

DATE: June 8, 2015

AGENDA ITEM # 3

TO: Environmental Commission

FROM: J. Logan, Staff Liaison

SUBJECT: Water Conservation

RECOMMENDATION:

Review and discuss water consumption and conservation efforts

BACKGROUND

The Environmental Commission appointed a Subcommittee of Commissioners Eyre, Weiden and Halkola to determine methods for achieving the State's goals for reductions in water consumption. To this effort, the Subcommittee continues to: 1) review and report on water conservation efforts within Santa Clara County; 2) explore model water conservation ordinances and enforcement procedures; 3) gather water consumption data from the City of Los Altos water retailer, Cal Water; 4) formulate water consumption data to display annual and monthly usage in the Climate Action Plan Dashboard; 5) provide education and outreach efforts to residents and commercial establishments in Los Altos; 6) utilize resources from the Santa Clara County Valley Water District; 7) analyze the provisions in the current City of Los Altos Water Conservation Resolution to determine the effectiveness of water reduction efforts.

At the Environmental Commission/Council Joint Meeting on March 17, 2015, Council advised the Commission that water conservation for the City is a major priority. Council encouraged the Commission to continue its Work Plan goal and projects on water conservation and to advise Council on the actions needed to attain the State's water reduction goals.

The Subcommittee efforts continue to provide reports to the Commission that result in discussions and lead to the formulation of recommendations to Council.

In September 2014, the Subcommittee began to explore opportunities for Cal Water Service, Purissima Hills Water District, the Town of Los Altos Hills and the City of Los Altos Environmental Commission to work together on the topic of Water Innovation for a public education and outreach effort to the joint communities. The Water Innovation seminar was held on March 12, 2015. The Subcommittee gave its report about the seminar at the April 13, 2015 Environmental Commission meeting.

The Subcommittee and Staff Liaison continue to work with Cal Water and the Santa Clara Valley Water District on local efforts, and data collection and initiatives for water usage reduction and conservation. Rachael Gibson, Office of Government Relations, Santa Clara Valley Water District,

gave a presentation on water conservation efforts at the April 13, 2015 Environmental Commission meeting.

In addition, City staff attended a webinars hosted by the Office of the Governor regarding the Governor's Executive Order for water conservation and new goals set by the State for 25% reduction in water consumption. The Los Altos Water District goal for water reduction is 32%.

DISCUSSION

Staff met with Cal Water Service (CWS) on April 22, 2015 and received a report about the drought, water-use restrictions and conservation efforts that will be implemented in the Los Altos Water District effective June 1, 2015. Staff then meet with the Water Conservation Subcommittee on April 30, 2015 and provided a briefing on these measures.

CWS convened a community meeting on May 11, 2015 at 6 pm at Covington School and presented drought, water use restrictions and conservation plans for the community. The Environmental Commission meeting convened at approximately 8:00 pm after the conclusion of the CWS community meeting.

At the May 11, 2015 Environmental Commission meeting, Public Works Director Susanna Chan presented a report and requested comments on the proposed City of Los Altos Level Three water conservation measures and implementation strategy.

Staff will present two staff reports for the June 9, 2015 Council meeting that includes Resolution No. 2015-15 for Water Conservation Measures (Attachment A). The Water Conservation Subcommittee will present its report and discuss CWS annual data for water consumption in the Los Altos District. Attachment B is the recent brochure mailed to residents on May 30, 2015.

Attachments:

- A. Staff reports: 1) Adopt Resolution 2015-15, approving water conservation measures and revised staff report and Resolution; and 2) Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization
- B. California Water Service: *Managing Your Water Use During the Drought*



**CITY OF LOS ALTOS
CITY COUNCIL MEETING
June 9, 2015**

DISCUSSION ITEM

Agenda Item # 11

SUBJECT: Adopt Resolution 2015-15, approving water conservation measures

BACKGROUND

At its May 26, 2015 meeting, Council directed staff to revise the current City of Los Altos Water Conservation Measures Resolution No. 2014-23 and update water conservation measures: 1) to state actions that are necessary for residents to respond to the severe and ongoing drought conditions in California and; 2) to conform to and be consistent with Governor Brown's Executive Order and California Water Service mandates for 32% water reductions in the Los Altos Suburban Water District.

EXISTING POLICY

Resolution No. 2014-23 – Water Conservation Measures

PREVIOUS COUNCIL CONSIDERATION

June 24, 2014 – adoption of Water Conservation Resolution No. 2014-23; May 26, 2015 – Establishment of Water Conservation Measures

DISCUSSION

California Water Service (CWS), the local water retailer for the City of Los Altos, is expected to receive approval from the California Public Utilities Commission (CPUC) on its revised Schedule No. 14.1 and implement the Schedule effective June 1, 2015. This Schedule establishes water reduction mandates and provides monthly water budget allocations for individual water users along with enforcement measures for meeting a 32% reduction in water usage for residents, businesses and for City municipal operations. To support the State and the local CWS water reduction efforts, these measures are incorporated into the proposed Draft Resolution for Water Conservation Measures (Attachment 1). CWS is currently adjusting its mandates and the proposed Draft Resolution is intended to adjust accordingly.

The proposed Draft Resolution for Water Conservation Measures specifies six areas for the residential, business and water user communities to achieve water conservation in accordance with the 32% monthly water reduction mandates. Measures included in the Resolution are modeled on provisions in CWS Schedule No. 14.1 and the Santa Clara Valley Water District (SCVWD) model water conservation ordinance. Both CWS and SCVWD strive to provide a unified set of water reduction measures to ensure consistency of the regulations for the Santa Clara Valley water users.

The proposed Draft Resolution measures are intended to be practical and specific and to provide the Los Altos community clear guidelines on water consumption reductions and thereby, promote water conservation habits that will help in achieving the 32% water reduction mandates. CWS Schedule No. 14.1 regulations, however, are mandatory and have enforcement mechanisms in place for CWS to assess and impose strict penalties for non-compliant City of Los Altos water users. Together, the proposed City Draft Resolution and CWS regulations and enforcement of Schedule

No. 14.1 is designed to achieve the 32% target reduction of water usage in the Los Altos Suburban Water District.

Draft Resolution for Water Conservation Measures No. 2015-15 is attached in draft form to allow for the review and comments of California Water Service and Santa Clara Valley Water District staff. A revised Resolution for Water Conservation Measures No. 2015-15 may be presented prior to or at the City Council meeting on June 9, 2015.

