California Water Service Company

2010 Urban Water Management Plan

Los Altos Suburban District

ADOPTED

June 2011

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California Water Service Company
2010 Urban Water Management Plan
Contact Sheet

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1 Plan Preparation

California Water Service Company (Cal Water) is an investor-owned public utility supplying water service to 1.7 million Californians through 435,000 connections. Its 24 separate water systems serve 63 communities from Chico in the North to the Palos Verdes Peninsula in Southern California. California Water Service Group, Cal Water's parent company, is also serving communities in Washington, New Mexico, and Hawaii. Rates and operations for districts located in California are regulated by the California Public Utilities Commission (CPUC). Rates are set separately for each of the systems. Cal Water incorporated in 1926 and has provided water service to the Los Altos community since 1931.

1.1 Purpose

California Water Code §10644(a) requires urban water suppliers to file with the Department of Water Resources, the California State Library, and any city or county within which the supplier provides water supplies, a copy of its Urban Water Management Plan (UWMP), no later than 30 days after adoption. All urban water suppliers as defined in Section 10617 (including wholesalers), either publicly or privately owned, providing water for municipal purposes either directly or indirectly to more than 3,000 customers or supplying more than 3,000 acre-feet annually are required to prepare an UWMP.

This UWMP is a foundation document and source of information for a Water Supply Assessment and a Written Verification of Water Supply. An UWMP also serves as:

- A long-range planning document for water supply.
- Source data for development of a regional water plan.
- A source document for cities and counties as they prepare their General Plans.
- A key component to Integrated Regional Water Management Plans.

1.2 Coordination

Cal Water completed a draft of the UWMP for the District on April 1, 2011. The draft was sent to the agencies listed in Table 1.2-1 for review and comment. Copies of the draft plan are available at Cal Water's corporate office in San Jose, and at the District office for public review and comment.

Table 1.2-1: Coordination with Appropriate Agencies (Table 1)							
Agency	Participated in developing the plan	Commented on the draft	Attended public meetings	Was contacted for assistance	Was sent a copy of the draft plan	Was sent a notice of intention to adopt	Not involved/ No information
City of Los Altos Planning Division			✓	✓	✓	✓	
City of Mountain View Planning Division				✓	✓	✓	
City of Cupertino Planning Division				✓	✓	✓	
City of Sunnyvale				✓	✓	✓	
City of Los Altos Hills				✓	✓	✓	
Santa Clara County Planning Office				✓	✓	✓	
Santa Clara Valley Water District	✓			✓	✓	✓	

Cal Water conducted a formal public meeting to present information on its Los Altos District UWMP on May 4, 2011, from 5:00-7:00 p.m. at the following location:

California Water Service Company
Los Altos Suburban District Operations Center
1555 Miramonte Ave, Los Altos CA 94024

Proof of the public meeting is presented in Appendix A.

1.3 Plan Adoption

The deadline for final comments was June 15, 2011. The final plan was adopted by the Vice President of Engineering & Water Quality on June 24, 2011 and was submitted to California Department of Water Resources within 30 days of approval. Appendix A presents a copy of the signed Resolution of Plan Adoption. In addition to the resolution, Appendix A also contains the following:

- Any comments received during the public review of this plan.
- Minutes from the public meeting.
- Correspondence between Cal Water and participating agencies.

The final version of this report will be sent to the agencies listed above and to the California State Library.

1.4 Water Management Tools

Cal Water uses the following water management tools to optimize management of water resources for the District:

- Computerized Hydraulic Model for analysis of various operating conditions within the water distribution network and for planning operational and facility improvements. For smaller systems, a simple model is maintained that only models trunk lines, key sources, and major delivery points.
- Supervisory Control and Data Acquisition (SCADA) system that provides information as to how the water system is operating, provides operational control functions, and maintains a historical record of selected data.
- Revenue Management Solutions (RMS) is an information system that Cal Water uses to maintain detailed historical records including the water sales and customer service connections.
- District Report on Production (DROP) is a database that maintains water production data for wells and purchased amounts from wholesale service connections.
- Geographical Information Systems (GIS) that combines multiple sources of information and allows data to be electronically mapped for analysis and understanding of growth and constraints on land development and water use.
- Laboratory Information Management System (LIMS) provides water quality data for detailed constituent analysis of raw and finished water, determination of compliance with state and federal drinking water standards, and trends in water quality changes.
- Water Supply and Facilities Master Plan for identification of near and long term capital improvement projects for water system facilities and equipment using all of the above tools and Cal Water experience in design and construction.
- Computerized Maintenance Management System (CMMS) is a computerized database system that tracks asset data, assigns and schedules maintenance work orders, and reports on maintenance related activities. A CMMS allows a business

to manage maintenance work more effectively and is a stepping stone towards Asset Management (AM).

- Groundwater Level Monitoring Program tracks groundwater fluctuations over time and is used to inform resource management and well maintenance decisions.

1.5 Plan Organization

This plan is organized as described in the following outline. The corresponding provisions of the California Urban Water Management Planning Act are included as references. Tables in this plan have cross-references to the tables as listed in the "Guidebook to Assist Water Suppliers to Prepare a 2010 Urban Water Management Plan" prepared by the California Department of Water Resources.

Section	Table 1.5-1: Plan Organization	Act Provision
Contact Sheet	List of Contact Persons	-
Section 1	Plan Preparation This section describes the requirement and the purpose of the Urban Water Management Planning Act, coordination, plan adoption, schedule, and management tools.	§10620 (d)(2) §10621(a -b) §10635(b) §10642 §10643 §10644 (a) §10645
Section 2	System Description This section describes the District service area and includes area information, population estimate, and climate description.	§10631 (a)
Section 3	System Demands This section describes the water supply projection methodology used to estimate water demands and supply requirements to 2040. It also includes a discussion of SBx7-7 baselines and targets.	§10631 §10608.20(e)
Section 4	System Supplies This section includes a detailed discussion of the water supply sources.	§10631 §10633 §10634
Section 5	Water Supply Reliability and Water Shortage Contingency Planning This section includes a discussion of the water supply reliability and describes the District's planning for water shortages during drought and emergency situations.	§10620 §10631 (d) §10632 §10634 §10635 (a)
Section 6	Demand Management Measures This section describes Cal Water's conservation programs.	§10631
Section 7	Climate Change This section contains a discussion of climate change.	
Section 8	DWR Checklist This section includes the completed DWR UWMP Checklist.	
Appendix A	Resolution To Adopt The Urban Water Management Plan This section includes the following: 1) Resolution 2) Letters to and comments from various agencies 3) Minutes from the public hearing	§10621 (b) §10642 §10644 (a)

Section	Table 1.5-1: Plan Organization	Act Provision
	4) Correspondence with participating agencies	
Appendix B	Service Area Map This appendix includes the service area map of the District as filed with the Public Utilities Commission.	-
Appendix C	Water Supply, Demand, And Projection Worksheets This section includes the spreadsheets used to estimate the water demand for the District.	-
Appendix D	DWR Groundwater Bulletin 118 Sections from the Department of Water Resources Bulletin 118 are included as reference and provide details of the basin for the District.	§10631 (b)(1-4)
Appendix E	Tariff Rule 14.1 Water Conservation And Rationing Plan and Local Water Conservation Ordinances This section contains the tariff rule and ordinances for reference.	-
Appendix F	Water Efficient Landscape Guidelines This section contains the Guideline for Water Efficient Landscape that Cal Water uses at its properties, including renovations.	-
Appendix G	Conservation Master Plan This section contains the District's Conservation Master Plan.	§10631 (j)
Appendix H	Santa Clara Valley Water District - Ground Water Management Plan This section contains the Ground Water Management Plan.	§10631 (b)(1-4)
Appendix I	Purchase Agreement This section contains the Purchase Agreement between Cal Water and SCVWD.	-

1.6 Implementation of Previous UWMP

Cal Water will follow the California Water Code and file an UWMP at least once every five years on or before December 31, in years ending in five and zero. Since Cal Water operates 24 separate service districts the UWMP for each district has historically been submitted every third year to coincide with its California Public Utilities Commission (CPUC) general rate case (GRC) schedule. This method divided the districts into three sets that followed an established three-year schedule. The Plan for Los Altos was last submitted as part of the 2007 grouping. Cal Water has since eliminated these groupings and will now file a GRC for all districts every third year and an UWMP every fifth year.

2 System Description

2.1 Service Area Description

The Los Altos District is located in Santa Clara County approximately 45 miles south of San Francisco and 11 miles north of San Jose. Figure 2.1-1 shows a general location map of the District.

Figure 2.1-1: General Location of Los Altos Suburban District – Santa Clara County[1]

