



California Water Service
Quality. Service. Value.

Cal Water's Drought Response Program

Introduction

California Water Service (Cal Water) provides safe, reliable water utility service to approximately two million Californians, with service areas from Chico in the north to the Palos Verdes Peninsula in the south. Cal Water is the largest water utility regulated by the California Public Utilities Commission (Commission).

For many years, Cal Water has been a leader in water conservation. Cal Water has been a signatory to the California Urban Water Conservation Council's Memorandum of Understanding since 1991; Cal Water was the first Commission-regulated water utility to fully decouple sales from revenue, eliminating any disincentive to achieve aggressive water conservation targets; and perhaps most importantly, Cal Water has an industry-leading water conservation program, with the largest budget of any water utility regulated by the Commission.

This overriding commitment to water conservation positioned Cal Water to respond effectively to California's historic drought, and the unprecedented actions taken by the Governor and State Water Resources Control Board (Board) to achieve significant statewide reductions in urban water use. For example, Cal Water was the first utility to submit a Water Shortage Contingency Plan with Staged Mandatory Reductions and Drought Surcharges (WSCP) for approval by the Commission.

Taking a "customer-first" approach to the drought, Cal Water set up a centralized Drought Call Center staffed by specially trained Customer Service Representatives and placed additional water conservation and drought experts in the field to help its customers maximize their conservation efforts. Additionally, Cal Water has added several new initiatives and programs to its already impressive portfolio of water conservation programs in order to achieve substantial near-term reductions in water use.

Most recently, Cal Water engaged an outside firm to conduct focus groups in some of its more affluent service areas to identify effective ways to change customer behavior in high per-capita water use communities. The utility is also piloting a campaign to reduce demand in Visalia, a Central Valley city that has not yet met its reduction targets, which will culminate in a drawing for 10 customers to receive \$500 conservation credits on their water bills.



Cal Water's Drought Response Plan

Cal Water's comprehensive Drought Response Plan (Plan) builds upon its industry-leading water conservation program. Pursuant to Commission Resolution W-4976, the expenses Cal Water incurs to respond to the drought are tracked in a separate memorandum account for disposition at a future date by the Commission. Cal Water is committed to assisting its customers not only achieve the short-term reductions in water use necessary to comply with the Board's regulations, but also longer-term changes in water use patterns to help ensure that each of its service areas have a reliable supply of water for years to come.

Water Shortage Contingency Plan

In response to the Governor's April 1 Executive Order and in anticipation of the Board adopting mandatory water use reductions, Cal Water was the first water utility regulated by the Commission to submit for consideration a Water Shortage Contingency Plan with Staged Mandatory Reductions and Drought Surcharges (WSCP). The WSCP consists of four separate components, broken into four escalating stages. Cal Water's WSCP became effective on June 1, 2015. A link to the WSCP is included in Appendix A.

Prohibited Uses of Water

Each stage of the WSCP establishes certain prohibited uses of water. Cal Water moved directly into Stage 2 of the WSCP, which prohibits:

- Using potable water to wash sidewalks and driveways
- Allowing runoff when irrigating with potable water
- Using hoses with no shutoff nozzles to wash vehicles
- Using potable water in decorative water features that do not recirculate the water
- Irrigating outdoors during and within 48 hours following measureable rainfall
- Restaurants from serving water to their customers unless the customer requests it (a copy of the table tent explaining the restriction that Cal Water is providing to eating establishments is included in Appendix B)
- Irrigating ornamental turf on public street medians with potable water
- Irrigating with potable water outside of newly constructed homes and buildings manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development
- Filling ornamental lakes or ponds with potable water



In addition, hotels and motels must offer their guests the option to not have their linens and towels laundered daily, and prominently display this option in each guest room. A copy of the in-room card explaining the restriction that Cal Water is providing to lodging establishments is included in Appendix C.

Limitations on Outdoor Irrigation

Each stage of the WSCP establishes restrictions on outdoor irrigation. In Stage 2, irrigating ornamental landscapes with potable water is limited to no more than three days per week, using a staggered schedule based on a customer's address.

Waste of Water Penalties

Each stage of the WSCP establishes waste of water penalties that can be imposed upon customers who violate the prohibited uses of water or outdoor irrigation restrictions. In Stage 2, the penalty structure is as follows:

1. First Violation – Written warning (a copy of the door hanger that is provided to customers is included as Appendix D), plus the authority to install a real-time water measurement device on the customer's service line at the customer's expense
2. Second Violation – Monetary penalty of \$50, which is applied to the customer's next water utility bill
3. Third Violation – Monetary penalty of \$100, which is applied to the customer's next water utility bill
4. Fourth Violation – Installation of a flow-restricting device on the customer's service line
5. Subsequent Violations – Reinstallation of a flow-restricting device on the customer's service line and the authority to discontinue the customer's water utility service

In addition, the WSCP allows Cal Water the flexibility to provide incentives to customers that will result in greater water savings than simply assessing penalties. For example, the WSCP allows Cal Water to waive monetary penalties if the customer found to be violating one of the prohibited uses opts to participate in Cal Water's Home Water Use Evaluation program and/or installs a high-efficiency irrigation system.

Water Budgets & Drought Surcharges

Water budgets have been established for all of Cal Water's customers. The water budgets are customer-specific and based on the amount of water that customer used in same month in 2013, reduced by the conservation target established by the Board. Customers who exceed their water budgets in a given month will receive drought surcharges on their water bills. The



drought surcharges are in addition to the normal charges incurred by the customer for monthly water utility service.

Drought Response Team

In line with its commitment to effectively respond to the drought and the Board's regulations, Cal Water has realigned its organizational structure to ensure sufficient resources are available to implement its Plan. The day-to-day implementation of Cal Water's Plan is overseen by the Drought Director, with the assistance of the Drought Response Project Manager. The Drought Director reports to a team of Cal Water's Officers, including the President & CEO, the Vice President of Corporate Communications & Community Affairs, the Vice President of Customer Service & Information Technology, the Vice President of Operations, and the Vice President of Continuous Improvement.

Reporting to the Drought Director is a team of functional leads, each responsible for managing individual portions of Cal Water's Plan. This team includes the Director of Customer Service, the Water Conservation Manager, the Manager of Corporate Communications, the Water Supply Manager, and the Government & Community Relations Manager.