PUBLIC CONTACT

The Environmental Commission held meetings on the topic of water conservation and water use reductions on April 13, 2015, May 11, 2015 and June 8, 2015.

A public meeting was held by California Water Service on May 11, 2015 to address the drought, water use restrictions and conservation.

Posting of the agenda serves as notice to the general public.

FISCAL/RESOURCE IMPACT

To be determined based upon Council direction.

ENVIRONMENTAL REVIEW

Not applicable

RECOMMENDATION

Adopt Resolution No. 2015-15, approving water conservation measures

ALTERNATIVES

Revise proposed Resolution, and direct staff accordingly

Prepared by: J. Logan, Assistant City Manager

ATTACHMENT:

1. Draft Resolution for Water Conservation Measures No. 2015-15

RESOLUTION NO. 2015-15

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LOS ALTOS
TO ADOPT WATER CONSERVATION MEASURES**

WHEREAS, the State of California is currently under severe drought conditions as a result of the State's unprecedented water supply shortage and outlook for water consumption; and

WHEREAS, historical evidence indicates that the State of California drought conditions are increasing due to the prolonged periods of drought in recent years; and

WHEREAS, it is not known how long the severe drought conditions will last; and

WHEREAS, measures are needed to encourage and promote water conservation efforts as ongoing practices now and in future years; and

WHEREAS, the Governor of the State of California declared drought emergencies on January 17, 2014 and April 25, 2014, and on April 1, 2015 mandated Californians reduce water consumption by 25% state-wide; and

WHEREAS, Executive Order B-29-15, issued on April 1, 2015, provisions include: 1) ordering the State Water Resources Control Board to impose restrictions to achieve a 25% reduction in potable urban water usage through February 28, 2016; 2) directing the California Department of Water Resources to lead a state-wide initiative, in partnership with local agencies, to collectively replace 50 million square feet of lawns and ornamental turf with drought tolerant landscapes; and 3) directing the California Energy Commission to implement a state-wide appliance rebate program to provide monetary incentives for the replacement of inefficient household devices; and

WHEREAS, the Governor directed local water agencies to update their legally-required urban and agricultural water management plans; and

WHEREAS, the Governor's drought declaration also calls upon local urban water suppliers and municipalities to implement their local water shortage contingency plans immediately in order to avoid or forestall outright restrictions that could become necessary later in the drought season; and

WHEREAS, the long-term health, safety, and prosperity of the community depends upon having a reliable supply of potable water, and

WHEREAS, the City of Los Altos Environmental Commission heard input from community groups and the public that encouraged communication and outreach efforts to the public in support of water reduction measures; and

WHEREAS, the City of Los Altos endeavors to work in partnership with the Santa Clara Valley Water District to promote water conservation programs and rebates; and

WHEREAS, the City of Los Altos endeavors to work in partnership with the local water retailer, California Water Service, in its efforts to implement water reduction mandates and enforcement measures; and

WHEREAS, the City of Los Altos recommends practical water conservation methods and measurable reduction goals for water users to achieve (as compared to 2013 water usage data as provided by California Water Service) in an effort to provide clear reduction guidelines set forth by the local water retailer, California Water Service, and the Santa Clara Valley Water District; and

WHEREAS, the City of Los Altos organization has taken steps to reduce its water consumption by 32% and implement communication and outreach education efforts to the community; and

WHEREAS, the City recognizes that the local water retailer, California Water Service may utilize different Stages in its Schedule No. 14.1 during the course of the drought conditions and thereby, the City resolution seeks to comply with any forthcoming requirements initiated by California Water Service.

NOW THEREFORE, BE IT RESOLVED, that the City Council of the City of Los Altos hereby encourages the Los Altos community to reduce water consumption by 32% based on 2013 water usage data once it becomes available to customers by California Water Service.

BE IT FURTHER RESOLVED, that the City Council of the City of Los Altos hereby recommends that City of Los Altos residents, businesses, and water users adopt the following water conservation measures:

1. **Lawn, Landscape, Vegetated Watering Time and Day Restrictions** – watering or irrigating of lawn, landscape and/or other vegetated area with potable water may not take place between the hours of **8:00 a.m. and 6:00 p.m.** The purpose of time restrictions is to avoid watering during the heat and high evaporation conditions of the day.

In accordance with California Water Service Schedule No. 14.1, California Water Service will enforce the following outdoor irrigation schedule:

- a. **even numbered street address** will water on Tuesday and Friday
- b. **odd numbered street addresses** will water on Monday and Thursday;
- c. **no numbered street addresses** will water on Monday and Thursday

The time restriction provisions above do not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and to microspray irrigation on lawns, landscaping and trees. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

Violation of any of these water use restrictions may be subject to enforcement measures by California Water Service including a fine of up to \$100 for each day the violation occurs, installation of flow restrictors or discontinuance of water service. Waste of water in California Water service areas can be reported online at www.calwater.com/water-waste-report

During all months of the year, users are encouraged to provide only minimal water to sustain plant growth without water run-off and to avoid over-watering and achieve the 32% water usage reduction. Irrigation is to be reduced or discontinued in cool and wet weather conditions. **No water is allowed to be applied during and within 48 hours after measurable rainfall.** Use of mulch or moisture enhancing materials on planting beds is encouraged to avoid rapid evaporation and to prolong water availability to the plants.

Other prohibited uses of water in accordance with Cal Water Schedule No. 14.1:

- Applying water to outdoor landscapes that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
 - Using a hose to wash motor vehicles unless the hose is fitted with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use
 - Applying water to driveways and sidewalks
 - Using water in a fountain or other decorative water feature except when the water is part of a recirculating system
 - Using potable water to irrigate outside of new construction without drip or microspray systems
 - Filling or refilling ornamental lakes or ponds except to sustain existing aquatic life
 - Using potable water on street medians. The City will ask for an exception for the watering of trees to avoid safety and risk hazards caused by lack of water. This request is consistent with the Governor's office intention for use of water in median strips.
 - Serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars or other public places where food or drink are served and/or purchased
 - Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language
2. **Obligation to Fix Leaks, Breaks or Malfunctions** – all leaks, breaks or other malfunctions in the water user's plumbing or distribution system **must be repaired within five business days** upon receipt of notification or when discovered by the user.
3. **No Washing of Hard or Paved Surfaces** – washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when required to alleviate safety or sanitary hazards, and then only by use of a hand-held bucket or similar container, a hand-held hose

equipped with a positive self-closing water shut-off device, a low volume, high-pressure cleaning machine equipped to either recycle water used or use minimum water that avoids runoff, or a low volume high-pressure water broom.