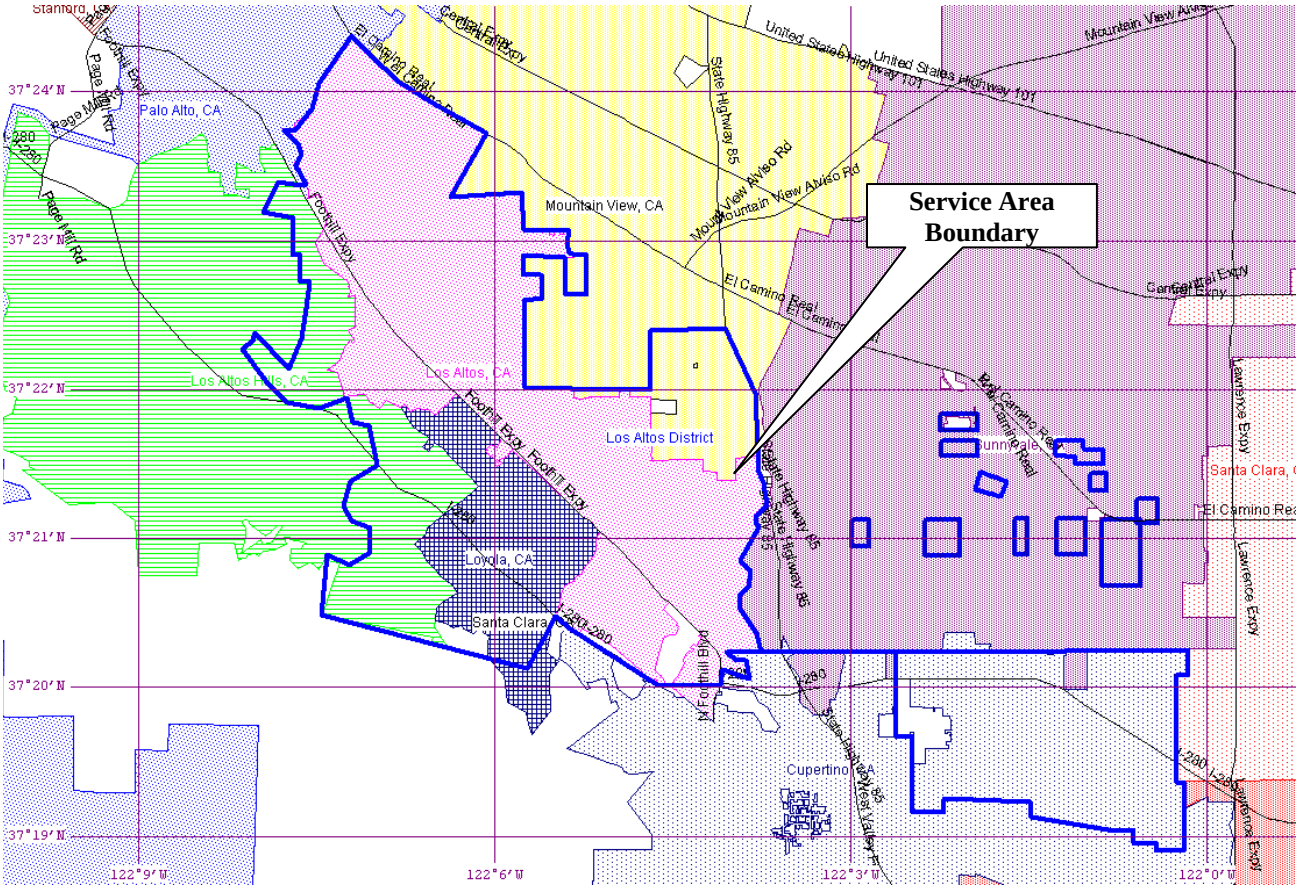
[1] http://www.city-data.com/city/Los-Altos-California.html

The system serves the majority of the incorporated city of Los Altos, fringe sections of the cities of Cupertino, Los Altos Hills, Mountain View, Sunnyvale and adjacent unincorporated areas of Santa Clara County. The service area boundary is shown in Figure 2.1-2.

The cities of Mountain View, Sunnyvale Cupertino and Santa Clara own and operate water systems northeast and southeast of the District. Purissima Hills Water District is north of the City of Los Altos Hills.

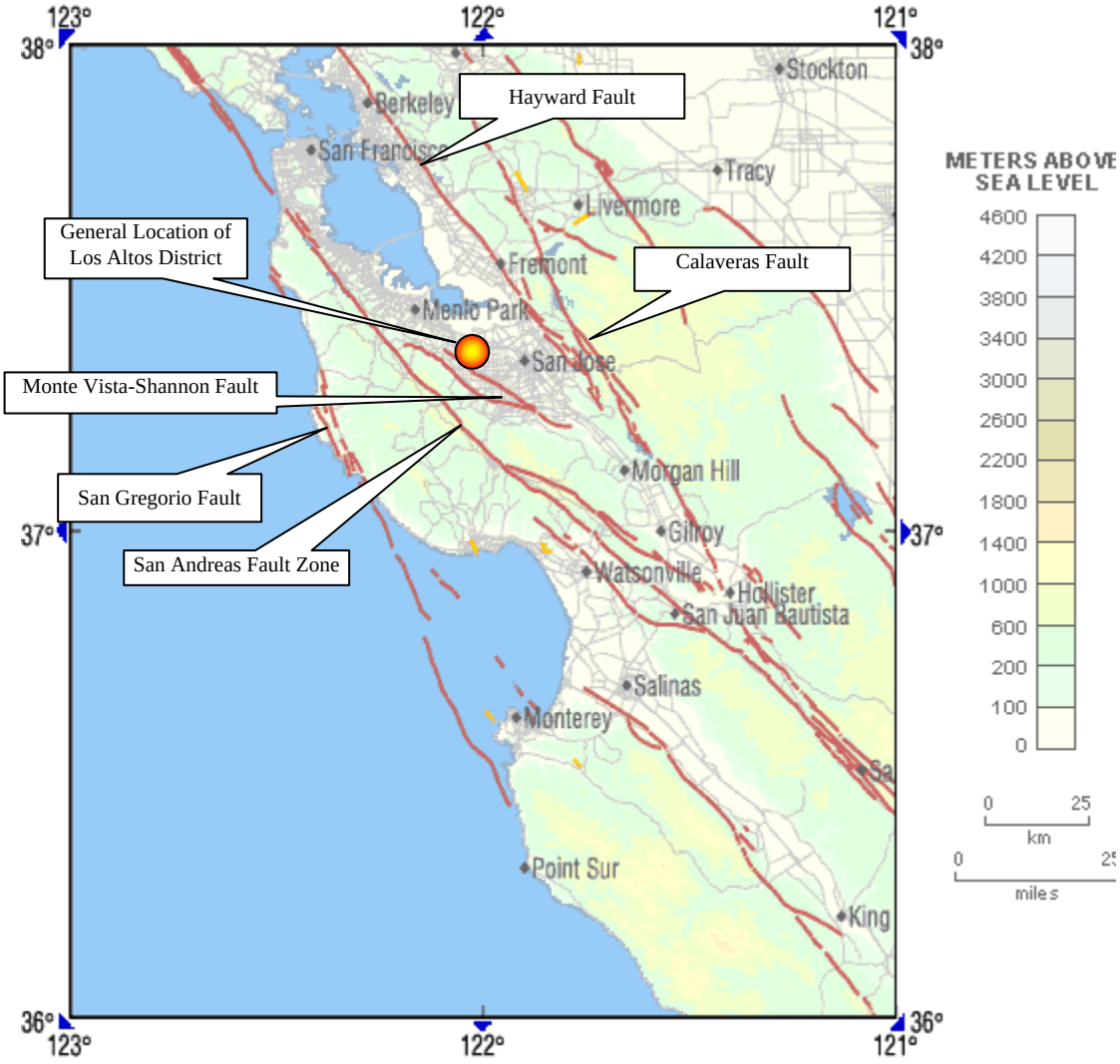
Major transportation links in the District include Interstate 280, State Route 82, and State Route 85. The San Jose and San Francisco International Airports accommodate commercial aircraft.

Figure 2.1-2: General Service Area



Major geological features are located in the Los Altos region, as shown in Figure 2.1-3. The San Andreas, Berrocal, and Pilarcitos Faults are situated just west of the District, and the Hayward and Calaveras Faults are east of the District across the bay. A major earthquake on either of these faults could disrupt water service.

Figure 2.1-3: Major Fault Lines near the Los Altos Suburban District [2]



[2] U.S. Geological Survey, Earthquake Hazards Program: http://quake.wr.usgs.gov/info/faultmaps/index.html

2.2 Service Area Population

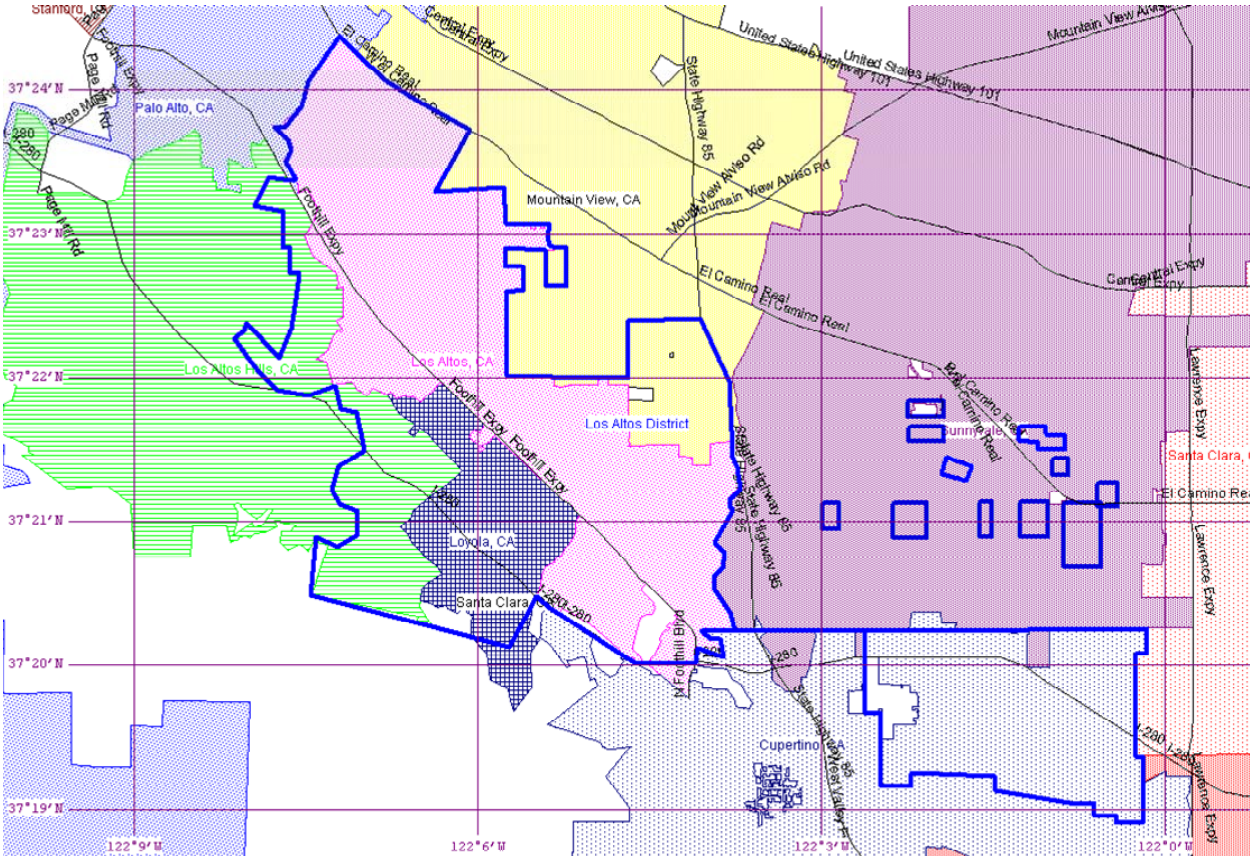
Cal Water's Los Altos District is growing at a relatively slow rate of 0.13 percent based on growth in total services over the past five years. The growth rate has averaged 0.15 percent over the last ten years. Based on available space and past experiences a similar rate of growth is expected to continue into the future.