Drought Call Center

To help its customers achieve the ambitious water use reduction requirements established by the Board, Cal Water has set up a dedicated Drought Call Center, staffed with some of Cal Water's best Customer Service Representatives, each of whom received specialized training on the drought and Cal Water's Plan. The 10-person team at the Drought Call Center assists customers with questions about the drought, their water budgets, Cal Water's conservation programs, and waste of water reports.

Drought Conservation Coordinators

Cal Water has also transitioned 10 employees into Drought Conservation Coordinator (Coordinator) positions. The Coordinators work directly with customers to educate them about the drought and help them identify ways to use water wisely. Currently, the Coordinators are proactively reaching out to Cal Water's customers with the highest water use to help them achieve the largest water use reductions possible. The Coordinators are also responsible for working with customers with verified waste of water violations.



Waste of Water Enforcement

Cal Water's Plan is based upon the premise that it is better to prevent water waste than penalize customers for water waste. Cal Water's customer-first approach to the drought is focused on ensuring that customers are aware of the prohibitions on water use that are in place and, perhaps more importantly, providing them with the knowledge and tools needed to reduce their water use. In addition to helping meet the short-term reduction targets established by the Board, this approach is more likely to result in sustained behavioral changes that serve as a critical component to long-term water supply reliability.

That said, Cal Water does investigate waste of water reports when they are submitted by customers and is committed to utilizing the tools at its disposal to address instances where customers are unwilling to abide by the rules for prohibited uses of water. In addition to being able to call Cal Water's Drought Call Center, customers may submit waste of water reports via letter, email, a dedicated web form, or from a smart mobile device.

Water Conservation Program

The foundation of Cal Water's industry-leading water conservation program is its Conservation Master Plans, which are prepared for each of its service areas every five years concurrently with its Urban Water Management Plans. The overarching goal of the master planning process is to identify the conservation programs that will achieve the highest levels of water savings at the lowest possible cost. A link to one of our Conservation Master Plans can be found in Appendix E.

Each service area's mix of conservation programs are further refined every three years during the Commission's review of Cal Water's operations, expenses, infrastructure projects, and rates. It is at this time that the Commission sets Cal Water's conservation budgets for each of its service areas. The Commission's last review began in July 2012 and concluded in 2014, and established water conservation budgets for the years 2014 through 2016. A link to the water conservation programs and budgets approved by the Commission can be found in Appendix F.

Based on the Conservation Master Plan and the budgets established by the Commission, Cal Water currently offers a range of water conservation programs to both its residential and non-residential customers. In addition to a host of programs focused on educating customers about using water wisely, Cal Water offers:

- Rebates for high-efficiency toilets
- Rebates for high-efficiency urinals



- Rebates for high-efficiency clothes washers
- Rebates for smart irrigation controllers
- Vouchers for high-efficiency sprinkler nozzles
- Rebates for high-efficiency commercial irrigation systems
- Conservation kits (high-efficiency showerheads, faucet aerators, hose nozzles)
- Large landscape water use reports

A handout describing the residential rebates offered by Cal Water is included in Appendix G. A handout describing the non-residential indoor rebates offered by Cal Water is included in Appendix H.

In response to the drought, Cal Water has rolled out several new water conservation programs, specifically designed to achieve significant, short-term reductions in water use. Additional details about those programs are provided below.

Residential Water Use Evaluations

Available at no charge, Cal Water’s residential customers can have a water conservation specialist come to their home to evaluate their indoor and outdoor water use, and make suggestions on how the customer can be more efficient. A sample of a postcard alerting customers to the program to is included in Appendix I.

Regarding the customer’s outdoor water use, the water conservation specialist will:

- Instruct the customer on how to read water meter;
- Inspect for leaks at the meter, hose bibs, and irrigation system;
- Measure water pressure and advise customer to lower pressure if static pressure measures above 60 pounds per square inch (psi);
- Use a soil probe to determine soil type, water infiltration rate, and water retention capacity, root zone depth, and thatch build up;
- Identify the type of vegetation and sun exposure per station;
- Check the irrigation system for coverage, leaks, low head drainage, high pressure, mismatched, misdirected or broken sprinkler heads, and other typical irrigation problems such as missing filters and pressure reducing valves for drip irrigation/micro spray systems;
- Calculate a basic irrigation schedule based on local ET, distribution and uniformity, plant type, nozzle type, etc.;
- Program irrigation controller with calculated schedule (if permitted by site owner);
- Recommend low-precipitation irrigation, irrigation repairs, water-wise plants, and mulch where appropriate;
- Review all other outdoor water usage and recommend water savings actions;



- Promote applicable water conservation programs.

Regarding the customer's indoor water use, the water conservation specialist will:

- Identify and measure flow rates for all existing showerheads;
- Identify and measure flow rates for all existing faucets;
- Identify and measure flow rates for all existing toilets;
- Complete inspection and identification of leaks at all toilets, sinks, showerheads, diverter valves, tubs, dishwashers, washing machines, water heaters, and any other water using device;
- Recommend automatic shut-off devices for reverse osmosis systems and water softeners;
- Encourage the customer to consult a licensed plumber about plumbing questions;
- Promote applicable water conservation programs.

Turf Replacement Rebates

On June 1, 2015, Cal Water launched a turf replacement rebate program for both its residential and non-residential customers. Under the program, Cal Water will provide customers with a rebate of \$1.00 per square foot of turf they replace with drought tolerant landscaping. Residential customers are eligible to receive rebates for up to 1,000 square feet of turf, and non-residential customers may receive rebates for up to 10,000 square feet.

Bathroom Fixture Replacement

Just recently, Cal Water was one of about 20 entities, and the only Commission-regulated utility, to be awarded a Water Energy Grant by the Department of Water Resources for a program to actively install high-efficiency bathroom fixtures (toilets, showerheads, and faucet aerators) for its residential customers. In total, Cal Water was awarded over \$1.2 million for the program. Information on the program is included in Appendix J.