4. **Avoid Excess Water Usage** – avoid use of continually running water sources such as a hose without a shut-off nozzle. When using a hose, a shut-off nozzle shall be used at all times to avoid unintended water flow and prevent runoff. Avoid washing or cleaning a vehicle except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. **Pools and Spas** - refrain from overfilling swimming pools, spas and ponds and keep water at a minimum operational level. Draining and refilling swimming pools or spas shall be avoided for the duration of the drought condition. Use of pool/spa cover or cut-to-fit-floating foam cover is required to avoid evaporation. Refrain from use of automatic water filters to avoid water waste. Do not use pool/spa water features to avoid evaporation of water. Construction or reconstruction of existing pools that are shallow or smaller is encouraged to reduce the water volume and energy usage.
5. **Water Conservation in the Business Community** – use table signs stating that drinking water is served upon request only in eating or drinking establishments. Commercial lodging establishments are encouraged to provide guests the option to decline daily linen service. Avoid installation of Single Pass Cooling Systems in buildings requesting new water service; avoid installation of non-re-circulating water systems in commercial car wash and laundry systems. Restaurants are encouraged to use water conserving dish wash spray valves; use of recirculating water in non-drinking water fountains and decorative water features is encouraged for business and residential users.
6. **Recommendation that Parties Review and Comply with the City of Los Altos Water Efficient Landscape Regulations** – regulations are available at City Hall.

Other duly adopted restrictions on the use of potable water as prescribed from time-to-time by the water retailer, California Water Service or by the State of California are incorporated herein by reference.

This resolution shall remain active for the duration of the Governor’s drought emergency declaration.

I HEREBY CERTIFY that the foregoing is a true and correct copy of a Resolution passed and adopted by the City Council of the City of Los Altos at a meeting thereof on the ___day of June, 2015 by the following vote:

Janis C. Pepper, MAYOR

Attest:

Jon Maginot, CMC, CITY CLERK



**CITY OF LOS ALTOS
CITY COUNCIL MEETING
June 9, 2015**

DISCUSSION ITEM

Agenda Item # 11

SUBJECT: Adopt Resolution 2015-15, approving water conservation measures

BACKGROUND

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The proposed Draft Resolution measures are intended to be practical and specific and to provide the Los Altos community clear guidelines on water consumption reductions and thereby, promote water conservation habits that will help in achieving the 32% water reduction mandates. CWS Schedule No. 14.1 regulations, however, are mandatory and have enforcement mechanisms in place for CWS to assess and impose strict penalties for non-compliant City of Los Altos water users. Together, the proposed City Draft Resolution and CWS regulations and enforcement of Schedule

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Prepared by: J. Logan, Assistant City Manager

ATTACHMENT:

1. Draft Resolution for Water Conservation Measures No. 2015-15



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RECOMMENDATION

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ALTERNATIVES

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Prepared by: J. Logan, Assistant City Manager

ATTACHMENT:

1. Draft Resolution for Water Conservation Measures No. 2015-15

DRAFT
RESOLUTION NO. 2015-15

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LOS ALTOS
TO ADOPT WATER CONSERVATION MEASURES**

WHEREAS, the State of California is currently under severe drought conditions as a result of the State's unprecedented water supply shortage and outlook for water consumption; and

WHEREAS, historical evidence indicates that the State of California drought conditions are increasing due to the prolonged periods of drought in recent years; and

WHEREAS, it is not known how long the severe drought conditions will last; and

WHEREAS, measures are needed to encourage and promote water conservation efforts as ongoing practices now and in future years; and

WHEREAS, the Governor of the State of California declared drought emergencies on January 17, 2014 and April 25, 2014, and on April 1, 2015 mandated Californians reduce water consumption by 25% state-wide; and

WHEREAS, Executive Order B-29-15, issued on April 1, 2015, provisions include: 1) ordering the State Water Resources Control Board to impose restrictions to achieve a 25% reduction in potable urban water usage through February 28, 2016; 2) directing the California Department of Water Resources to lead a state-wide initiative, in partnership with local agencies, to collectively replace 50 million square feet of lawns and ornamental turf with drought tolerant landscapes; and 3) directing the California Energy Commission to implement a state-wide appliance rebate program to provide monetary incentives for the replacement of inefficient household devices; and

WHEREAS, the Governor directed local water agencies to update their legally-required urban and agricultural water management plans; and

WHEREAS, the Governor's drought declaration also calls upon local urban water suppliers and municipalities to implement their local water shortage contingency plans immediately in order to avoid or forestall outright restrictions that could become necessary later in the drought season; and

WHEREAS, the City of Los Altos will comply with recently updated State of California Emergency Building Standards and will continue to require new residential and commercial construction to calculate water usage for the site based on updated standards, and, in addition, will comply with recent State-mandated updates to the Model Landscape Ordinance as required by Executive Order B-29-15; and

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WHEREAS, the long-term health, safety, and prosperity of the community depends upon having a reliable supply of potable water, and

WHEREAS, the City of Los Altos Environmental Commission heard input from community groups and the public that encouraged communication and outreach efforts to the public in support of water reduction measures; and

WHEREAS, the City of Los Altos endeavors to work in partnership with the Santa Clara Valley Water District to promote water conservation programs and rebates; and

WHEREAS, the City of Los Altos endeavors to work in partnership with ~~its~~the local water retailer, ~~California Water Service, California Water Service, as it in its efforts to~~ implements its water reduction mandates, ~~and~~ enforcement measures in accordance with Schedule No. 14.1 and promotes water conservation programs and rebates; and

WHEREAS, the City of Los Altos recommends practical water conservation methods and measurable reduction goals for water users to achieve (as compared to 2013 water usage data as provided by California Water Service) in an effort to provide clear reduction guidelines set forth by the local water retailer, California Water Service, and the Santa Clara Valley Water District; and

WHEREAS, the City of Los Altos organization has taken steps to reduce its water consumption by 32% and implement communication and outreach education efforts to the community; and

WHEREAS, the City recognizes that the local water retailer, California Water Service, ~~may utilize different Stages~~ has activated Stage 2 of in its Schedule No. 14.1 and may utilize different Stages in Schedule No. 14.1 during the course of the drought conditions and thereby, the City resolution seeks to comply with any forthcoming requirements initiated by California Water Service.

