California Water Service: Chico District

2016 Conservation Report

How do we solve the problem of having too little water for too many people? Each of our unique water conservation programs is like a piece of the water supply puzzle. Each piece you put in place gets us closer to solving the water supply puzzle for future generations.

2016 Annual Savings

(IN MILLION GALLONS)

<table>
<thead>
<tr>
<th>Category</th>
<th>Savings (MG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irrigation Equipment/Landscape Upgrades</td>
<td>2.9</td>
</tr>
<tr>
<td>Non-Residential Customer Assistance*</td>
<td>1.7</td>
</tr>
<tr>
<td>Residential Customer Assistance*</td>
<td>0.3</td>
</tr>
<tr>
<td>Plumbing Fixture Replacements</td>
<td>2.8</td>
</tr>
</tbody>
</table>

Conservation programs utilized by customers in Cal Water’s Chico District in 2016 amounted to a savings of 7.7 million gallons (MG).

Lifetime Savings

(IN MILLION GALLONS)

Conservation programs implemented in 2016 will save 62 MG over their lifetime.

Lifetime Cumulative Savings

Programs implemented since 2011 will result in a lifetime cumulative savings of 738 million gallons.

Per Capita Urban Water Demand

(GPCD: Gallons per Capita per Day)

2015 Target: 263
2016 GPCD: 155
2020 Target: 234