Customer Outreach

Since the Governor first declared a drought emergency in early 2014, Cal Water has been ramping up its outreach to customers to help ensure they are aware of the drought, the water use restrictions adopted by the Board, and the plethora of ways that Cal Water can help them reduce their water use. Cal Water's outreach efforts include multiple channels including bill messages, bill inserts, direct mail, email, letters, social media, print, radio, TV, and movie theater advertising, and group presentations. An example of a direct mail piece recently sent to Cal Water's customers in its Dominguez District is included in Appendix K. In addition, images of lawn signs and conservation kits are shown in Appendix L and M, respectively.




Appendix A – Water Shortage Contingency Plan

[Link to Schedule 14.1: California Water Service’s Water Shortage Contingency Plan](#)



Appendix B – Restaurant Table Tent



Quality. Service. Value.



We're doing our part to keep water flowing to our community by serving water only upon request. If you would like a glass, simply ask.

Use water wisely.
It's essential.

Learn more at calwater.com/conservation.



Appendix C – Hotel Card



Use water wisely. It's essential.

Every day, millions of gallons of water are used to wash sheets and towels that have been used only once. If you are staying with us for multiple nights, you can help us conserve water by reusing your linens and towels.

If you would like to have your sheets changed daily, please leave this card on your pillow each morning and housekeeping will change your bedding.

If you would like new towels, leave the used ones on the floor or in the tub. A towel left on the rack indicates that you plan to reuse it.


Visit www.calwater.com for more information on how you can save water. Thank you for your consideration.

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Appendix D – Waste of Water Door Hanger

Form 020 Rev. 5/15



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Conservation Needed

We are asking our customers to reduce their water use, so we can meet required water use reductions set by the State and continue to have a reliable water supply both during the drought and for years to come.

It has come to our attention that water on your property is potentially being used for the following prohibited reason(s):

- Use of water on landscaping that is causing runoff onto an adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures
- Use of a hose without a shut-off nozzle to wash vehicles
- Use of water for washing driveways or sidewalks
- Use of water for decorative fountains that do not utilize a recirculation system, such as an electric pump
- Use of water on landscaping during or within 48 hours after measurable rainfall
- Use of water for filling or refilling swimming pools
- Use of water for filling or refilling decorative lakes or ponds
- Use of excessive water due to unrepaired leaks or defective irrigation systems
- Outdoor irrigation between the hours of ____ a.m. and ____ p.m.
- Outdoor irrigation on a non-watering day for your property. Your watering days: Su M Tu W Th F Sa
- Other: _____


Please be aware that violations of water restrictions may be subject to enforcement measures outlined in local ordinances or Cal Water's Schedule 14.1. Measures could include installation of a real-time water management device (at customer's expense), monetary penalties, installation of a flow restrictor, or discontinuance of service.

We ask for your cooperation in preventing water waste and thank you for your attention to this important issue.

If you have any questions, please contact:
 California Water Service
 3725 South H Street, Bakersfield, CA 93304
(661) 837-7200

Learn more at calwater.com

Formulario 020 Rev. 5/15



Calidad. Servicio. Valor.

Es necesaria la conservación

Estamos pidiendo a nuestros clientes que reduzcan su consumo de agua para que podamos cumplir las reducciones en el uso de agua establecidas por el estado, y así continuar ofreciéndoles un suministro de agua confiable, durante la sequía y en el futuro.

Ha llegado a nuestro conocimiento que el agua se está usando en su propiedad para los siguientes propósitos no esenciales:

- Uso de agua para jardines que ocasiona escorrentía hacia una propiedad adyacente, áreas no irrigadas, pasillos privados y públicos, calles, estacionamientos o estructuras
- Uso de una manguera de jardín sin una boquilla con cierre para lavar vehículos
- Uso de agua para lavar entradas de automóviles o aceras
- Uso de agua para fuentes decorativas que no tienen un sistema de recirculación como una bomba eléctrica
- Uso de agua en jardines durante o dentro de las 48 horas siguientes a una caída de lluvia mensurable
- Uso de agua para llenar o rellenar piscinas
- Uso de agua para llenar o rellenar lagos o lagunas decorativas
- Uso excesivo de agua debido a escapes que no se han reparado o sistemas de irrigación defectuosos
- Irrigación exterior en el horario de ____ a.m. a ____ p.m.
- Irrigación exterior en un día no aprobado para regar su propiedad. Sus días de regadío: Dom Lu Mar Miér Jue V Sáb
- Otros: _____

Tenga presente que las infracciones a las restricciones de agua podrían estar sujetas a las medidas de exigencia de cumplimiento establecidas en ordenanzas locales o en el Plan de Cal Water 14.1. Esas medidas pueden incluir la instalación de un dispositivo de manejo del agua en tiempo real (Por cuenta del cliente), penalidades monetarias, instalación de un dispositivo para restringir el flujo o la discontinuación del servicio.

Le pedimos su cooperación para prevenir el desperdicio de agua y le agradecemos su atención a este importante asunto.

Si tiene alguna pregunta, comuníquese con:
 California Water Service Company
 3725 South H Street, Bakersfield, CA 93304
(661) 837-7200

Obtenga más información en calwater.com



Appendix E – Sample Conservation Master Plan

Link to: [Sample Conservation Master Plan](#)



Appendix F – Conservation Programs & Budgets

See following pages.



1 **CHAPTER 4. CONSERVATION PROGRAM**

2 “Parties” in this chapter refers to Cal Water and ORA, with the exception that
3 “Parties” also includes the City of Visalia when addressing conservation related to Cal
4 Water’s Visalia District.

5 **A. ISSUES**

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7 Cal Water and ORA both used a targeted approach to conservation funding for
8 each district in this GRC. With multiple regulatory and legal requirements to reduce
9 consumption, both the Parties agree that it is prudent for Cal Water to have a program in
10 this GRC cycle to reduce water use that will enable compliance with Senate Bill X7-7.
11 The Parties also used methodologies that generally result in the most cost-effective best
12 management practices, while creating comprehensive opportunities for all customer
13 classes. Cal Water and ORA originally differed on direct install programs, public
14 information programs, administration/research programs, and other specific conservation
15 programs. These items accounted for most of the difference between the Parties’
16 positions. Other smaller differences related to 1) conservation staffing, 2) cost for
17 certain measures, and 3) program flexibility.