NOW THEREFORE, BE IT RESOLVED, that the City Council of the City of Los Altos hereby encourages the Los Altos community to reduce water consumption by 32% based on 2013 water usage data once it becomes available to customers by California Water Service.

BE IT FURTHER RESOLVED, that the City Council of the City of Los Altos hereby recommends that City of Los Altos residents, businesses, and water users adopt the following water conservation measures:

- 1. Lawn, Landscape, Vegetated Watering Time and Day Restrictions** – watering or irrigating of lawn, landscape and/or other vegetated area with potable water may not take place between the hours of **8:00 a.m. and 6:00 p.m.** The purpose of time restrictions is to avoid watering during the heat and high evaporation conditions of the day.

In accordance with California Water Service Schedule No. 14.1, California Water Service will enforce the following outdoor irrigation schedule:

- a. **even numbered street address** will water on Tuesday and Friday
- b. **odd numbered street addresses** will water on Monday and Thursday;
- c. **no numbered street addresses** will water on Monday and Thursday

Water users are encouraged to limit, as much as possible, the use of potable water during the days they are scheduled for water irrigation or during any usage of potable water.

The time restriction provisions above do not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and to micro_spray irrigation on lawns, landscaping and trees. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

Violation of any of these water-use restrictions may be subject to enforcement measures, which are Schedule No. 14.1 Stage-sensitive, by California Water Service, including waste-of-water penalties a fine of up to \$100 for each day the violation occurs, installation of flow restrictors or discontinuance of water service. Waste-of-water in California Water service areas can be reported online at www.calwater.com/water-waste-report

During all months of the year, users are encouraged to provide only minimal water to sustain plant growth without water run-off and to avoid over-watering and achieve the 32% water usage reduction. Irrigation is to be reduced or discontinued in cool and wet weather conditions. **No water is allowed to be applied during and within 48 hours after measurable rainfall.** Use of mulch or moisture enhancing materials on planting beds is encouraged to avoid rapid evaporation and to prolong water availability to the plants.

Other prohibited uses of water in accordance with Cal Water Schedule No. 14.1:

- Applying potable water to outdoor landscapes that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
- Using a hose to wash ~~motor~~ vehicles, buses and boats with potable water unless the hose is filled with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use
- Applying potable water to driveways and sidewalks
- Using potable water in a fountain or other decorative water feature except when the water is part of a recirculating system
- Using potable water to irrigate outside of new construction without drip or micro spray systems
- Filling or refilling ornamental lakes or ponds with potable water except to sustain existing aquatic life as defined in Schedule No. 14.1
- Irrigation of ornamental turf on public street medians with potable water. Using potable water on street medians. The City will ask for an exception for the watering of trees to avoid safety and risk hazards caused by lack of water. This request is consistent with the Governor's office intention for use of water in median strips.
- Serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes cafeterias, bars or other public places where food or drink are served and/or purchased

- Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language
2. **Obligation to Fix Leaks, Breaks or Malfunctions** – all leaks, breaks or other malfunctions in the water user’s plumbing or distribution system **must be repaired within five business days** upon receipt of notification or when discovered by the user.
 3. **No Washing of Hard or Paved Surfaces** – washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when required to ~~alleviate safety or sanitary hazards~~ address an immediate health or safety need, and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, ~~or a low volume, high-pressure cleaning machine that only utilize recycled water, equipped to either recycle water used or use minimum water that avoids runoff, or a low volume high-pressure water broom.~~
 4. **Recommendations to Avoid Excess Water Usage** – avoid use of continually running water sources such as a hose without a shut-off nozzle. When using a hose, a shut-off nozzle shall be used at all times to avoid unintended water flow and prevent runoff. Avoid washing or cleaning a vehicle except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. **Pools and Spas** - refrain from overfilling swimming pools, spas and ponds and keep water at a minimum operational level. Draining and refilling swimming pools or spas ~~is advised to be s hall be~~ avoided for the duration of the drought condition. Use of pool/spa cover or cut-to-fit-floating foam cover is ~~recommended in order~~ required to avoid evaporation. Refrain from use of automatic water filters to avoid water waste. ~~Refrain from~~ ~~Do not~~ use of pool/spa water features to avoid evaporation of water. Construction or reconstruction of existing pools that are shallow or smaller is encouraged to reduce the water volume and energy usage. ~~Initial filling or refilling of pools or spas will be charged to the customer’s water budget and subject to drought surcharge and other measures in accordance with Schedule No. 14.1.~~
 5. **Water Conservation in the Business Community** – use table signs stating that drinking water is served upon request only in eating or drinking establishments. Commercial lodging establishments are encouraged to provide guests the option to decline daily linen service. Avoid installation of Single Pass Cooling Systems in buildings requesting new water service; avoid installation of non-re-circulating water systems in commercial car wash and laundry systems. Restaurants are encouraged to use water conserving dish wash spray valves; use of recirculating water in non-drinking water fountains and decorative water features is encouraged for business and residential users.
 6. ~~Recommendation that~~ **Parties Review and Comply with the City of Los Altos Water Efficient Landscape Regulations** – updated regulations are available at City Hall.

Other duly adopted restrictions on the use of potable water as prescribed from time-to-time by the water retailer, California Water Service or by the State of California are incorporated herein by reference.

This resolution shall remain active for the duration of the Governor's drought emergency declaration.