The land within the Los Altos Suburban District service area that can sustain development is limited and other retail water purveyors surround the District; therefore, Cal Water does not anticipate any significant growth other than from redevelopment.

Based on U.S. Census data, Los Altos District's population was approximately 55,177 in 2000. Considering actual service connection growth and assuming that density has remained unchanged since the census was conducted, Cal Water estimates that, as of December 2009, the District's population has increased to approximately 55,270. A density of 2.72 persons per residential service (single-family services plus multi-family units) was used for this estimate.

The process for estimating population in the Los Altos District began by overlaying the U.S. Census 2000 Block data with the Cal Water service area map (SAM), as shown in Figure 2.2-1.

Figure 2.2-1: Approximated SAM with US Census 2000 Tract Map



A summary of the census data for the year 2000 is shown in Table 2.2-1. LandView 5 and MARPLOT ® software were used to generate the data[2].

Table 2.2-1: Summary of Census 2000 Data

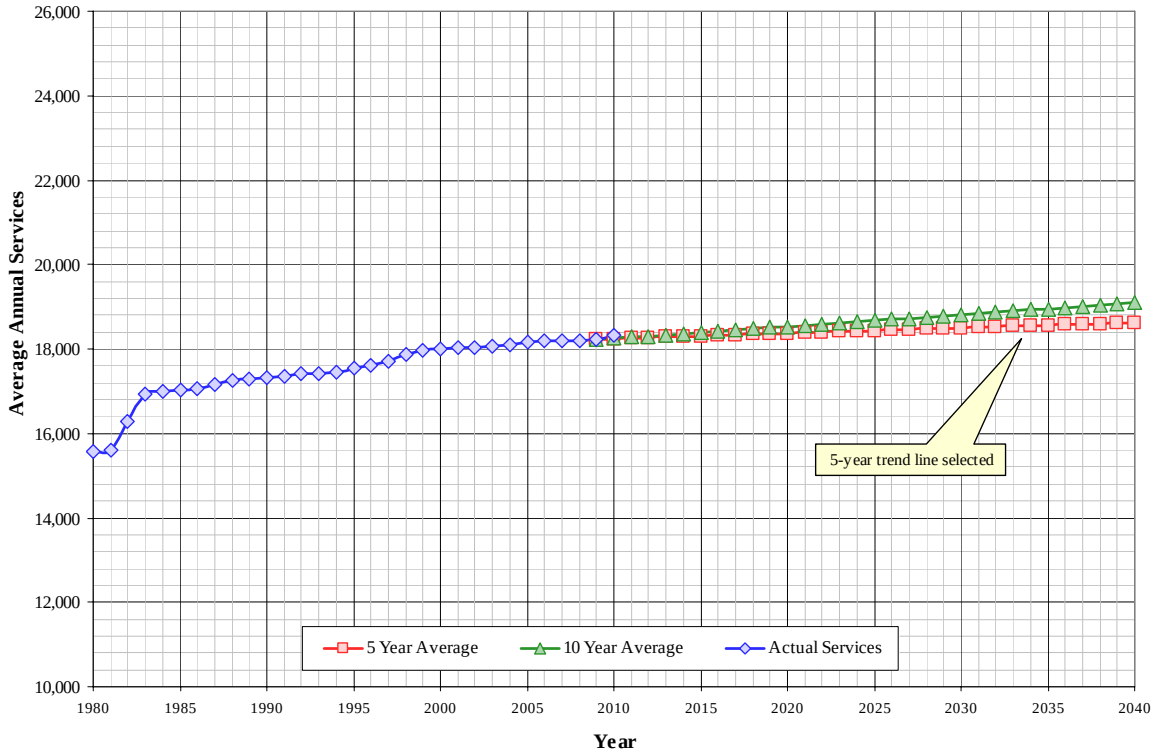
	Census Blocks	Population	Housing Units
Los Altos Service Area	662	55,177	21,258

This data was used as a baseline for estimating population starting in 2000. To calculate estimated population after 2000, the Census 2000 population was then divided by the total number of dwelling units served by Cal Water in 2000 to produce a population density value. This value was then multiplied by the number of Cal Water dwelling units in each future year.

[2] LandView 5 and MARPLOT ® software, US Census Bureau/Environmental Protection Agency, downloaded from: http://www.census.gov/geo/landview/lv5/lv5.html, http://www.epa.gov/ceppo/cameo/marplot.htm

To establish a range of future service counts the five-year and ten year projected growth rates for each service type were continued through 2040. The five-year average is the short-term growth rate calculated from 2005 to 2009, which has an overall annual average growth rate of 0.13 percent. The ten-year average, the long-term growth rate calculated from 2000 to 2009, exhibits an overall annual average growth rate of 0.15 percent. Based on current growth trends and considering the available space remaining in the service area for development, the lower five-year growth rate was chosen to represent future growth patterns. A comparison of service connection growth rates is shown in Figure 2.2-2.

Figure 2.2-2: Historical & Projected Services



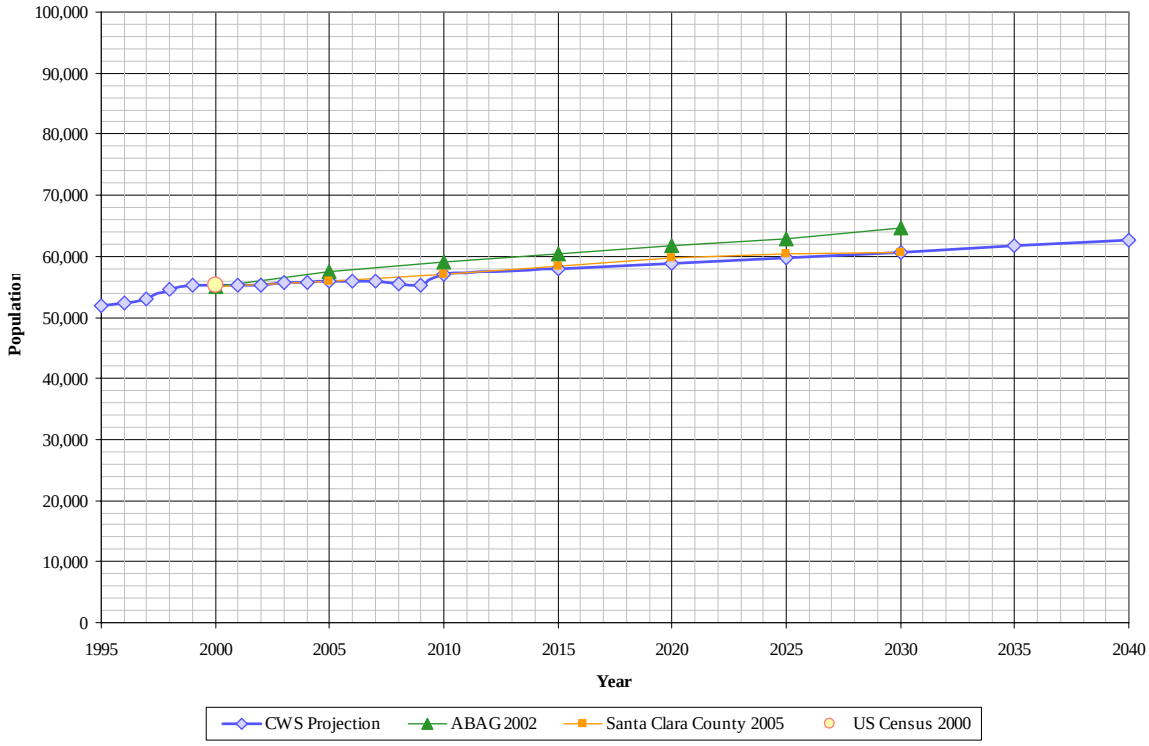
Cal Water estimates the service area's population could reach 62,650 by 2040. Table 2.2-3 lists the population growth in 5-year increments.

Table 2.2-2: Population - Current and Projected (Table 2)

	2005	2010	2015	2020	2025	2030	2035	2040
Service Area Population	55,950	56,940	57,860	58,800	59,740	60,700	61,670	62,650

The population estimates for the District are compared to projections made by other governmental agencies, as shown in Figure 2.2-3. Cal Water's 2009 population projection is compared to the 2002 projections presented by the Association of Bay Area Governments (ABAG), and the County of Santa Clara's 2005 population projections. The ABAG and County of Santa Clara projections were estimated by first calculating the percentage of each city that Cal Water's service area covers in that respective city. This percentage was then applied to the total population figures from these two sources for each city. The result was an estimate of the population within Cal Water's service area from these two agencies.