18 **B. RESOLUTION**

19
20 **Summary of Resolution**

21 The Parties worked together to develop a three-year conservation program that
22 establishes overall district budgets, criteria for the flexible use of conservation funding, a
23 one-way balancing account to ensure any unspent balance is refunded back to the
24 ratepayers, and an annual as well as GRC reporting format. Finally, the Parties agree to
25 fund one additional conservation staff out of the administrative/research budget to help
26 implement and measure the success of programs and funding for additional outside
27 consulting to assist in the expansion of the landscape conservation program.

28
29 **Settlement Budget**

30 ORA and Cal Water agree to an average annual conservation budget of
31 \$6,999,757 for Test Year 2014, Escalation Year 2015, and Escalation Year 2016 for a
32 total 3-year budget that shall not exceed \$20,999,271. These budgets are excluded
33 from escalation and instead use the average annual budget in calculating the allowed

CHAPTER 4. CONSERVATION PROGRAM

1 revenue requirement for Test Year 2014, Escalation Year 2015, and Escalation Year
 2 2016. Budgets may be used in a district at any time during the 3-year rate case cycle as
 3 long as the total amount spent over the three years does not exceed the total 3-year
 4 budget. Funds are not transferrable across districts.

5 Table 1 provides a summary of the average annual budget broken down by
 6 category for each district. For more detailed information, see Attachment 10
 7 (Conservation Budget).

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Table 1: Average Annual Conservation Budget (2014-16)

District	Programs	Public Information	School Education	Administration Research	Total
Antelope Valley	\$12,466	\$3,748	\$749	\$3,500	\$20,463
Bayshore	\$662,262	\$160,625	\$39,799	\$172,544	\$1,035,231
Bakersfield	\$365,608	\$90,425	\$21,972	\$94,614	\$572,618
Bear Gulch	\$343,382	\$86,611	\$20,636	\$90,318	\$540,948
Chico	\$141,303	\$33,499	\$8,492	\$35,680	\$218,974
Dixon	\$7,426	\$1,832	\$446	\$1,885	\$11,589
Dominguez	\$500,099	\$129,155	\$30,054	\$138,410	\$797,718
East Los Angeles	\$255,499	\$58,634	\$15,354	\$65,768	\$395,255
Hermosa Redondo	\$382,858	\$92,235	\$23,008	\$101,903	\$600,003
Kern River Valley	\$11,621	\$2,484	\$698	\$2,939	\$17,742
King City	\$12,463	\$2,929	\$749	\$3,154	\$19,294
Livermore	\$244,587	\$58,141	\$14,699	\$64,021	\$381,447
Los Altos	\$154,195	\$43,682	\$9,267	\$39,792	\$246,936
Marysville	\$5,264	\$1,435	\$316	\$1,506	\$8,521
Oroville	\$10,118	\$2,287	\$608	\$2,528	\$15,542
Palos Verdes	\$329,325	\$94,209	\$19,791	\$95,426	\$538,752
Redwood Valley	\$6,338	\$1,598	\$381	\$1,652	\$9,969
Salinas	\$321,432	\$98,586	\$19,317	\$95,728	\$535,062
Selma	\$18,092	\$4,694	\$1,087	\$4,762	\$28,635
Stockton	\$140,781	34,331	\$8,460	\$36,928	\$220,501
Visalia	\$238,641	\$61,958	\$14,341	\$63,404	\$378,345
Westlake	\$249,450	\$61,607	\$14,991	\$67,486	\$393,533
Willows	\$7,672	\$2,323	\$461	\$2,223	\$12,679
Total	\$4,420,881	\$1,127,029	\$265,677	\$1,186,170	\$6,999,757

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The following conditions apply to the average annual conservation budget:

CHAPTER 4. CONSERVATION PROGRAM

- 1 1. The budgets are separated into four categories of spending:
2 Administrative/Research, Public Information, School Education, and
3 Programs;
- 4 2. All administrative costs, including those for program activities, shall be part of
5 the Administrative/Research Budget;
- 6 3. All marketing costs, including those for program activities, shall be part of the
7 Public Information Budget;
- 8 4. The Administrative/Research, Public Information, and School Education
9 budgets are subject to spending caps (amount shown in Table 1 above);
- 10 5. Budgets allocated for Administrative/Research, Public Information, and
11 School Education may also be used for Programs;
- 12 6. Budgets allocated for Programs shall not be used for
13 Administrative/Research, Public Information, and School Education;
- 14 7. Budgets or balances for each district cannot be transferred to other districts;
- 15 8. A one-way balancing account will be established for each district;
- 16 9. Any unspent monies left from the total three-year budget of \$20,999,271 will
17 be refunded to the ratepayers at the end of this GRC cycle.

Conservation Programs

Table 2 provides a summary of the average annual budget broken down for each program activity.

Table 2: Average Annual Program Activity Levels and Budgets

Program	Class	Average Annual Activity Level	Average Annual Budget
U-HE Toilet (R/V)	SF	1,655	\$ 165,500
U-HE Toilet (R/V)	MF	618	\$ 61,800
HE CW (R/V)	SF	3,038	\$ 315,638
HE CW Common (R/V)	MF	90	\$ 33,000
HE CW In-Unit (R/V)	MF	374	\$ 35,138
Smart Controllers (R/V)	SF	1,717	\$ 217,800
Smart Controllers (R/V)	MF	98	\$ 58,350
HE Pop-Up Nozzle (V)	SF	119,894	\$ 389,656
HE Pop-Up Nozzle (V)	MF	52,057	\$ 169,185
HE Pop-Up Nozzle (V)	CII	189,684	\$ 616,473
HE Toilet (R/V) (b)	CII	713	\$ 100,400
HE CW Coin-Op (R/V)	CII	68	\$ 27,200
HE Urinals (R/V)	CII	223	\$ 65,700
Smart Controllers (R/V)	CII	200	\$ 118,050
Commercial Irrigation Sys (R)	CII	146	\$ 292,000
Commercial Kitchen (R)	CII	10	\$ 3,300
Ice Machine (R)	CII	5	\$ 9,925