I HEREBY CERTIFY that the foregoing is a true and correct copy of a Resolution passed and adopted by the City Council of the City of Los Altos at a meeting thereof on the ___ day of June, 2015 by the following vote:

Janis C. Pepper, MAYOR

Attest:

Jon Maginot, CMC, CITY CLERK

**DRAFT
RESOLUTION NO. 2015-15**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF LOS ALTOS
TO ADOPT WATER CONSERVATION MEASURES**

WHEREAS, the State of California is currently under severe drought conditions as a result of the State's unprecedented water supply shortage and outlook for water consumption; and

WHEREAS, historical evidence indicates that the State of California drought conditions are increasing due to the prolonged periods of drought in recent years; and

WHEREAS, it is not known how long the severe drought conditions will last; and

WHEREAS, measures are needed to encourage and promote water conservation efforts as ongoing practices now and in future years; and

WHEREAS, the Governor of the State of California declared drought emergencies on January 17, 2014 and April 25, 2014, and on April 1, 2015 mandated Californians reduce water consumption by 25% state-wide; and

WHEREAS, Executive Order B-29-15, issued on April 1, 2015, provisions include: 1) ordering the State Water Resources Control Board to impose restrictions to achieve a 25% reduction in potable urban water usage through February 28, 2016; 2) directing the California Department of Water Resources to lead a state-wide initiative, in partnership with local agencies, to collectively replace 50 million square feet of lawns and ornamental turf with drought tolerant landscapes; and 3) directing the California Energy Commission to implement a state-wide appliance rebate program to provide monetary incentives for the replacement of inefficient household devices; and

WHEREAS, the Governor directed local water agencies to update their legally-required urban and agricultural water management plans; and

WHEREAS, the Governor's drought declaration also calls upon local urban water suppliers and municipalities to implement their local water shortage contingency plans immediately in order to avoid or forestall outright restrictions that could become necessary later in the drought season; and

WHEREAS, the City of Los Altos will comply with recently updated State of California Emergency Building Standards and will continue to require new residential and commercial construction to calculate water usage for the site based on updated standards, and, in addition, will comply with recent State-mandated updates to the Model Landscape Ordinance as required by Executive Order B-29-15; and

WHEREAS, the long-term health, safety, and prosperity of the community depends upon having a reliable supply of potable water, and

WHEREAS, the City of Los Altos Environmental Commission heard input from community groups and the public that encouraged communication and outreach efforts to the public in support of water reduction measures; and

WHEREAS, the City of Los Altos endeavors to work in partnership with the Santa Clara Valley Water District to promote water conservation programs and rebates; and

WHEREAS, the City of Los Altos endeavors to work in partnership with its local water retailer, California Water Service, as it implements its water reduction mandates, enforcement measures in accordance with Schedule No. 14.1 and promotes water conservation programs and rebates; and

WHEREAS, the City of Los Altos recommends practical water conservation methods and measurable reduction goals for water users to achieve (as compared to 2013 water usage data as provided by California Water Service) in an effort to provide clear reduction guidelines set forth by the local water retailer, California Water Service, and the Santa Clara Valley Water District; and

WHEREAS, the City of Los Altos organization has taken steps to reduce its water consumption by 32% and implement communication and outreach education efforts to the community; and

WHEREAS, the City recognizes that the local water retailer, California Water Service, has activated Stage 2 of its Schedule No. 14.1 and may utilize different Stages in Schedule No. 14.1 during the course of the drought conditions and thereby, the City resolution seeks to comply with any forthcoming requirements initiated by California Water Service.

NOW THEREFORE, BE IT RESOLVED, that the City Council of the City of Los Altos hereby encourages the Los Altos community to reduce water consumption by 32% based on 2013 water usage data once it becomes available to customers by California Water Service.

BE IT FURTHER RESOLVED, that the City Council of the City of Los Altos hereby recommends that City of Los Altos residents, businesses, and water users adopt the following water conservation measures:

- 1. Lawn, Landscape, Vegetated Watering Time and Day Restrictions** – watering or irrigating of lawn, landscape and/or other vegetated area with potable water may not take place between the hours of **8:00 a.m. and 6:00 p.m.** The purpose of time restrictions is to avoid watering during the heat and high evaporation conditions of the day.

In accordance with California Water Service Schedule No. 14.1, California Water Service will enforce the following outdoor irrigation schedule:

- a. **even numbered street address** will water on Tuesday and Friday
- b. **odd numbered street addresses** will water on Monday and Thursday;
- c. **no numbered street addresses** will water on Monday and Thursday

Water users are encouraged to limit, as much as possible, the use of potable water during the days they are scheduled for water irrigation or during any usage of potable water.

The time restriction provisions above do not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and to micro spray irrigation on lawns, landscaping and trees. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

Violation of any of these water-use restrictions may be subject to enforcement measures, which are Schedule No. 14.1 Stage-sensitive, by California Water Service including waste-of-water penalties , installation of flow restrictors or discontinuance of water service. Waste-of-water in California Water service areas can be reported online at www.calwater.com/water-waste-report

During all months of the year, users are encouraged to provide only minimal water to sustain plant growth without water run-off and to avoid over-watering and achieve the 32% water usage reduction. Irrigation is to be reduced or discontinued in cool and wet weather conditions. **No water is allowed to be applied during and within 48 hours after measurable rainfall.** Use of mulch or moisture enhancing materials on planting beds is encouraged to avoid rapid evaporation and to prolong water availability to the plants.

Other prohibited uses of water in accordance with Cal Water Schedule No. 14.1:

- Applying potable water to outdoor landscapes that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
- Using a hose to wash vehicles, buses and boats with potable water unless the hose is filled with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use
- Applying potable water to driveways and sidewalks
- Using potable water in a fountain or other decorative water feature except when the water is part of a recirculating system
- Using potable water to irrigate outside of new construction without drip or micro spray systems
- Filling or refilling ornamental lakes or ponds with potable water except to sustain existing aquatic life as defined in Schedule No. 14.1
- Irrigation of ornamental turf on public street medians with potable water.
- Serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes cafeterias, bars or other public places where food or drink are served and/or purchased
- Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language

2. **Obligation to Fix Leaks, Breaks or Malfunctions** – all leaks, breaks or other malfunctions in the water user’s plumbing or distribution system **must be repaired within five business days** upon receipt of notification or when discovered by the user.
3. **No Washing of Hard or Paved Surfaces** – washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is prohibited except when required to address an immediate health or safety need, and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, or cleaning machine that only utilize recycled water. .
4. **Recommendations to Avoid Excess Water Usage** – avoid use of continually running water sources such as a hose without a shut-off nozzle. When using a hose, a shut-off nozzle shall be used at all times to avoid unintended water flow and prevent runoff. Avoid washing or cleaning a vehicle except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. **Pools and Spas** - refrain from overfilling swimming pools, spas and ponds and keep water at a minimum operational level. Draining and refilling swimming pools or spas is advised to be avoided for the duration of the drought condition. Use of pool/spa cover or cut-to-fit-floating foam cover is recommended in order to avoid evaporation. Refrain from use of automatic water filters to avoid water waste. Refrain from use of pool/spa water features to avoid evaporation of water. Construction or reconstruction of existing pools that are shallow or smaller is encouraged to reduce the water volume and energy usage. Initial filling or refilling of pools or spas will be charged to the customer’s water budget and subject to drought surcharge and other measures in accordance with Schedule No. 14.1.
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6. **Parties Review and Comply with the City of Los Altos Water Efficient Landscape Regulations** – updated regulations are available at City Hall.

