



May 23, 2025

Dear Western Hills Water District Customers:

We are reaching out to provide an important update regarding the potential shutoff of water service in the Diablo Grande Subdivision, currently scheduled for June 30, 2025.

As you may know, California law requires all residences to have access to running, potable water. Within our County, the Department of Environmental Resources (DER) serves as the official enforcement agency for substandard housing conditions, including the evaluation of habitability issues and potential “red-tagging” actions under applicable state health and safety regulations.

Complaint-Driven Red Tagging Process

We want to take this opportunity to clarify how the County approaches red-tagging. The process for declaring a home uninhabitable (commonly referred to as “red tagging”) is strictly complaint-driven. The County does not proactively go out and inspect or red tag homes without receiving a formal complaint.

In the case of Diablo Grande, the County is operating under the assumption that individual residents and property owners have taken steps to secure basic sanitation needs, including access to water, in light of the potential shutoff.

If a formal complaint is submitted—by a resident, property owner, or tenant—the DER will evaluate the property on a case-by-case basis. Each situation will be reviewed individually and thoroughly to determine whether it meets the legal threshold for being deemed uninhabitable. There is no intention to conduct sweeping or preemptive enforcement actions.

Clarifying the Role of County OES

We are aware of recent reports and rumors suggesting that the County Office of Emergency Services (OES) will be red tagging all 600 homes in Diablo Grande starting July 1, 2025.

This information is inaccurate. We want to be absolutely clear that the County OES does **not** have the authority to red tag homes. That responsibility lies solely with the Department of Environmental Resources (DER), and any action of that nature would follow the complaint-driven process described above.

Relocation Assistance: What the Law Says

There have also been questions about whether landlords or property owners are required to provide relocation assistance in the event a home is red tagged due to the water shutoff.

The County has reviewed California Health & Safety Code § 17975, which outlines tenant relocation rights in situations involving substandard housing. Under this law, property owners are required to provide relocation assistance **only if** the condition that led to displacement was caused or worsened by their own actions or negligence.

In the current situation, the anticipated loss of water service is not the result of actions or inaction by individual landlords or property owners. As such, relocation assistance is not required under California Health & Safety Code § 17975.

Next Steps and Ongoing Communication

At this time, no decision has been made regarding red-tagging of any homes. We are still assessing the broader implications of the water shutoff, and no enforcement actions have been initiated.

We remain committed to keeping you informed as this situation evolves. Should you have any questions or need further clarification, please do not hesitate to reach out to our office.

Thank you for your continued patience and understanding as we work through this complex issue together.

Sincerely,



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