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Program	Class	Average Annual Activity Level	Average Annual Budget
Pre-Rinse Spray Valve (R)	CII	10	\$ 1,100
Cooling Tower Controller (R/I)	Ind	5	\$ 5,000
Cooling Tower pH Contr. (R/I)	Ind	5	\$ 19,050
HE Toilet Direct Install	SF	3,040	\$ 1,006,240
HE Toilet Direct Install	MF	1,189	\$ 345,985
Audits and Surveys	SF	45	\$ 5,760
Audits and Surveys	MF	16	\$ 15,200
Web-Based Home Survey	SF	4,172	\$ 62,580
Audits and Surveys	CII	6	\$ 12,000
Industrial Process Audits (I)	Ind	4	\$ 5,132
Lrg Landscape Surveys	Irr	67	\$ 93,800
Lrg Landscape Water Use Rpt	Irr	1,373	\$ 117,143
Residential Conservation Kit (V)	SF	2,399	\$ 52,778
Programmatic Total			\$ 4,420,881
Administration and Research			\$ 1,186,170
<i>Salary</i>			<i>\$ 415,081</i>
<i>Benefits</i>			<i>\$ 303,009</i>
<i>Office Supplies/Travel/Other</i>			<i>\$ 468,080</i>
Public Information			\$ 1,127,029
School Education			\$ 265,677
Total			\$ 6,999,757

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The following conditions apply to conservation program activities:

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1. Approved Program budgets may be used on any program identified in Cal Water's original proposal in the Application with the following stipulations:

4

5

- a. Residential HE Toilet Direct Install Program may only be offered to LIRA qualified customers in the following districts subject to the 3-year budget caps provided for each district: Bayshore (\$539,199), Bear Gulch (\$195,621), Dominguez (\$436,920), East Los Angeles (\$314,781), Hermosa Redondo (\$397,200), Los Altos (\$96,321), Livermore (\$276,054), Palos Verdes (\$112,209), Stockton (\$198,600), Visalia (\$148,950), Westlake (\$302,865).

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- b. Non-residential (Commercial) HE Toilet Direct Install Program may not be implemented in any district.

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- c. Multi-Family Conservation Kit Program may not be implemented in any district.

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16

- d. Multi-family HE Toilet Direct Install Program may only be implemented in the following districts subject to the 3-year budget caps provided for each district: Bayshore (\$407,526), Bear Gulch (\$177,471), Dominguez (\$82,632), Livermore (\$129,582), Los Altos (\$57,639), Palos Verdes (\$129,582), and Westlake (\$53,523).

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CHAPTER 4. CONSERVATION PROGRAM

- 1 e. Funds for all HE Toilet Direct Install programs can be transferred to other
2 programs within the district, but funds from other programs cannot be
3 transferred into any direct install programs.
- 4 f. A pilot policy shall be implemented in the Visalia District for this rate
5 cycle, whereby any change in the mix of programs, whether it be between
6 the final agreed-upon programs in this settlement or new programs, must
7 maintain or exceed the average overall cost-effectiveness for the Visalia
8 conservation portfolio. Cal Water will submit documentation of the cost-
9 effectiveness of such measures in its annual reports. If the Visalia District
10 is not on track to meet the SB 7x7 mandate of reducing water usage by
11 20% by 2020, then within 60 days of Escalation Year 2016, the City of
12 Visalia and Cal Water shall meet and develop an implementation strategy
13 for the remaining conservation budget, which improves conservation
14 while being mindful of cost-effectiveness. Any measure that is
15 implemented in Escalation Year 2016 must be at least as cost-effective
16 as the least cost-effective program included in the final agreed-upon
17 programs in this settlement for the Visalia District.
- 18 2. Any measure that is implemented, and not specifically included in the programs
19 identified in Cal Water's original proposal, must be at least as cost-effective as
20 the least cost-effective program included in the final agreed-upon programs in
21 this settlement for that specific district. Cal Water will submit documentation of
22 the cost-effectiveness of such measures in its annual report.

23
24 **One-Way Balancing Account**

25 The Parties agree that Cal Water will track its authorized conservation expenses
26 in each district in a separate, one-way balancing account subject to refund so that any
27 unspent funds will be refunded to ratepayers via surcredits at the end of this GRC cycle.
28 The one-way balancing account will track the difference between total actual
29 conservation expenses and total authorized conservation expenses

30 The Parties agree that settlement of the conservation expenses is contingent
31 upon the authorization and establishment of a separate one-way balancing account for
32 each district. The one-way balancing account will go into effect on the effective date of
33 new rates adopted in this Agreement.

34
35 **Annual Reporting Requirement**

36 Cal Water agrees to file an annual report in accordance with the requirements of
37 Schedule E-3 included in D.11-05-004.

38
39 [END OF CHAPTER]

Appendix G – Residential Rebates



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Residential Rebates for Water-Efficient Products

Product Category	Product Qualifications	Rebate
High-efficiency toilet rebate (Non-Premium Models)	EPA WaterSense Labeled. See qualified product list for qualified models	Up to \$50
High-efficiency toilet rebate (MaP Premium Models)	MaP Premium Models. See qualified product list for qualified models	Up to \$100
Residential High-Efficiency Clothes Washer	CEE Tier 3. See qualified product list for qualified models	Up to \$150
Smart Irrigation Controller	SWAT-tested or EPA WaterSense-labeled. See qualified product list for qualified models	Up to \$125

Customer Eligibility

- Devices must be installed at a site served by California Water Service (Cal Water).
- The Cal Water account number must be for the location the device(s) are installed.
- Conservation programs are not currently available to those served by the City of Commerce or City of Montebello water systems. If the top of your bill includes the words "City of Commerce Water System" or "City of Montebello Water System," you are not currently eligible.

Contact Cal Water at conservation@calwater.com if you have any questions.

Please consider the environment and recycle this paper.

Rebate Details

- Rebates will only be paid for the purchase price of the device(s). This does not include tax, shipping, or installation.
- This offer only applies to qualified devices purchased and installed from January 1, 2015, through December 31, 2015, or until rebate program funds are depleted, whichever comes first.
- Customer cannot apply for the same rebate under multiple rebate programs.
- Rebate will only be issued after product installation.
- Pre-qualification is required if total rebate amount is \$5,000 or more. Please contact Cal Water at conservation@calwater.com to begin the pre-qualification process. Do not proceed with purchase and/or installation prior to receiving pre-qualification.
- Cal Water reserves the right to verify customer eligibility, proof of purchase, and installation. If access to verify is denied, rebate will be voided.
- Applicant must submit a copy of the sales receipt with the application.
- Please allow 6-8 weeks for remittance of your rebate check.
- Incomplete applications cannot be processed.
- Offer is void where prohibited or restricted by law.