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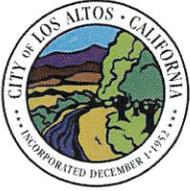
This resolution shall remain active for the duration of the Governor’s drought emergency declaration.

I HEREBY CERTIFY that the foregoing is a true and correct copy of a Resolution passed and adopted by the City Council of the City of Los Altos at a meeting thereof on the ___ day of June, 2015 by the following vote:

Janis C. Pepper, MAYOR

Attest:

Jon Maginot, CMC, CITY CLERK



**CITY OF LOS ALTOS
CITY COUNCIL MEETING
June 9, 2015**

DISCUSSION ITEM

Agenda Item # 10

SUBJECT: Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization

BACKGROUND

Due to the unprecedented drought conditions, Governor Jerry Brown implemented mandatory water reduction requirements throughout the State of California. In response to this mandate, the City of Los Altos has developed a three-level water conservation plan to meet the current 32% water reduction requirement and prepare for potential more stringent future mandates. The identified water conservation measures are aimed to meet the current reduction goal while considering the safety of athletic field users and long-term sustainability of landscape areas. The intent is to reach the required goal through a reduction in overall water consumption without having to completely eliminate water use in all service areas if possible and to only activate the more aggressive water reduction measures, such as to completely stop watering large turf areas if necessary.

EXISTING POLICY

Resolution No. 2014-23 Water Conservation Measures

PREVIOUS COUNCIL CONSIDERATION

June 23, 2009; June 24, 2014; and May 26, 2015

DISCUSSION

The City of Los Altos has over 80 service connections with California Water Services Company (Cal Water) to provide water services to all City-owned civic facilities, all the parks and play fields, and landscape medians throughout the City. The City agency water usage represents approximately 1.6% of the overall water usage in the City of Los Altos.

In order to achieve the 32% water reduction goal, City staff has created a three-level approach to water conservation. The three levels begin with the most immediate action the City has and will continue to take to increase conservation. Measures included in Level One can be accomplished with little or no cost to the City. Level Two measures require capital investment. The funding request for these improvements will be considered by the City Council as part of the Fiscal Year 2015/16 Capital Improvement Program. It is anticipated implementation will take place after funds become available in July 2015. Level Three will require further consideration and City Council approval.

Level One

- Across-the-board reductions in the frequency and duration of watering of all publicly-owned landscaped surfaces including parks, fields and roadway medians. Watering frequency will be reduced from 3-5 days per week to 2 days per week while the watering duration will be reduced from 45 minutes to 15 to 25 minutes for the fields and from 5 minutes to 2 to 3 minutes for trees and shrubs.

- Adjust sprinkler range and coverage to ensure no runoff occurs.
- Monitor rainfall events and shut down watering of major fields during and immediately after rain events.
- Reduce watering of the Civic Center Orchard by approximately 75%.
- Discontinue use of water features at Grant Park and Marymeade Park.
- Test new technology, such as bio char, an organic soil amendment that is intended to improve water holding capacity, plant quality and landscape resilience.
- Reduce city-owned tennis courts washing from monthly to as needed basis
- Implemented several water saving measures at all City-owned facilities including:
 - Installation of faucet aerators which dispense only 0.5 gallons per minute rather than the regular 2 gallons per minute
 - Restroom flush valves are receiving water saving flush kits
 - Prioritizing reports of water leaks so they are fixed expeditiously

Level Two

- Public Works converted a portion of the over-head irrigation systems to drip-irrigation systems primarily in the medians in 2014 to improve water efficiency. This conversion effort will continue where appropriate. The cost to implement this water saving measure is approximately \$50,000 and is requested as part of a new Capital Improvement Program Project for Fiscal Year 2015/16.

Level Three

Level Three calls for measures that have the most significant negative impacts to the City's infrastructure and park service levels. A team of City staff from the Public Works Department and the Recreation & Community Services Department has developed a proposed 4-tier implementation strategy for Level Three measures. The intent is to only activate the Level Three Measures if necessary, and once activated, the measures will be implemented in an order that would minimize long-term negative impacts to park service levels.

It should be noted that the 4-tier implementation strategy was developed prior to the release of Cal Water's new prohibited uses of water and it was consistent with Governor Brown's Executive Order. The City recently became aware that using potable water on street medians is prohibited by Cal Water which is more restrictive than the Governor's Order. Staff has significant concerns about this new requirement as there are many trees in the medians. The complete cessation of water usage on street medians will post significant negative impacts to median trees and potentially create safety hazards to the general public. Staff is in discussion with Cal Water regarding this new requirement and will provide Council updates as information becomes available.

Tier I – *medians and small islands with mature plants, implementation based on Levels One and Two results*

- Shut off water on Foothill Expressway shoulders from Homestead to El Monte (Area with various volunteer shrubs)
- Shut off water for three small islands with turf at Springer / El Monte (Bubblers will be added to the existing trees)

Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization

- Shut off water for a small grass area at Rosita Park (decorative landscape area)
- Shut off water for three small islands (10' x3") with small rose bush at El Monte Road near Santa Barbara Drive (mulch will be added as ground covers)
- Eliminate water on established junipers at Cypress Drive median
- Shut off irrigation at Hillview Community Center hallway

Tier II – *ornamental grass areas with limited use, implementation based on Tier I results*

- Brown out large grass area with fruitless pear trees and one redwood tree in Montclair Triangle, install mulch and water bubblers for trees only
- Convert Hillview social hall turf area to decomposed granite pathway

Tier III – *all nonnative, ornamental turf and plant areas, implementation based on Tiers I and II results*

- Shut off water for areas with ivy in all parks (mulch will be added as ground cover)
- Browning out all grass areas in all parks (Except for actual playing fields)

Tier IV – *playing fields, implementation based on results of all water reduction measures and Council approval*

- Browning out all playing fields

The City will work closely with Cal Water to monitor the City's water conservation progress by reviewing water bills for all City accounts on a monthly basis. Information gathered from ongoing monitoring will be used to gauge the effectiveness of the water conservation measures already implemented. It will also be used to inform future decision-making, such as implementation timelines for Level Three measures.