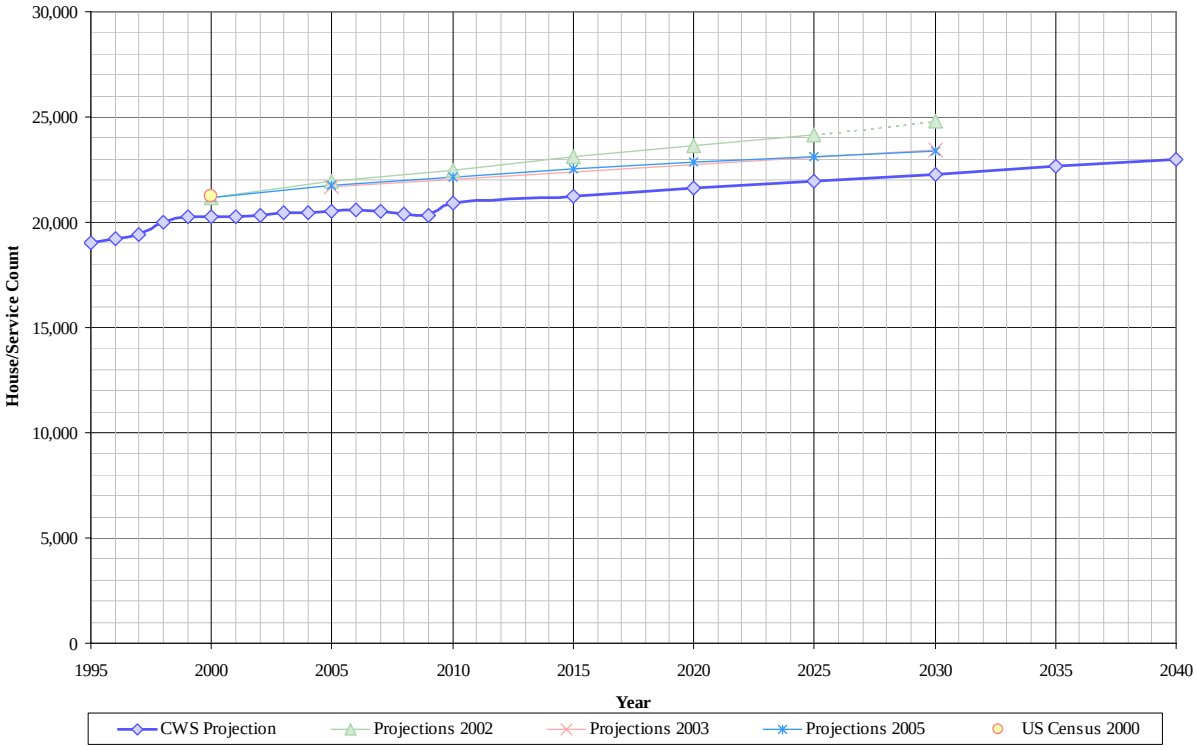
Figure 2.2-3: Estimated Population Comparison



From the graph above, we can see that the growth rate projected by Cal Water is very similar to the projected rates of increase estimated by ABAG and the County of Santa Clara. Although the rate of increase is similar, the County of Santa Clara projection more closely follows Cal Water's total population projections.

Similarly, the housing count was estimated by comparing the US Census 2000 data, three different Santa Clara County projections, and the service counts for the Los Altos District, Figure 2.2-4. Although the rate of increase is similar for all sources, Cal Water's service count for the year 2000 is lower than the US Census 2000 housing units estimate or Santa Clara County's estimate. This is most likely the result of District service connections including one meter that serves several housing units, such as duplexes or apartments, whereas the US Census data combines all of the housing units (single and multifamily residences). The US Census 2000 housing unit figure was established by summarizing the individual census blocks enclosed within the service area of the District. The housing count projections for both the ABAG and County of Santa Clara were estimated using the same method described above for population.

Figure 2.2-4: Estimated Housing Comparison



2.3 Service Area Climate

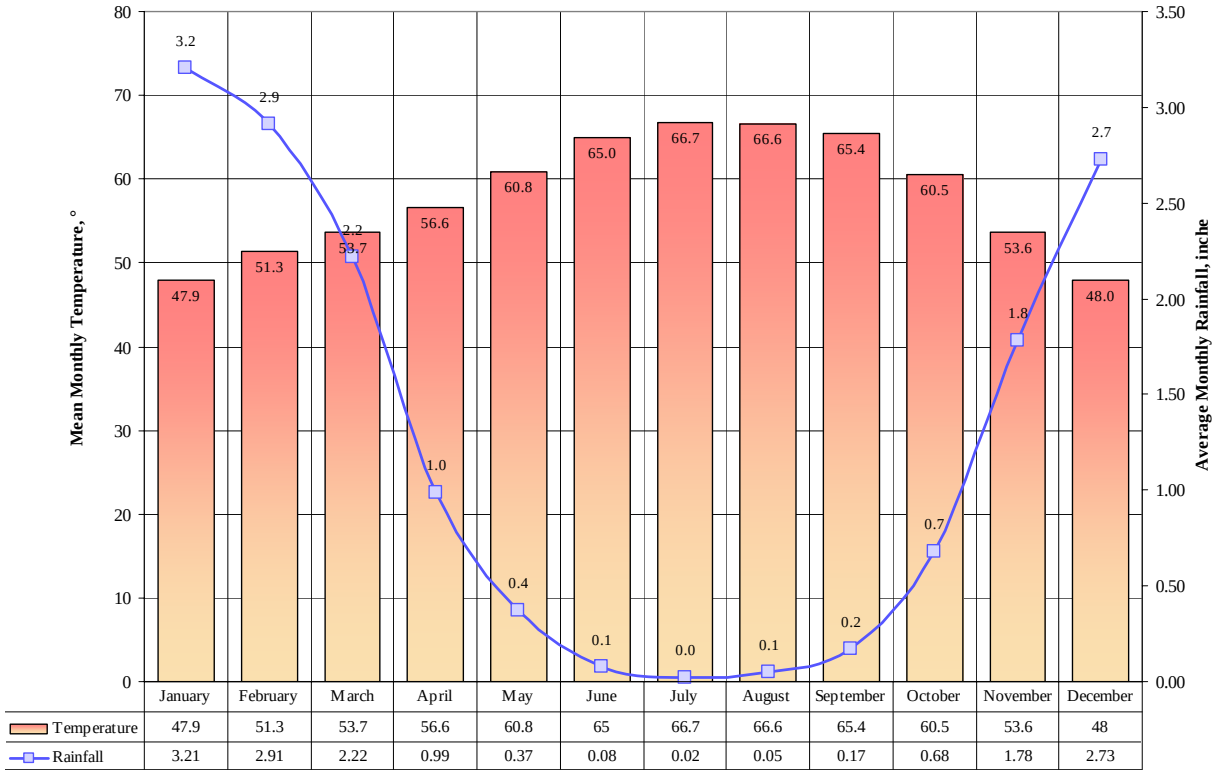
The climate for the Los Altos District is moderate with warm dry summers and cool winters. The majority of precipitation falls during late autumn, winter, and early spring. Table 2.3-1 lists the average annual conditions for the closest weather station to the Los Altos District, which is in Palo Alto. Additional climate data is provided in the Appendix C, worksheet 18.

Table 2.3-1: Average Annual Climate (Table 3)

Average Temperature	Average Rainfall	Annual Total Evapotranspiration
58.0°F	15.2 inches	49.4 inches

Figure 2.3-1 displays the average monthly temperature and rainfall[3].

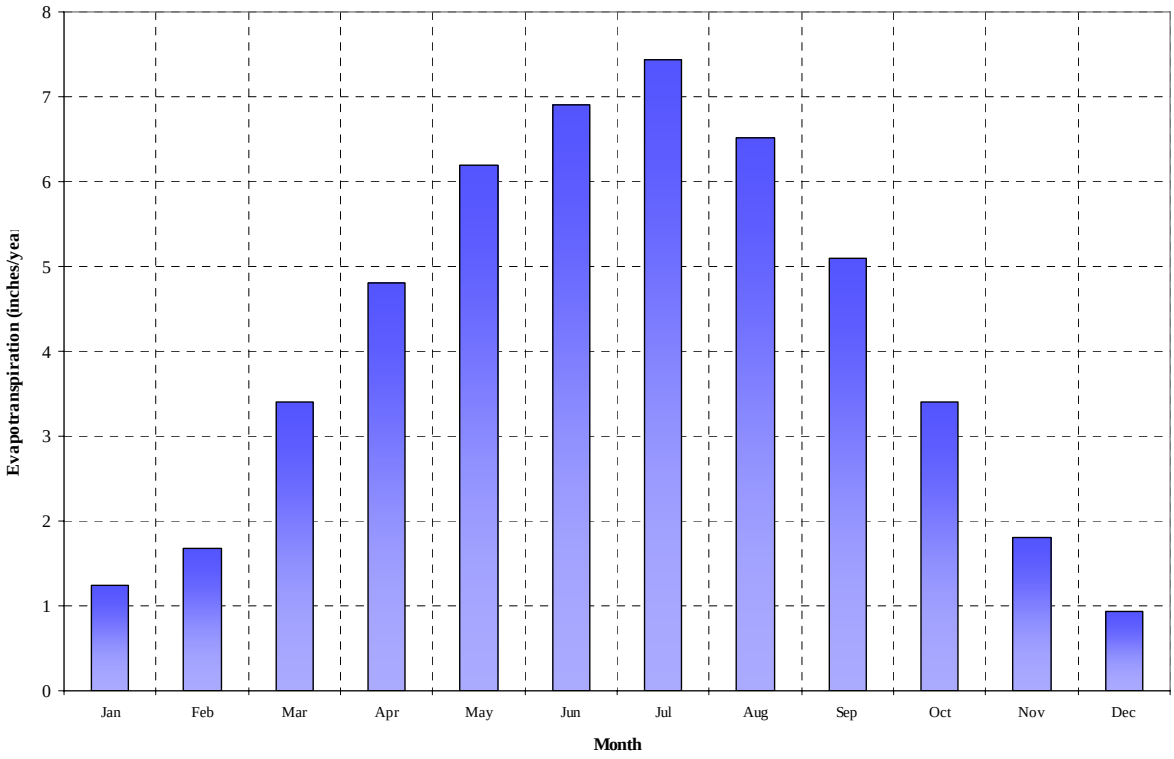
Figure 2.3-1: Average Monthly Temperature and Rainfall



[3] Western Regional Climate Center, http://www.wrcc.dri.edu/cgi-bin/cliMAIN.pl?cachic+nca,

Figure 2.3-2 displays the monthly average evapotranspiration values for the area of the District[3]. Evapotranspiration is the sum of water loss from a watershed because of the processes of evaporation from the earth's surface and transpiration from plant leaves. The annual estimated transpiration for Los Altos is 49.4 inches. The average annual rainfall of 15.2 inches is only 31 percent of the annual total evapotranspiration value.