Please visit www.calwater.com/rebates for lists of qualified devices, full program details, and to receive the program application.

Mail completed application to:

Cal Water Rebate Program, 2632 W. 237th Street, Torrance, CA 90505

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Rev. 5/15



Appendix H – Commercial Rebates



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Commercial Rebates for Water-Efficient Indoor Products

Product Category	Product Qualifications	Rebate
Commercial High-Efficiency Valve-Type Toilet	≤ 1.28 gallons per flush (gpf)	Up to \$100
Commercial High-Efficiency Tank-Type Toilet	EPA WaterSense Labeled	Up to \$100
Commercial or Multi-Family Common Area High-Efficiency Clothes Washer	CEE Tier 3	Up to \$200
High-Efficiency Urinal	≤ 0.125 gpf	Up to \$150

Customer Eligibility

- Devices must be installed at a site served by California Water Service (Cal Water).
- The Cal Water account number must be for the location the device(s) are installed.
- Commercial sites include multi-family common areas and industrial, institutional, and commercial properties.
- Conservation programs are not currently available to those served by the City of Bakersfield's water system. If the top of your water bill includes the words "City of Bakersfield Water System," you are not currently eligible.
- Conservation programs are not currently available to those served by the City of Commerce or City of Montebello water systems. If the top of your bill includes the words "City of Commerce Water System" or "City of Montebello Water System," you are not currently eligible.

Rebate Details

- Rebates will only be paid for the purchase price of the device(s). This does not include tax, shipping, or installation.
- This offer only applies to qualified devices purchased and installed from January 1, 2015, through December 31, 2015, or until rebate program funds are depleted, whichever comes first.
- Customer cannot apply for the same rebate under multiple rebate programs.
- Rebate will only be issued after product installation.
- Pre-qualification is required if total rebate amount is \$5,000 or more. Please contact Cal Water at conservation@calwater.com to begin the pre-qualification process. Do not proceed with purchase and/or installation prior to receiving pre-qualification.
- Cal Water reserves the right to verify customer eligibility, proof of purchase, and installation. If access to verify is denied, rebate will be voided.
- Applicant must submit a copy of the sales receipt with the application.
- Please allow 6-8 weeks for remittance of your rebate check.
- Incomplete applications cannot be processed.
- Offer is void where prohibited or restricted by law.

Please visit www.calwater.com/rebates for lists of qualified devices, full program details, and to receive the program application.

Mail completed application to:

Cal Water Rebate Program, 2632 W. 237th Street, Torrance, CA 90505

Contact Cal Water at conservation@calwater.com if you have any questions.

Please consider the environment and recycle this paper.

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Commercial Rebates for Water-Efficient Outdoor Products

Customer Eligibility

- Devices must be installed at a site served by California Water Service (Cal Water).
- The Cal Water account number must be for the location the device(s) are installed.
- Commercial sites include multi-family common areas and industrial, institutional, and commercial properties.
- Conservation programs are not currently available to those served by the City of Bakersfield's water system. If the top of your water bill includes the words "City of Bakersfield Water System," you are not currently eligible.
- Conservation programs are not currently available to those served by the City of Commerce or City of Montebello water systems. If the top of your bill includes the words "City of Commerce Water System" or "City of Montebello Water System," you are not currently eligible.

Product Category	Product Qualifications	Rebate
Spray Body with Integrated Pressure Regulation and Check Valve	See qualified product list for qualified models	Up to \$10 per body (material) Up to \$8 per body (installation, if installed by C-27 contractor)
Rotating Nozzle	See qualified product list for qualified models	Up to \$5
Smart Irrigation Controller	SWAT-tested or EPA WaterSense Labeled. See qualified product list for qualified models	Up to \$25 per station

Rebate Details

- Rebates will only be paid for the purchase price of the device(s). This does not include tax, shipping, or installation.
- This offer only applies to qualified devices purchased and installed from January 1, 2015, through December 31, 2015, or until rebate program funds are depleted, whichever comes first.
- Customer cannot apply for the same rebate under multiple rebate programs.
- Rebate will only be issued after product installation.
- Pre-qualification is required if total rebate amount is \$5,000 or more. Please contact Cal Water at conservation@calwater.com to begin the pre-qualification process. Do not proceed with purchase and/or installation prior to receiving pre-qualification.
- Cal Water reserves the right to verify customer eligibility, proof of purchase, and installation. If access to verify is denied, rebate will be voided.
- Applicant must submit a copy of the sales receipt with the application.
- Please allow 6-8 weeks for remittance of your rebate check.
- Incomplete applications cannot be processed.
- Offer is void where prohibited or restricted by law.

Please visit www.calwater.com/rebates for lists of qualified devices, full program details, and to receive the program application.

Mail completed application to:

Cal Water Rebate Program, 2632 W. 237th Street, Torrance, CA 90505

Contact Cal Water at conservation@calwater.com if you have any questions.

Please consider the environment and recycle this paper.

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Appendix I – Water Use Evaluation



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Residential Water Use Evaluation Program

Are you concerned about the drought but unsure of what you can do to reduce your water use? Find out how you can save water by taking advantage of California Water Service's water use evaluation program, available at no charge. This program is available to Cal Water customers living in single-family residences.

On the day of your appointment, a water conservation specialist from WaterWise will come to your home to evaluate your indoor and outdoor water use, and make suggestions on how you can be more efficient. Following your evaluation, a copy of your water use report will be available to you.

If you wish to request an evaluation, visit www.calwater.com/eval or call Cal Water at (844) 207-1313. Evaluations are offered on weekdays and Saturdays.

Visit www.calwater.com/conservation to learn about other programs available in your area, apply for a high-efficiency appliance rebate, and find other ways Cal Water can help you use water wisely.



Appendix J – Bathroom Fixture Replacement



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Bathroom Fixture Replacement Program

Replacing less efficient fixtures is a proven way to save water. California Water Service is offering this bathroom fixture replacement program to help qualified single-family residential customers that participate in the Low-Income Rate Assistance (LIRA) program reduce their water use. The program is available at no charge.