Staff presented the Level Three measures to the Environmental Commission and the Parks and Recreation Commission in May 2015. Both Commissions supported the measures and the implementation strategy. The Environmental Commission recommended that staff better explain the basis for each tier and better quantify the water saving from each tier. The Environmental Commission also challenged staff to consider measures beyond the currently plan, including utilizing recycled water, capturing and reusing grey water, and replacing existing turf areas with drought resistant plants. The Parks and Recreation Commission provided valuable input on public outreach and committed to advocate for water conservation in the community.

It is important to share what the City is doing to reduce water consumption with the community. The City will rely on the following measures to help get the word out about water conservation and provide update on our progress:

- City website
- City e-News and Announcements
- City social media channels
- City cable access channel KMVT
- Press releases
- Communications with community, business and school groups
- Flyers that can be posted and distributed

Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization

- Signs and banners that can be placed in parks and other public spaces
- The City will explore the possibility of partnering with CalWater to host an information table at the Los Altos Arts & Wine festival in July 2015

PUBLIC CONTACT

Posting of the meeting agenda serves as notice to the general public.

FISCAL/RESOURCE IMPACT

Implementation of Level One measures will have little or no cost to the City. Level Two measures require an additional \$50,000 for implementation. Implementation of Level Three measures will not require immediate funding. However, it should be noted that Level Three measures have longer term negative impacts to the City's parks and recreation assets. Repair or replacement of these assets might potentially be costly depending on water reduction implementation level and duration.

ENVIRONMENTAL REVIEW

Not applicable

RECOMMENDATION

Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization

ALTERNATIVES

Provide additional direction regarding water conservation efforts.

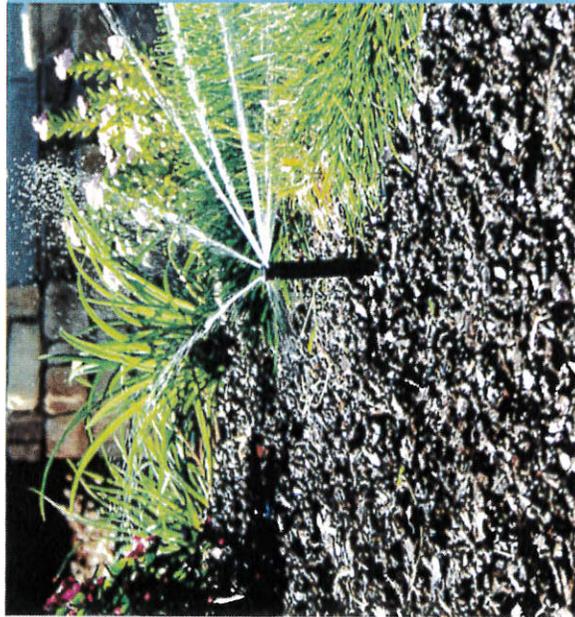
Prepared by: Susanna Chan, Public Works Director

ATTACHMENT: None

Receive an update on City of Los Altos agency water conservation efforts and approve Level 3 water reduction measures and prioritization



Quality. Service. Value.



Managing Your Water Use During the Drought

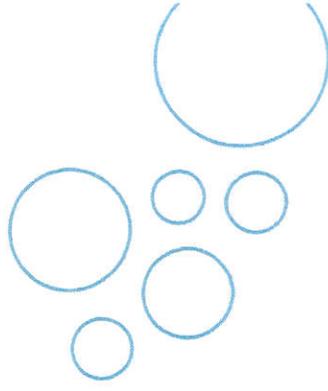
What Cal Water's Los Altos District customers need to know about
water use restrictions, water budgets, and conservation

Este informe contiene información importante. Tradúzcalo o hable con alguien que lo entienda bien.



California Water Service
Los Altos District
949 "B" Street
Los Altos, CA 94024

(650) 917-0152
www.calwater.com
infoLAS@calwater.com



Dear California Water Service (Cal Water) customer:

Beginning in June, Cal Water's "Schedule 14.1: Water Shortage Contingency Plan" is expected to become effective, implementing water waste penalties and water budgets for our customers. If you've been following our recent communications, you may know that Cal Water was required to submit proposals to the California Public Utilities Commission (Commission) to achieve specific water use reductions set by the State Water Resources Control Board (Board) for each community in California. At the end of April, we updated our Water Shortage Contingency Plan (Tariff Rule 14.1) to align our own water use restrictions with the Board's prohibited uses of water. We also proposed a four-stage plan (Tariff Schedule 14.1), and requested activation of Stage Two (in Advice Letter 2169) to enforce mandatory water use restrictions and water budgets through penalties and surcharges.

These reductions and water use restrictions are necessary to meet Governor Jerry Brown's executive order to reduce urban water use during this historic drought. This pamphlet provides more information on what Cal Water customers need to know about the water use reduction requirements, restrictions, and water budgets.

Use water wisely. It's essential.

To meet the Board's mandated reduction of **32%** in Cal Water's **Los Altos District**, both residential and non-residential customers are required to reduce their overall water use by **32%** from their usage in 2013. This reduction must be achieved by the end of February 2016.

The good news is that any water savings you achieved in 2014 count toward your reduction target for this year.

And, Cal Water is here to help.

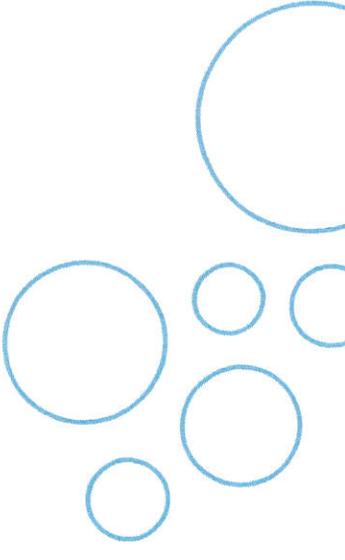
Prohibited Uses of Water:

- **Applying water to outdoor landscapes** that causes runoff onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
- **Using a hose to wash motor vehicles** unless the hose is fitted with a shut-off nozzle or device that causes it to cease dispensing water immediately when not in use
- **Applying water to driveways** and sidewalks
- **Using water in a fountain or other decorative water feature**, except where the water is part of a recirculating system
- **Applying water to outdoor landscapes** during and within 48 hours after measurable rainfall
- **Using potable water to irrigate** outside of new construction without drip or microspray systems
- **Using potable water on street medians**
- **Filling or refilling ornamental lakes or ponds** except to sustain existing aquatic life

Some cities or counties may have adopted, or may do so in the future, additional restrictions on water use and/or outdoor irrigation that may be more restrictive than Cal Water's. Please be sure you are aware of and abide by any such restrictions; in the event of a conflict between those restrictions and Cal Water's restrictions, those adopted by cities and counties shall govern.