Figure 2.3-2: Monthly Average ETo Values



[3] California Irrigation Management Information System (CIMIS), EvapoTranspiration (Eto) Zones Map - Zone 15, http://wwwcimis.water.ca.gov/cimis/welcome.jsp

3 System Demands

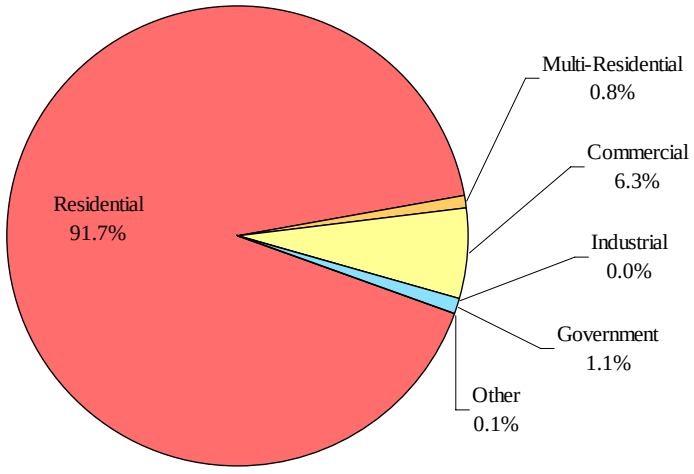
3.1 Distribution of Services

Cal Water classifies customer service connection categories as follows:

- Single Family Residential
- Multi Family Residential
- Commercial
- Industrial
- Government
- Other

Land use in the Los Altos District is dominated by residential and commercial activities, as seen in the distribution of services for the District, Figure 3.1-1. Single-family residential services account for 91.7 percent of all services; multifamily residential services represent 0.8 percent, and commercial services 6.3 percent. Thus, 98.8 percent of all services are for residential and commercial facilities. The remaining 1.2 percent includes industrial, governmental uses, and other functions such as temporary construction meters.

Figure 3.1-1: Distribution of Services (2010)



3.2 Historical and Current Water Demand

Historical sales values are illustrated in Figure 3.2-1. Historical service counts are illustrated in Figure 3.2-2.

Figure 3.2-1: Historical Sales

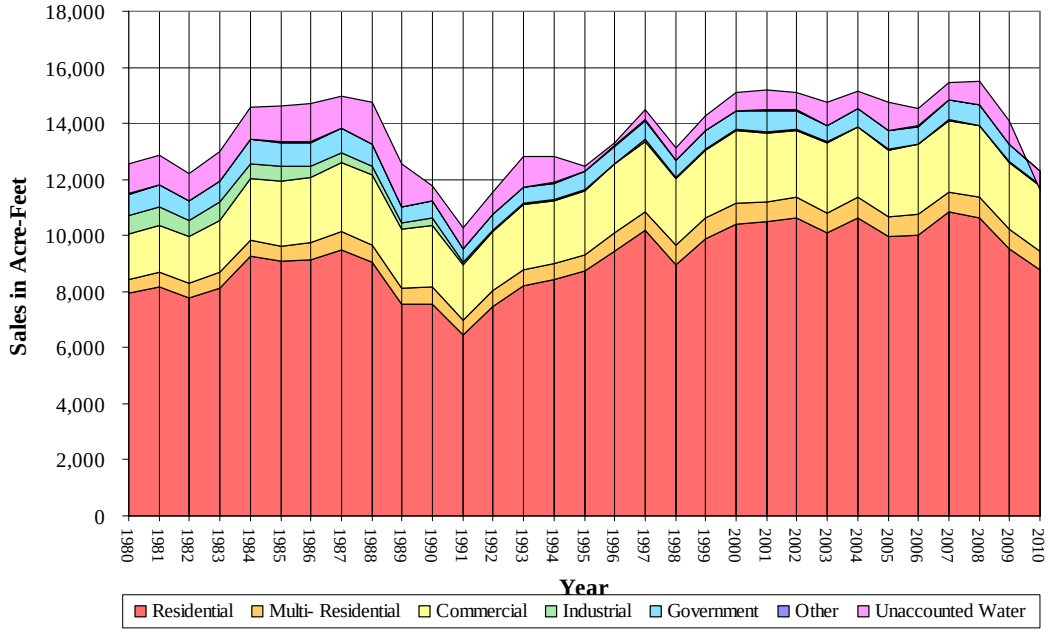
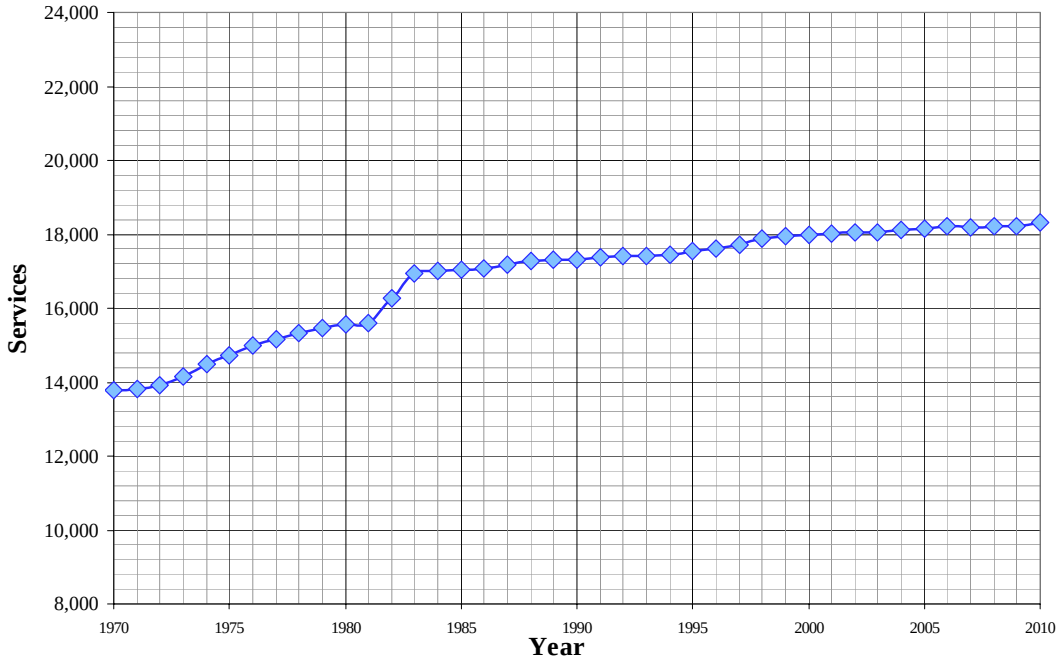
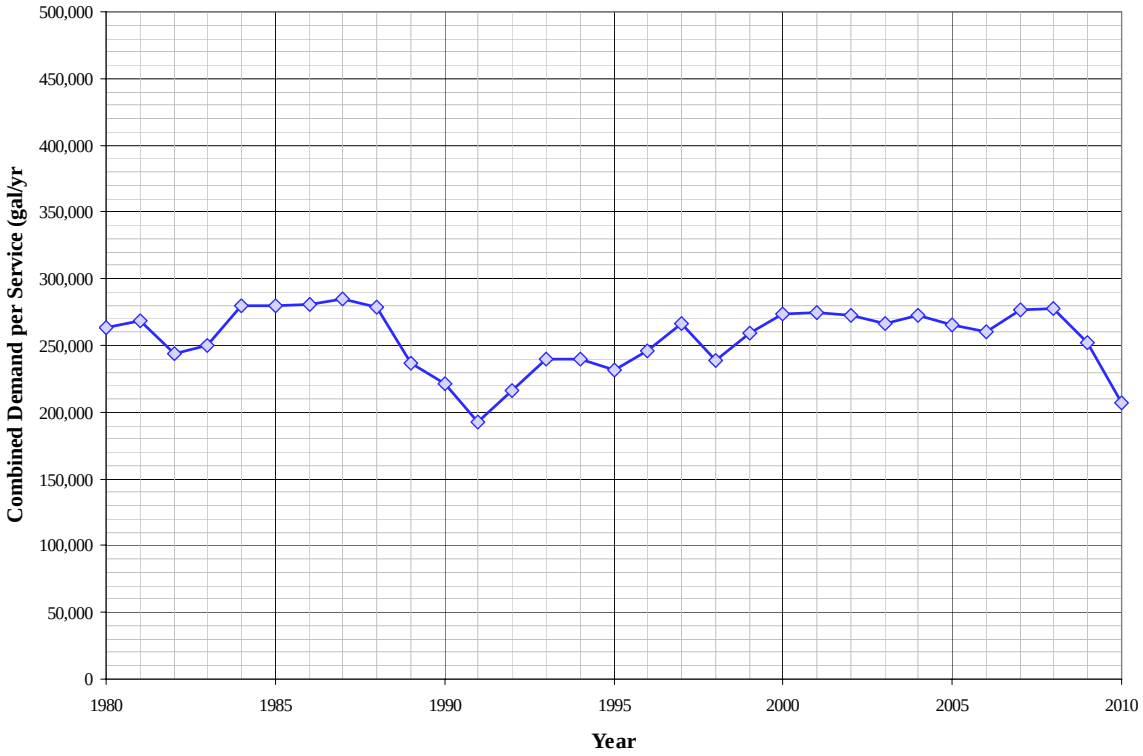


Figure 3.2-2: Historical Service Counts



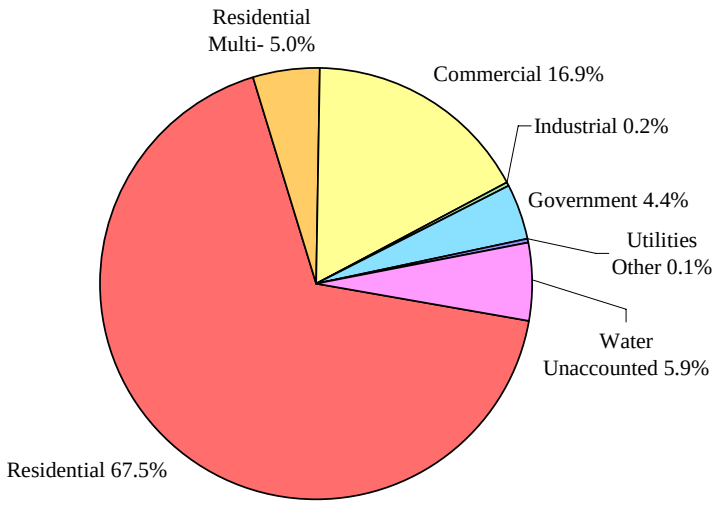
Demand per service was established as a function of historical sales and service data. The combined demand for all services generally fluctuates between 200,000 to 290,000 gallons per service per year, as shown in Figure 3.2-3.

