets and setting personal alerts that can be sent to any digital device. The District asks that all customers use this free service to inform themselves and take responsibility for their water usage.

For more information on the drought, go to [www.lvmwd.com/droughtresponse](http://www.lvmwd.com/droughtresponse) and for conservation rebates go to [www.lvmwd.com/rebates](http://www.lvmwd.com/rebates).

Be sure to follow LVMWD on Facebook, Twitter @lvmwd and Instagram @LasVirgenes\_MWD to join the conversation.

*Las Virgenes Municipal Water District provides potable water, wastewater treatment, recycled water and biosolids composting to more than 70,000 residents in the cities of Agoura Hills, Calabasas, Hidden Hills, Westlake Village, and unincorporated areas of western Los Angeles County.*

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