Additional Water Use Restrictions:

- **Customers must fix leaks** within their control within five business days of notification.
- **Hotel/motel operators must provide option to not have towels or linens laundered daily** during a guest's stay, and must provide clear notice of this option in easy-to-understand language.
- **Restaurants and other eating and drinking establishments** may only serve drinking water upon request.



Water Budgets:

All Cal Water customers have been given individualized "water budgets," which is the amount of water they may use each month without incurring the drought surcharge.

Water budgets are based on the units of water (Cfcs) each individual customer used in 2013.

Because the Los Altos District is required to reduce water use by 32%, each customer's budget will be 32% less than the amount he or she used in that month in 2013. The amount of water budgeted for each customer for the following month will appear on the monthly water bill and is available online on our web site. Customers' water use history dating back to 2011 is also available online.

For your June 2015 water budget and to access future budgets and your water use history, go to usage.calwater.com, then enter your account number, street (or house) number, and ZIP code. Your account number can be found on your monthly statement. If you need assistance, please call our local Customer Center at (650) 917-0152 or the Drought Call Center.

Important Details about Customers' Water Budgets:

- The water budget applies to both residential and non-residential Cal Water customers.
- A drought surcharge of \$8.16 will be applied to each Ccf used above a customer's allotted budget that month, in addition to the regular charge for that unit.
- Customers will be able to "bank" unused units of water from their monthly water budget for use in future months. Should a customer exceed his or her monthly budget, any banked units of water will be applied to the overage before drought surcharges are imposed.
- A minimum water budget of 6 Ccf (4,488 gallons) each month has been established for single-family, residential customers. That means these customers' water budgets will not be below this threshold, regardless of 2013 water use.
- If a customer was not in his or her current location in 2013, the average monthly consumption in your district will be used as a starting budget. If customers have a unique situation and the average budget is not appropriate, they can file an appeal to have their water budget increased. Cal Water may also modify the starting budget to reflect suitable use.

Water Budget Appeals:

If specified criteria are met, a customer can file an appeal to have his or her water budget increased. Reasons appeals may be considered include:

- Water use necessary for health and safety
- Business or economic needs
- Significant long-term savings achieved since 2011
- Average monthly water use in 2014 that is at least 50% lower than district average
- Large animal care (e.g., horse)

How to File An Appeal:

- All appeals must be submitted online at www.calwater.com/appeal or via a written application form (available at www.calwater.com/appeal or from our local Customer Center).
- Surcharges incurred during the appeal review period may be waived if the review takes an extended period of time.

Ways to Start Saving Now:

- Turn off the tap while brushing your teeth, shaving, washing your hair, and peeling vegetables.
- When hand-washing dishes, fill one basin with wash water and the other with rinse water instead of letting the water run.
- Soak pots and pans while you scrape them clean.
- Install water-saving faucet aerators and high-efficiency shower-heads, both available at no charge online at www.calwater.com.
- Replace standard toilets, dishwashers, and washing machines with high-efficiency models.
- Use plants native to our climate in your garden.
- Check your irrigation timer to ensure it is adjusted for rain, and your sprinkler heads to ensure none are broken.
- Use mulch around shrubs and plants to help reduce evaporation, limit weed growth, moderate soil temperature, and prevent erosion.

Outdoor Irrigation Restrictions:

In accordance with Schedule 14.1, Cal Water will enforce the following outdoor irrigation schedule:

IRRIGATION SCHEDULE							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Even Street Addresses			✓			✓	
Odd Street Addresses		✓			✓		
No Street Addresses		✓			✓		

Please check with your city government about any restrictions it has adopted on the times outdoor irrigation may occur.
If your city does not have any such restrictions, outdoor irrigation may not take place between the hours of 8 a.m. and 6 p.m.
Exemptions: hand-watering, drip irrigation, and microspray irrigation on lawns, landscaping, and trees

Violation of any of these water use restrictions may be subject to enforcement measures, including a fine of up to \$100 for each day the violation occurs, installation of flow restrictors, or discontinuance of water service.

Waste of water in Cal Water service areas can be reported online at www.calwater.com/water-waste-report.
Hotel, motel, and restaurant operators can email conservation@calwater.com for assistance obtaining table tents or signage.

Cal Water's Drought Call Center

For your monthly water budget or historical water use, billing questions, and information on water use restrictions and conservation programs, please visit www.calwater.com or contact your local Cal Water Customer Center at (650) 917-0152 for assistance.

If you need assistance with appeals, waste of water reports, or other drought-related issues, contact our Drought Call Center toll-free at **(844) 726-8579**.

More information on all of these programs can be found at www.calwater.com/conservation.

How Cal Water Can Help: Cal Water has a range of residential and commercial programs available to help our customers reduce their water use. These include:

RESIDENTIAL

- High-efficiency toilet rebate
- High-efficiency clothes washer rebate
- Smart Irrigation Controller rebate
- Water use efficiency evaluation program
- **NEW!** Turf replacement rebate
- High-efficiency toilet delivery program (*available summer 2015*)
- Home water use reports (*available summer/fall 2015*)

COMMERCIAL

- High-efficiency toilet rebate
- High-efficiency urinal rebate
- High-efficiency clothes washer rebate
- Smart Irrigation Controller rebate
- Rotating nozzle rebate
- Spray body with integrated pressure regulation and check valve rebate
- **NEW!** Turf replacement rebate
- Controller distribution (*available August 2015*)

NEW! TURF REPLACEMENT REBATE PROGRAM: Cal Water is pleased to introduce our turf replacement rebate program. This program provides a \$1 rebate per square foot of turf that is removed and replaced with low-water-use landscaping. This rebate applies to turf replaced between January 1 and December 31, 2015, or until rebate funds are depleted, whichever comes first. Replacement with artificial turf is not eligible. All projects beginning June 1 must receive preapproval. For more information or to apply for the rebate, visit www.calwater.com/turf.