The package, which has a retail value of approximately \$400 and is available for each bathroom in your single-family residence, includes:

- A high-efficiency WaterSense-labeled toilet, including seat
- A high-efficiency showerhead
- A high-efficiency bathroom faucet aerator for each faucet — these replace existing aerators on your faucets; they do not replace the faucets themselves (some older style faucets may not have aerators)
- Installation by a qualified professional
- Removal and disposal of your old fixtures

This program is for eligible customers with toilets that use 1.6 gallons per flush or more. Some limitations apply, and quantities are limited.

To register by phone, call toll-free (844) 207-1313 or fill out an application online at www.calwater.com/install.



Appendix K – Drought Response Plan Mailers

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.

To meet the Board's mandated reduction of **16%** in Cal Water's **Dominguez system**, both residential and non-residential customers are required to reduce their overall water use by **16%** 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.

Use water wisely. It's essential.

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 (Ccf's) each individual customer used in 2013. Because the Dominguez system is required to reduce water use by 46%, each customer's budget will be 38% less than the amount he or she used in that month in 2013. The amount of water budgeted for each customer for the following months 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 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 \$6.99 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 average before drought surcharges are imposed.
- A minimum water budget of 7 Ccf (5,236 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			✓		✓		✓

No watering between 8 a.m. and 6 p.m. Torrance customers may only water two of the three days per week. 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 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
- Free sprinkler nozzles
- 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
- Free sprinkler nozzles
- 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



California Water Service
Rancho Dominguez District
2632 W. 237th Street
Torrance, CA 90505

(310) 257-1400
www.calwater.com
infoRD@calwater.com



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Managing Your Water Use During the Drought

What Cal Water's Dominguez system 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.



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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
- Free sprinkler nozzles
- Water use efficiency evaluation program
- Turf replacement rebate (available June 1)
- 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
- Free sprinkler nozzles
- Turf replacement rebate (available June 1)

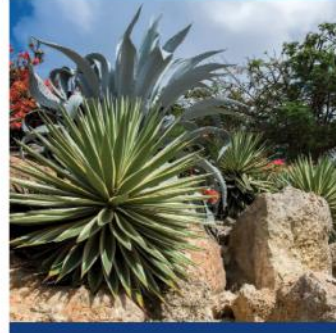
More information on all of these programs can be found at www.calwater.com/conservation

Rancho Dominguez District
2632 West 237th St.
Torrance, CA 90505



The drought, water use restrictions, conservation, and you.

Join Cal Water at a Community Meeting to Learn How Regulations Affect Dominguez System Customers



DATE: Tuesday, May 12, 2015
TIME: 6 p.m.
LOCATION: Cal Water Customer Center
2632 West 237th St.
Torrance, CA 90505

Dear California Water Service (Cal Water) customer:

Governor Brown has ordered a mandatory 25% reduction in urban water use statewide as we face this historic drought. In response to the governor's order, the State Water Resources Control Board set water-use reduction requirements for each community based upon average per capita water usage.

If approved in May, the draft regulations set by the Board and adopted by the California Public Utilities Commission will require both residential and non-residential water users in Cal Water's Dominguez system to reduce their water use by 16% from their usage during July through September in 2013.

This reduction must be achieved by the end of February 2016. The good news is, you get credit for any water savings you achieved in 2014. So depending on your individual conservation efforts in 2014, you may need to achieve a lesser reduction. And Cal Water is here to help you achieve mandated reductions.

Please read on to learn more.

The State Water Resources Control Board has prohibited the following 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
- Serving 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

Violation of any of these prohibited or restricted water uses 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.

Hotel, motel, and restaurant operators can email conservation@calwater.com for assistance obtaining table tents or signage. For questions about these prohibited uses of water and other water use restrictions, customers can visit www.calwater.com or contact their local Cal Water Customer Center at (310) 257-1400.

Other water use restrictions:

- In order to achieve mandated water use reductions, landscape irrigation will be limited to no more than three days per week. We will provide more information and the schedule to customers in the coming weeks. Please be sure to observe any ordinances also set by your local government.
- Operators of hotels and motels are required to provide guests with the option of choosing not to have towels and linens laundered daily and to prominently display notice of this option in each guest room using clear and easily understood language.
- Once notified of a water leak that may exist on their property, customers must fix any leak that is within the customer's control.

Waste of water in Cal Water service areas can be reported online at:

www.calwater.com/conservation/water-waste-report

DATE: May 12, 2015 TIME: 6 p.m. LOCATION: Cal Water Customer Center (2632 West 237th St., Torrance, CA 90505)
Refreshments will be provided.

Water budgets:

Pursuant to the Board and Commission's newly adopted drought regulations, Cal Water has filed Schedule 14.1: Water Budgets and Enforcement Measures with the Commission, which regulates our operations. As part of Schedule 14.1, beginning in June 2015, all Cal Water customers will be given a "water budget," which is the amount of water they may use each month without incurring higher costs.

