



California Water Service

September 11, 2017

Quality. Service. Value.

City of Los Altos – Environmental Commission

Kyle Ramey – Conservation Coordinator

Agenda

- District Overview
- Executive Order B-37-16
- Current Water Restrictions for Los Altos
- Conservation Programs & Rebates
- Cal Water Customer Contact
- Q&A



California Water Service Group



- Largest in the West
- 3rd largest in U.S.
- Serves 2 million+ people via...
 - 6,000+ miles of main
 - 1,130 wells
 - 662 storage tanks
 - 155,000+ valves
 - 50,000+ hydrants
 - 2,010+ sampling stations
 - 6 surface water treatment plants
 - 10 wastewater treatment plants

California Water Service



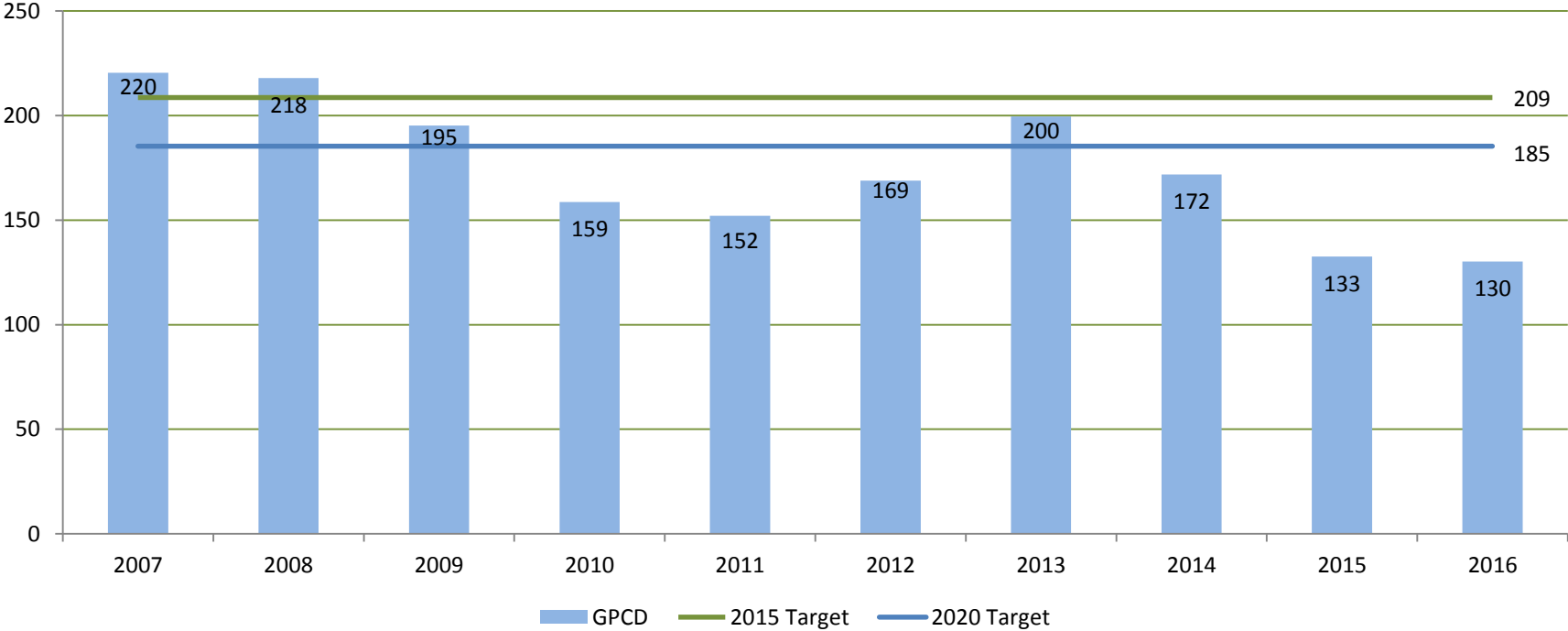
Los Altos District

- 18,000 connections
- 35% groundwater
- 65% surface water
- Serves: Los Altos, portions of Cupertino, Los Altos Hills, Mountain View, and Sunnyvale.



Los Altos District GPCD

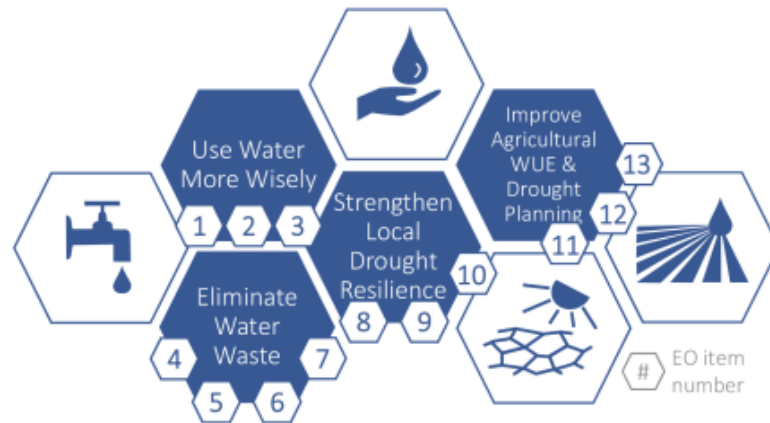
SB7 x 7 (20 x 2020) Targets



Executive Order B-37-16

“Making Conservation A California Way of Life”