Figure 3.2-3: Historical Demand per Service



Demand began declining in 1988 in response to the drought at that time and was lowest in 1991. Since 1991 demand has rebounded to pre-drought levels and has remained relatively stable until it was reduced again in response to the drought conditions from 2006-2009.

Figure 3.2-4: Percent of Total Demand by Type of Use (2009)[4]



Single family residential water use represents the smallest demand per service segment in the district with a five year average of approximately 198,000 gallons per service per year, yet this category uses 67.5 percent of the total demand. The multifamily residential use was 5.0 percent of the total demand with a demand per service that has a five year average of 1,865,400 gallons per service per year. The combined residential sector component of demand is equal to 72.5 percent of total demand.

3.3 Water Demand Projections

Cal Water has historically made its water demand projections by first calculating individual growth rates for each of its service connection types. These growth rates were based on five or ten year averages of service count data, and were extended over the planning horizon resulting in projected service counts. A set of three demand per service values (low, average, high), which were based on past customer usage records, were then applied to the projected service counts to calculate projected water demands for each service type. Due to the passage of Senate Bill 7 (SBx7-7) this method is no longer used as the primary method for calculating projected demands. However, these calculations are still used as the basis for calculating projected services, population, and the distribution of demand amongst service connection types.

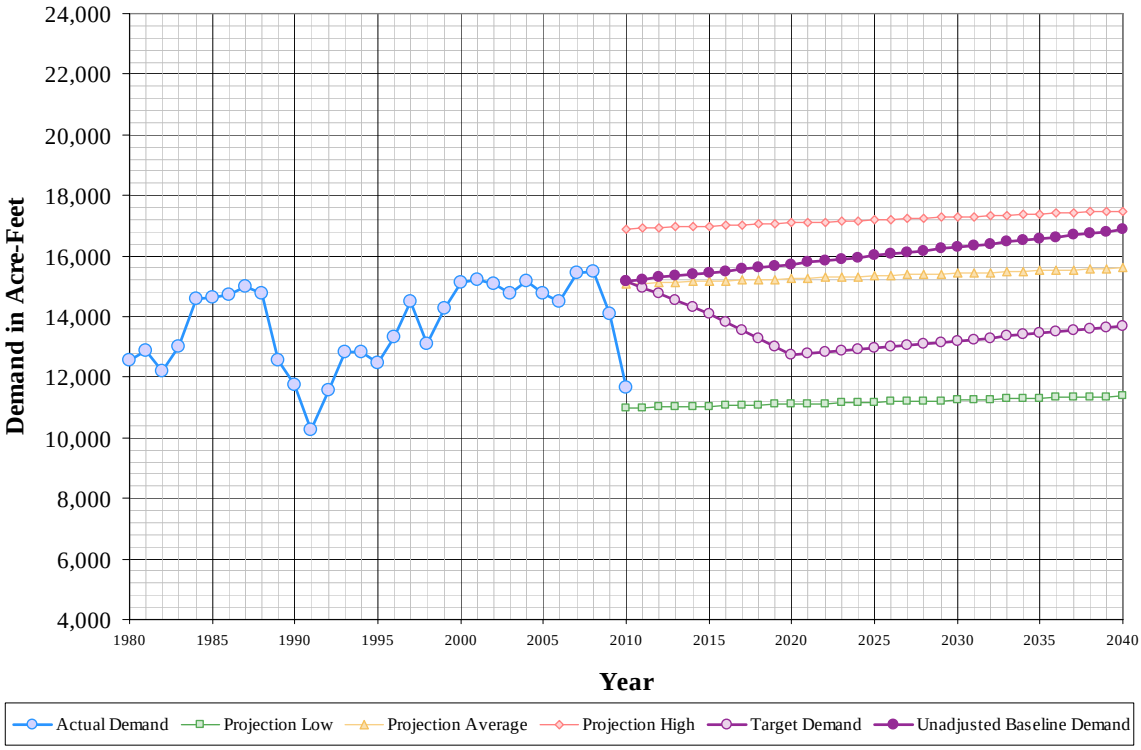
The method used in this UWMP to determine future water demands is a response to SBx7-7 requirements. It results in two demand projections; the unadjusted baseline demand, and the target demand. The unadjusted baseline water demand projection is the

[4] 2010 data was not included due to a data error that could not be resolved prior to writing of this UWMP.

total demand expected without any achieved conservation. It is equal to forecasted population multiplied by the 2005-09 average, or 238 gpcd.

The target water demand projection includes conservations savings due to both passive and active demand management, which are described in Section 6. The target demand is calculated by multiplying SBx7-7 target gpcd values and projected population. These conservation savings are illustrated in the comparison of projected demands shown in Figure 3.3-1.

Figure 3.3-1: Historical & Projected Demand



The water demand projection calculation used for SBx7-7 compliance relies only on future population and gpcd target values. Projected water deliveries separated by customer type can not be determined by this method alone. To get a breakdown of future deliveries Cal Water used the ratio of individual deliveries for each class to the total amount that was developed for the previously used water demand projection. This ratio was applied to the total adjusted baseline demand, which resulted in the projected deliveries listed in Tables 3.3-1 through 3.3-6. These demands include the conservation savings associated with the demand management measures described in Section 6.

Table 3.3-1: Actual 2005 Water Deliveries – AF (Table 3)					
	2005				
	Metered		Not Metered		Total
Water Use Sectors	# of accounts	Volume	# of accounts	Volume	Volume
Single family	16,711	9,958	-	-	9,958
Multi-family	119	723	-	-	723
Commercial	1,092	2,376	-	-	2,376
Industrial	7	35	-	-	35
Institutional/government	211	632	-	-	632
Landscape	-	-	-	-	-
Recycled	-	-	-	-	-
Other	13	12	-	-	12
Total	18,153	13,737	0	0	13,737

Table 3.3-2: Actual 2010 Water Deliveries – AF (Table 4)					
	2010				
	Metered		Not Metered		Total
Water Use Sectors	# of accounts	Volume	# of accounts	Volume	Volume
Single family	16,787	8,797	-	-	8,797
Multi-family	150	656	-	-	656
Commercial	1,152	2,318	-	-	2,318
Industrial	5	22	-	-	22
Institutional/government	198	499	-	-	499
Landscape	-	-	-	-	-
Recycled	-	-	-	-	-
Other	18	10	-	-	10
Total	18,310	12,302	0	0	12,302

Table 3.3-3: Projected 2015 Water Deliveries – AF (Table 5)					
	2015				
	Metered		Not Metered		Total
Water Use Sectors	# of accounts	Volume	# of accounts	Volume	Volume
Single family	16,817	9,343	-	-	9,343
Multi-family	151	863	-	-	863
Commercial	1,168	2,455	-	-	2,455
Industrial	5	40	-	-	40
Institutional/government	180	553	-	-	553
Landscape	-	-	-	-	-
Recycled	-	-	-	-	-
Other	16	13	-	-	13
Total	18,337	13,267	-	-	13,267

Table 3.3-4: Projected 2020 Water Deliveries - AF (Table 6)					
	2020				
	Metered		Not Metered		Total
Water Use Sectors	# of accounts	Volume	# of accounts	Volume	Volume
Single family	16,894	8,447	-	-	8,447
Multi-family	153	783	-	-	783
Commercial	1,178	2,229	-	-	2,229
Industrial	5	36	-	-	36
Institutional/government	181	502	-	-	502
Landscape	-	-	-	-	-
Recycled	-	-	-	-	-
Other	16	12	-	-	12
Total	18,428	12,010	-	-	12,010

Table 3.3-5: Projected 2025 and 2030 Water Deliveries - AF (Table 7)				
	2025		2030	
	Metered		Metered	
Water Use Sectors	# of accounts	Volume	# of accounts	Volume
Single family	16,972	8,589	17,050	8,730
Multi-family	154	799	155	815
Commercial	1,187	2,274	1,198	2,320
Industrial	5	37	5	38
Institutional/government	183	512	184	523
Landscape	-	-	-	-
Recycled	-	-	-	-
Other	16	12	17	12
Total	18,517	12,222	18,609	12,439

Table 3.3-6: Projected 2035 and 2040 Water Deliveries - AF (Table 7)				
	2035		2040	
	Metered		Metered	
Water Use Sectors	# of accounts	Volume	# of accounts	Volume
Single family	17,129	8,873	17,208	9,018
Multi-family	157	832	158	849
Commercial	1,208	2,368	1,218	2,416
Industrial	5	38	5	39
Institutional/government	186	534	187	545
Landscape	-	-	-	-
Recycled	-	-	-	-
Other	17	13	17	13
Total	18,701	12,657	18,793	12,880

3.3.1 Senate Bill No. 7 Baselines and Targets

Cal Water is in the process of expanding current conservation programs and developing new programs for its 24 service districts. Over the next five years, Cal Water conservation program expenditures are likely to increase significantly due in large measure to recently adopted state policies requiring significant future reductions in per capita urban water use. These include the passage of Senate Bill No. 7 (SBx7-7) in November 2009, which mandated a statewide 20 percent reduction in per capita urban water use by 2020, as well as recent decisions by the California Public Utilities Commission (CPUC) directing Class A and B water utilities to adopt conservation programs and rate structures designed to achieve reductions in per capita water use, and the *Memorandum of Understanding Regarding Urban Water Conservation in California* (MOU), of which Cal Water has been a signatory since 1991. In preparing for this program expansion, Cal Water has spent the past year developing five-year conservation program plans for each of its service districts. The complete Los Altos District Conservation Master Plan is included as Appendix G.

SBx7-7, which was signed into law in November 2009, amended the State Water Code to require a 20 percent reduction in urban per capita water use by December 31, 2020. Commonly known as the 20x2020 policy, the new requirements apply to every retail urban water supplier subject to the Urban Water Management Planning Act (UWMPA).