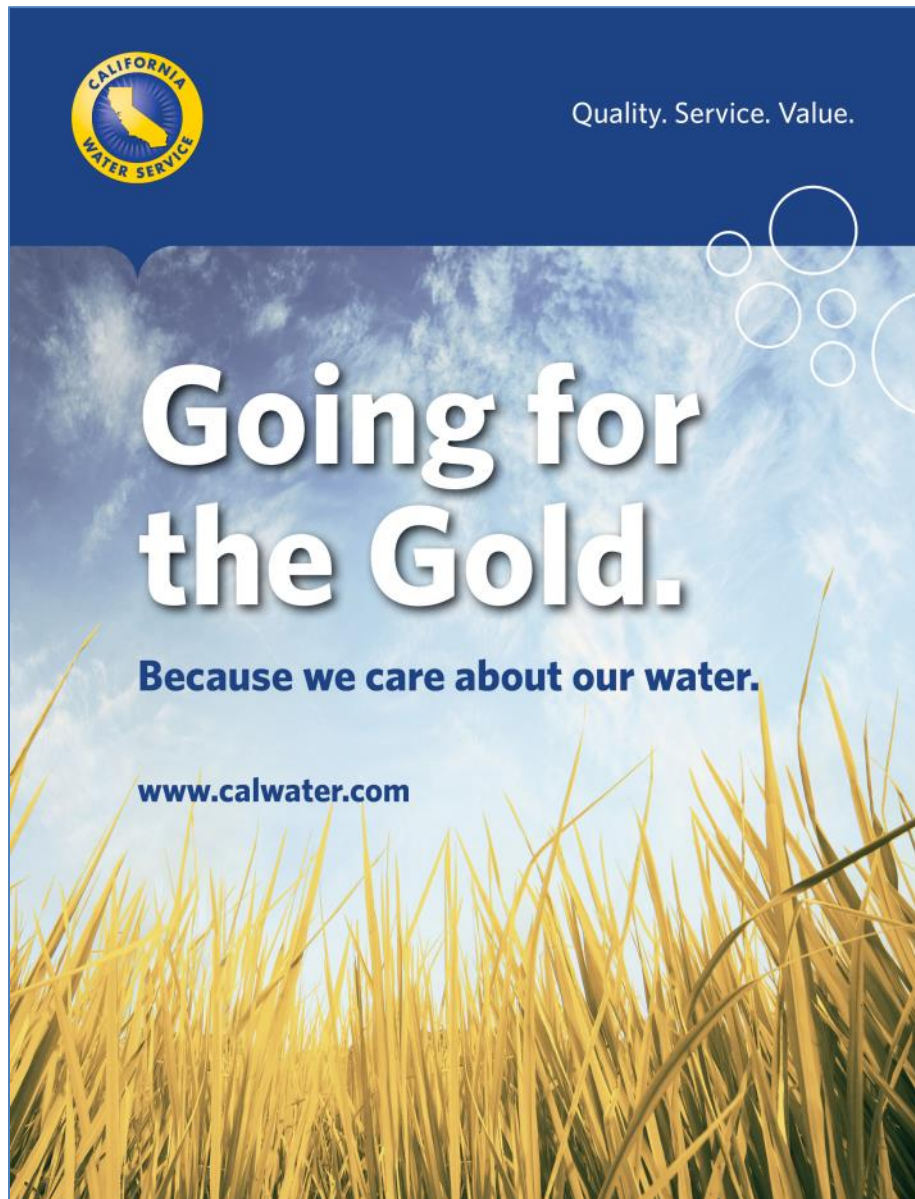
This water budget will be based on the units of water (Ccf's) each individual customer used in 2013. Because the Dominguez system would be required to reduce water use by 16%, each customer's budget would be 16% of the amount they used in that month in 2013. The amount of water budgeted for each customer will appear on his or her monthly water bill for the following month. Customers' water use history to 2013 will also be available online at www.calwater.com beginning in June.

Important details about customers' water budgets:

- The water budget applies to both residential and non-residential Cal Water customers.
- A drought surcharge will be applied to each Ccf used above a customer's allotted budget that month. The surcharge will typically be twice the per-unit charge in this district's highest quantity rate tier, up to \$10 per Ccf.
- For customers on the Low-Income Rate Assistance (LIRA) program, the drought surcharge is half the regular drought surcharge rate.
- Customers will be able to bank unused units of water from their monthly water budget for use in a future month. Should a customer exceed his or her monthly budget, any banked units of water will be applied to the overage.
- A minimum water budget of 7 Ccf 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 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, and significant long-term savings already achieved. Appeal procedures will be available at www.calwater.com by June 1.



Appendix L– Lawn Signs



Appendix M— Conservation Kits

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1116 TORRANCE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

CALIFORNIA WATER SERVICE
2632 W 237TH ST
TORRANCE CA 90505-0932

Use water wisely.
It's essential.

Please consider the environment and recycle this paper.

FREE
Water Conservation Kit!
Details inside...

Quality. Service. Value.

Ordering Your
Conservation Kit
For Your Home

What is included in the kit?

Each conservation kit contains:

- One garden hose nozzle
- Two high-efficiency bathroom faucet aerators
- One high-efficiency kitchen faucet aerator
- Two high-efficiency showerheads
- Leak detection tablets

A water-efficient home starts with you.
California Water Service (Cal Water) offers water-saving conservation kits at no charge to get you on your way.

Ordering is easy — Simply use the online form at www.calwater.com/kit or fill out and mail the attached postage-paid card.

Submit your request — Tear off this page of your mailer at the perforation, then fold and seal this side together to protect your privacy (delivery address to Cal Water should face out).

Drop the postage-paid card in the mail — Items will be shipped within four to six weeks.

Big Savings. Little Effort.

Believe it or not, you can achieve big water savings by taking small steps. Look how much a family of four can save by using more water-efficient devices and making slight adjustments in daily water-use habits.

A standard showerhead uses 2.5 gallons per minute (gpm), while a high-efficiency showerhead uses 2 gpm or less.

Water-wasting: 4 showers/day x 10 minutes/shower x 2.5 gallons = 100 gallons/day

Water-efficient: 4 showers/day x 6 minutes/shower x 2 gallons = 48 gallons/day

Total annual savings = 18,980 gallons!

A pre-1993 toilet uses 3.5 to 6 gallons per flush, while a modern, high-efficiency toilet uses only 1 gallon.

Water-wasting: 20 flushes/day x 3.5 gallons = 70 gallons/day

Water-efficient: 20 flushes/day x 1 gallon = 20 gallons/day

Total annual savings = 16,060 gallons!

An average kitchen faucet uses 1.2 gpm, but a faucet aerator can reduce that to 1.5 gpm.

Water-wasting: 15 minutes/day x 2.2 gpm = 33 gallons/day

Water-efficient: 10 minutes/day x 1.5 gpm = 15 gallons/day

Total annual savings = 6,570 gallons!

*Cal Water does not warrant any of these devices to be free of defects or warrant the quality of the workmanship and is not responsible for the suitability of the premises for the device. Cal Water, its directors, officers, and employees are not responsible for any loss, damage, expense, and liability resulting from the loss, destruction, or damage to property arising out of or in any way connected to the installation of these devices.

Yes, please send my conservation kit!

Account number (if known): _____

Account holder name: _____

Service address: _____

City: _____ State: _____ ZIP: _____

Phone: _____

E-mail: _____