1. Improve Water-Use Efficiency
2. Eliminate the waste of water
3. Strengthen local drought resilience
4. Improve agricultural water use and drought planning



Executive Order B-37-16

“Making Conservation A California Way of Life”

- Elements of the framework will require regulatory action or new authority to be granted to state agencies by the Legislature
- Assembly Bill 1668 and Senate Bill 606 are the current legislative vehicles for implementing the legislative portions of the framework
- Rulemaking proceedings will be conducted by State agencies including the State Water Resources Control Board and Department of Water Resources



Water Targets and Performance Measures





- Indoor Residential
- Irrigation
- Water Loss
- CII Performance Measures



Water Shortage Contingency Plans

- **Plan:** Develop supplier-specific WSCP with defined elements
- **Assess:** Use defined process to annually assess conditions and respond with supplier appropriate actions
- **Respond:** Implement supplier appropriate actions already defined in WSCP (based upon assessment results)
- **Report:**
 - Submit annual assessment to State agencies
 - Submit WSCP every 5-years with UWMP
 - Submit monthly status when certain stages activated



Executive Order Items	Timeline for Actions and Implementation					
	2017	2018	2019	2020	2021	Beyond
 Using Water More Wisely						
Emergency Conservation Regulations (EO Item 1) <i>Conservation Requirements</i>						
New Water Use Targets (EO Items 2 and 6) <i>Data, Legislative Action, & Rulemaking</i>						
<i>Targets Reporting</i>						
<i>Full Compliance Achieved</i>						2025
Permanent Monthly Reporting (EO Item 3) <i>Rulemaking</i>						
 Eliminating Water Waste						
Water Use Prohibitions (EO Item 4) <i>Rulemaking</i>						
Minimizing Water Loss (EO Items 5 and 6) <i>Annual Water Loss Audits</i>						
<i>Water Loss Rulemaking</i>						
Innovative Water Loss & Control Technologies (EO Item 7) <i>Scope Development</i>						
<i>Continued Research</i>						
 Strengthening Local Drought Resilience						
Water Shortage Contingency Plans (EO Items 8, 9, and 6) <i>Legislative Action & Rulemaking</i>						
<i>Requirements in Effect</i>						
Drought Planning for Small Water Suppliers & Rural Communities (EO Item 10) <i>Development schedule to be determined</i>						
 Improving Agricultural Efficiency and Drought Planning						
Strengthened Agricultural Water Management Plan requirements (EO Items 11, 12, 13, 6) <i>Guidelines development, Legislative Action & Rulemaking</i>						
<i>Reporting requirements</i>						



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.



Prohibited Uses of Water Continued...

- 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 to irrigate turf on street medians
- Filling or refilling ornamental lakes or ponds except to sustain existing aquatic life



Other Restrictions

- Customers must fix leaks within their control within five business days of notification (may vary according to local ordinance)
- Restaurants and other eating and drinking establishments may only serve drinking water upon request
- 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



Outdoor Irrigation Restrictions



- Cal Water Irrigation Day Restrictions Eliminated for LAS
- No watering of lawns, landscape, and/or other vegetated area with potable water between the hours of **8:00 am and 6:00 pm**
- Varies by city and region



Residential Conservation Programs



- High-efficiency (HE) toilet rebates
- HE clothes washer rebates
- Smart Irrigation Controller rebates
- Free high-efficiency sprinkler nozzles
- HE toilet delivery (limited)
- Conservation kits



Commercial Conservation Programs



- HE toilet rebates (HET or MaP)
- HE urinal rebates
- HE clothes washer rebates
- Smart Irrigation Controller rebates
- Water-use efficiency evaluations
- Free high-efficiency sprinkler nozzles
- Rotating nozzle rebates
- Spray body with integrated pressure regulation and check valve rebates



Report Water Waste

Conservation

Rebates and Programs

Conservation Kits

H2O Challenge

Report Water Waste

Conservation Resources

Report Water Waste

District where waste was observed *

Select your district ▼

ZIP Code where waste was observed

What water waste did you observe (check all that apply)? *

- Use of excessive water due to unrepaired leaks or defective irrigation systems
- Use of a garden hose without a shut-off nozzle to wash vehicles
- Use of water that results in flooding or run-off into gutters or streets
- Use of water for washing driveways, patios, parking lots, tennis courts, or other hard-surfaced areas
- Use of water for filling or refilling decorative lakes or ponds
- Use of water for decorative fountains that do not utilize a recirculation system, such as an electric pump
- Other

Where did you see the water waste occur? Please be as specific as possible (e.g. provide address, cross streets, description of property, etc.) *



Other Cal Water Resources for Customers

- Fact/tip sheets
- Informational mailings
- TV/Cable
- Cinema
- Social media
 - Facebook: facebook.com/calwater
 - Twitter: [@calwaterservice](https://twitter.com/calwaterservice)
 - YouTube: [calwater1](https://youtube.com/calwater1)



Cal Water's Local Customer Center

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