The state is required to make incremental progress toward this goal by reducing per capita water use by at least 10 percent on or before December 31, 2015. SBx7-7 requires each urban retail water supplier to develop interim and 2020 urban water use targets in accordance with specific requirements. They will not be eligible for state water grants or loans unless they comply with those requirements.

The law provides each water utility several ways to calculate its interim 2015 and ultimate 2020 water reduction targets. In addition, water suppliers are permitted to form regional alliances and set regional targets for purposes of compliance. Under the regional compliance approach, water suppliers within the same hydrologic region can comply with SBx7-7 by either meeting their individual target or being part of a regional alliance that meets its regional target. For all Cal Water districts falling within the same hydrologic region, Cal Water intends to enter regional alliances as listed in Table 3.3-7. The Los Altos District is part of the San Francisco Bay Area hydrologic region, along with Bear Gulch, Livermore, Mid-Peninsula and South San Francisco districts.

Table 3.3-7: Cal Water Districts Sorted by Hydrologic Region	
Hydrologic Region	**Cal Water Districts in Region**
North Coast	Redwood Valley
San Francisco Bay Area	Bear Gulch, Livermore, **Los Altos**, Mid-Peninsula, South San Francisco
Central Coast	King City, Salinas
South Coast	Dominguez, East LA, Hermosa-Redondo, Palos Verdes, Westlake
Sacramento River	Chico, Dixon, Marysville, Oroville, Willows
San Joaquin	Stockton
Tulare Lake	Bakersfield, Kern River Valley, Selma, Visalia
North Lahontan	None
South Lahontan	Antelope Valley
Colorado River	None

District-specific and regional targets for Cal Water districts within the San Francisco Bay hydrologic region are shown in Table 3.3-8. The 2015 and 2020 district-specific targets for Los Altos District are 217 and 193 gpcd, respectively. Over the last five years district demand has averaged 238 gpcd. Thus, per capita demand would need to fall by 9 percent by 2015 and by 19 percent by 2020 in order to meet these targets. Alternatively, if average per capita water use for the five districts listed in Table 3.8-8 does not exceed 166 gpcd in 2015 and 151 gpcd in 2020, then all five districts will be in compliance with SBx7-7 requirements.

Table 3.3-8: Regional SBx7-7 Targets for Cal Water Districts in San Francisco Bay Hydrologic Region			
District	**Population**	**2015 Target**	**2020 Target**
Bear Gulch	56,013	214	190
Los Altos	55,290	217	193
Livermore	53,888	178	158
Mid-Peninsula	126,284	131	124
South San Francisco	58,297	138	124
Regional Targets[1]		**166**	**151**
[1] Regional targets are the population-weighted average of the district targets.			

The following analysis presents the individual SBx7-7 compliance targets for the Los Altos District.

Under SBx7-7, an urban retail water supplier may adopt one of four different methods for determining the 2020 gpcd target:

1. Set the 2020 target to 80 percent of average GPCD for any continuous 10-year period ending no earlier than December 31, 2004, and no later than December 31, 2010.

2. Set the 2020 target as the sum of the following:

    a. 55 GPCD for indoor residential water use.

    b. 90 percent of baseline CII water uses, where baseline CII GPCD equals the average for any contiguous 10-year period ending no earlier than December 31, 2004, and no later than December 31, 2010.

    c. Estimated per capita landscape water use for landscape irrigated through residential and dedicated irrigation meters assuming water use efficiency equivalent to the standards of the Model Water Efficient Landscape Ordinance set forth in Section 2.7 of Division 2 of Title 23 of the California Code of Regulations.

3. Set the 2020 target to 95 percent of the applicable state hydrologic region target, as set forth in the state's draft 20x2020 Water Conservation Plan (dated April 30, 2009).

4. A method determined by DWR through the urban stakeholder process.

    For district-specific SBx7-7 compliance, targets were set to either 80 percent of baseline gpcd (Method 1) or 95 percent of the District's hydrologic region target (Method 3), whichever was greater. An analysis for Method 2 was not performed due to a lack of data necessary for this method. Method 4 was also not considered because it was not available when the Conservation Master Plan process began.

Under Method 1, the 2015 and 2020 targets are set to 90 percent and 80 percent of baseline water use, respectively. Baseline water use is the average water use for any continuous 10-year period ending between 2004 and 2010. For the Los Altos District, the 10-year base period 1999-2008 yielded the maximum target under this method. The 2015 target is 217 gpcd and a 2020 target is 193 gpcd. Table 3.3-9 summarizes the base period ranges and Table 3.3-10 lists the per capita demand over the ten-year base period.

Table 3.3-9: Base Period Ranges (Table 13)

Base	Parameter	Value	Units
10-15-year base period	2008 total water deliveries	14,675	AF
	2008 total volume of delivered recycled water	0	AF
	2008 recycled water use as a percent of total deliveries	0	%
	Number of years in base period	10	years
	Year beginning base period range	1999	
	Year ending base period range	2008	
5-year base period	Number of years in base period	5	years
	Year beginning base period range	2004	
	Year ending base period range	2008	

Table 3.3-10: Daily Base Per Capita Water Use-10-Year Range (Table 14)

Base Period Year		Distribution System Population	Daily System Gross Water Use (mgd)	Annual Daily Per Capita Water Use (gpcd)
Sequence Year	Calendar Year			
Year 1	1999	55,220	12.75	231
Year 2	2000	55,177	13.49	244
Year 3	2001	55,220	13.57	246
Year 4	2002	55,260	13.48	244
Year 5	2003	55,650	13.16	237
Year 6	2004	55,750	13.53	243
Year 7	2005	55,950	13.17	235
Year 8	2006	56,000	12.96	231
Year 9	2007	55,930	13.79	247
Year 10	2008	55,580	13.83	249
			Base Daily Per Capita Water Use	241

Under Method 3, the 2015 and 2020 targets are set to 95 percent of the 2015 and 2020 targets for the hydrologic region in which the district is located. Because the Los Altos District is located in the San Francisco Bay hydrologic region the Los Altos District's 2015 target is 137 gpcd and the 2020 target is 124 gpcd.

The SBx7-7 target for 2020 cannot exceed 95 percent of the District's five-year baseline water use, where the baseline period ends no earlier than December 31, 2007 and no later than December 31, 2010. The District's 2020 target cannot exceed this level, regardless of which method is used to calculate it. The maximum allowable target in the Los ALtos District is 241 gpcd, as shown in Table 3.3-11. In this case, neither target calculation method results in a target exceeding the maximum allowable target, so no adjustment is necessary.

Table 3.3-11: Daily Base Per Capita Water Use-5-Year Range (Table 15)

Base Period Year		Distribution System Population	Daily System Gross Water Use (mgd)	Annual Daily Per Capita Water Use (gpcd)
Sequence Year	Calendar Year			
Year 1	2004	55,750	13.53	243
Year 2	2005	55,950	13.17	235
Year 3	2006	56,000	12.96	231
Year 4	2007	55,930	13.79	247
Year 5	2008	55,580	13.83	249
			Base Daily Per Capita Water Use	241

Based on the results of this analysis as shown in Table 3.3-12, the Method 1 targets were chosen for the Los Altos District.

Table 3.3-12. Los Altos District SBx7-7 Targets

Maximum Allowable Target	
Base Period:	2004-2008
Per Capita Water Use:	241
Maximum Allowable 2020 Target:	229
Method 1: 80% of Baseline Per Capita Daily Water Use	
Base Period:	1999-2008
Per Capita Water Use:	241
2015 Target:	217
2020 Target:	193
Method 3: 95% of Hydrologic Region Target	
Hydrologic Region:	SF Bay
2015 Target:	137
2020 Target:	124
Selected District Target	
2015 Target:	217
2020 Target:	193

3.3.2 Low Income Housing Projected Demands

California Senate Bill No. 1087 (SB 1087), Chapter 727, was passed in 2005 and amended Government Code Section 65589.7 and Water Code Section 10631.1. SB 1087 requires local governments to provide a copy of their adopted housing element to water and sewer providers. In addition, it requires water providers to grant priority for service allocations to proposed developments that include housing units for lower income families and workers. Subsequent revisions to the Urban Water Management Planning Act require water providers to develop water demand projections for lower income single and multi-family households.

Cal Water does not maintain records of the income level of its customers and does not discriminate in terms of supplying water to any development. Cal Water is required to serve any development that occurs within its service area, regardless of the targeted income level of the future residents. It is ultimately the City's or County's responsibility to approve or not approve developments within the service area.

For the purpose of projecting demand from low income housing, Cal Water drew information from the Housing Elements of the cities that make up the Los Altos District. According to the City of Los Altos Housing Element, 15.5 percent of the total households are in the lowest income group.[5] In Los Altos Hills this value was 12.6 percent.[6] For the town of Loyola, it is assumed that the same percentage identified in the Los Altos Hills Housing Element would also apply to the Town of Loyola. In Cupertino, 15.1 percent of total households are considered low income.[7] And in Sunnyvale, 9.3 percent are in the lowest income category.[8] The projected demands shown in Table 3.3-13 reflect an aggregate of these percentages, which equals 13.6 percent of the total projected residential demand.

Table 3.3-13: Low-income Projected Water Demands (Table 8)

Low Income Water Demands	2015	2020	2025	2030	2035	2040
Single-family residential	1,271	1,149	1,168	1,187	1,207	1,226
Multi-family residential	117	107	109	111	113	115
Total	1,388	1,255	1,277	1,298	1,320	1,342

As a benefit to our customers, Cal Water offers its Low Income Rate Assistance Program (LIRA) in all of its service districts. Under the LIRA Program qualified customers are able to receive a discount on their monthly bills.

[5] "City of Los Altos - 2009 Housing Element", PMC, 2009, Page 86
[6] "Town of Los Altos Hills, 2002 Housing Element", Town of Los Altos Hills, 2002, Page 12
[7] "City of Cupertino, Housing Element Update, 2007-2014", Bay Area Economics, April 2010, Page 9
[8] "Housing and Community Revitalization Sub-element, July 2009 – June 2014, City of Sunnyvale, General Plan", Karen Warner Associates, August 11, 2009, Page 15

3.4 Total Water Use

Cal Water does not currently sell water to other agencies, nor does it provide water for saline barriers, groundwater recharge, conjunctive use, or recycling. The potential additional water uses within Cal Water's service area are discussed and quantified in Section 4. For the purposes of this UWMP it is assumed that the only water sales to customers and distribution system losses are included in the total demand. The system losses are summarized in Table 3.4-1.

Table 3.4-1: Additional Water Uses and Losses - AFY (Table 9 and 10)

Water Use	2010[9]	2015	2020	2025	2030	2035	2040
Sales to Other Agencies	-	-	-	-	-	-	-
Saline barriers	-	-	-	-	-	-	-
Groundwater recharge	-	-	-	-	-	-	-
Conjunctive use	-	-	-	-	-	-	-
Raw water	-	-	-	-	-	-	-
Recycled	-	-	-	-	-	-	-
Unaccounted-for system losses	-654	822	824	745	758	770	783
Total	-654	822	824	745	758	770	783

Actual and projected water use through 2040 is shown in Table 3.4-2. The values represent the total target demand projection based on SBx7-7 gpcd targets, including unaccounted for water.

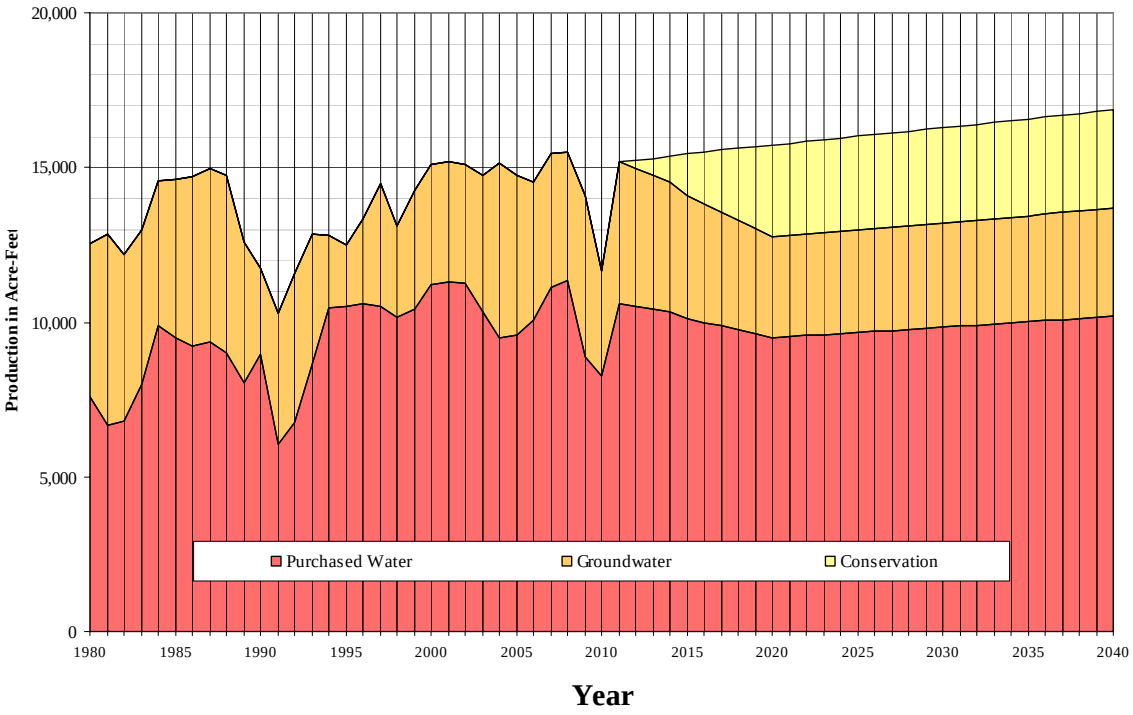
Table 3.4-2: Total Water Use – Actual and Projected AFY (Table 11)

	2005 (Actual)	2010 [5] (Actual)	2015	2020	2025	2030	2035	2040
Water Use	14,758	11,648	14,091	12,755	12,980	13,209	13,440	13,676

[9] Errors in the 2010 water production data result in a negative value for unaccounted for water. Total water use was likely higher. This could not be resolved prior to the writing of this UWMP.

Figure 3.4-1 shows the planned sources of supply based on these demands through 2040.

Figure 3.4-1: Historical & Projected Sources



The projected demand to be supplied by SCVWD is shown in Table 3.4-3.

Table 3.4-3: Demand projections provided to wholesale suppliers – AFY (Table 12)

Wholesaler	2010	2015	2020	2025	2030	2035	2040
Santa Clara Valley Water District-Purchased	8,252	10,112	9,498	9,666	9,837	10,009	10,184

4 System Supplies

4.1 Water Sources

The water supply for the Los Altos Suburban District is satisfied by a combination of well production and purchases from the Santa Clara Valley Water District (SCVWD). The distribution of sources has averaged approximately 32 percent groundwater production and 68 percent purchased water over the last five years.

The actual ratio of groundwater production to purchased water depends upon the supply available from SCVWD. SCVWD imports surface water to the region through the South Bay Aqueduct of the State Water Project (SWP), the San Felipe Division of the federal Central Valley Project (CVP), and through the San Francisco Public Utilities Commission's (SFPUC) Regional Water System. However, Cal Water only receives water from the SWP and CVP.

The purchased water projections are based on historical trends being extended to 2040 and include "Non-Contract" water. Details of the availability and scheduling of surface water deliveries are described further in the following section.

The groundwater supply projections are also based on historic trends in groundwater production. Groundwater will be used to make up the remaining supply that imported water can not meet in a given year. Cal Water has sufficient well capacity to meet these demands through 2040. As ageing wells are taken out of service and replaced with new wells, the system's total capacity is expected to increase. The groundwater supply amounts listed in Table 4.1-1 represent the difference between the total SBx7-7 target demand in each year minus the projected water purchases.

Table 4.1-1: Planned Water Supplies (Table 16)
(AFY)

Water Supply Sources	2010	2015	2020	2025	2030	2035	2040
SCVWD Purchased Water	8,252	10,112	9,498	9,666	9,837	10,009	10,184
Cal Water Groundwater Wells	3,396	3,979	3,257	3,314	3,373	3,432	3,492
Transfers in or out	-	-	-	-	-	-	-
Exchanges In or out	-	-	-	-	-	-	-
Recycled Water (projected use)	-	-	-	-	-	-	-
Desalination	-	-	-	-	-	-	-
Total	**11,648**	**14,091**	**12,755**	**12,980**	**13,209**	**13,440**	**13,676**

4.2 Purchased Water

The treated surface water component of the District's water supply is provided by the Santa Clara Valley Water District (SCVWD). SCVWD operates three separate surface water treatment plants (the Penitencia, Rinconada, and Santa Teresa water treatment plants) for its combined surface water supplies from local runoff. It also imports water from the Federal Central Valley Project, the State Water Project, and SFPUC's Regional Water System. Finished water is delivered to Los Altos from the Rinconada treatment plant through a large-diameter high pressure pipeline that runs through Cupertino and along Foothill Expressway. This pipeline is commonly referred to as the West Pipeline. This main also has branch lines that distribute water to Santa Clara and Mountain View ("distributaries").

The Los Altos District takes SCVWD water at four locations in the system. These connections are referred to as the "Tantau-Vallco", "Granger", "Farndon", and "Covington" turnouts. The Farndon and Granger turnouts are located directly on the West Pipeline, while the Tantau-Vallco turnout is located on the Santa Clara Distributary, and the Covington connection is located on the Mountain View Distributary. Each of these turnouts is equipped with pressure and flow control devices that provide a seamless hydraulic transition between their respective delivery main and the Los Altos system. SCVWD disinfects the water delivered to Los Altos using a blend of chlorine and ammonia (chloramines).

When surface water supplies are plentiful, SCVWD authorizes the sale of "Non-Contract" water in order to facilitate conjunctive use storage of surplus supply in the groundwater aquifers in the region. Because there is usually a slight economic advantage to purchasing this "Non-Contract" water, the Los Altos District reduces its production of groundwater and increases the purchase of surface deliveries from SCVWD. When supplies are scarce, the SCVWD has imposed both voluntary and mandatory reductions in the overall use of water. Because surplus supplies are stored underground by SCVWD when available, during shortages the District maintains groundwater production at fairly constant level and drastically reduces the direct purchase of water from SCVWD.

Because SCVWD replenishes the groundwater resources within its boundaries, it levies an assessment on the production of groundwater to finance this operation. During normal periods of supply, the groundwater pumping assessment is set such that the cost of pumping groundwater is essentially equal to the cost of directly purchasing water from SCVWD. Because it is unknown whether "Non-Contract" water will be available when the purchase water schedules are prepared, and because "Non-Contract" water is only available in the non-summer months between October and April of the next year, the scheduling of deliveries are set to maximize the delivery of purchased water in the summer and utilize groundwater production capacity to its fullest during all other periods. This scheduling pattern enables the District to take advantage of the economic incentive provided by the sale of "Non-Contract" water and in turn assisting SCVWD in accomplishing the goal of storing surplus supplies. SCVWD has scheduling restrictions regarding the purchase of direct deliveries. These restrictions currently limit the "Peak

Day" deliveries to 180 percent of the average day delivery, and the maximum monthly delivery cannot exceed fifteen percent of the annual scheduled delivery.

The reliability of imported water supply from the SWP and CVP has been seriously impacted by the recent Wanger Decision that limits pumping in the Delta. Pumping restrictions have been implemented, at least temporarily, because of the negative impact of pumping on Delta Smelt populations, which are protected under the California Endangered Species Act. The restrictions will be in place from late December through June and could reduce available supply from this source by up to 30 percent. This level of reduction may limit SCVWD's ability to deliver normal amounts to each of its retail customers, especially in dry or consecutive dry years. Delta pumping restrictions due to Delta Smelt and other emerging species of concern are expected to last for at least several years.

4.3 Surface Water

The Los Altos District does not directly impound or divert local surface water as a means to meet supply requirements. SCVWD local surface supplies are discussed in the previous section.

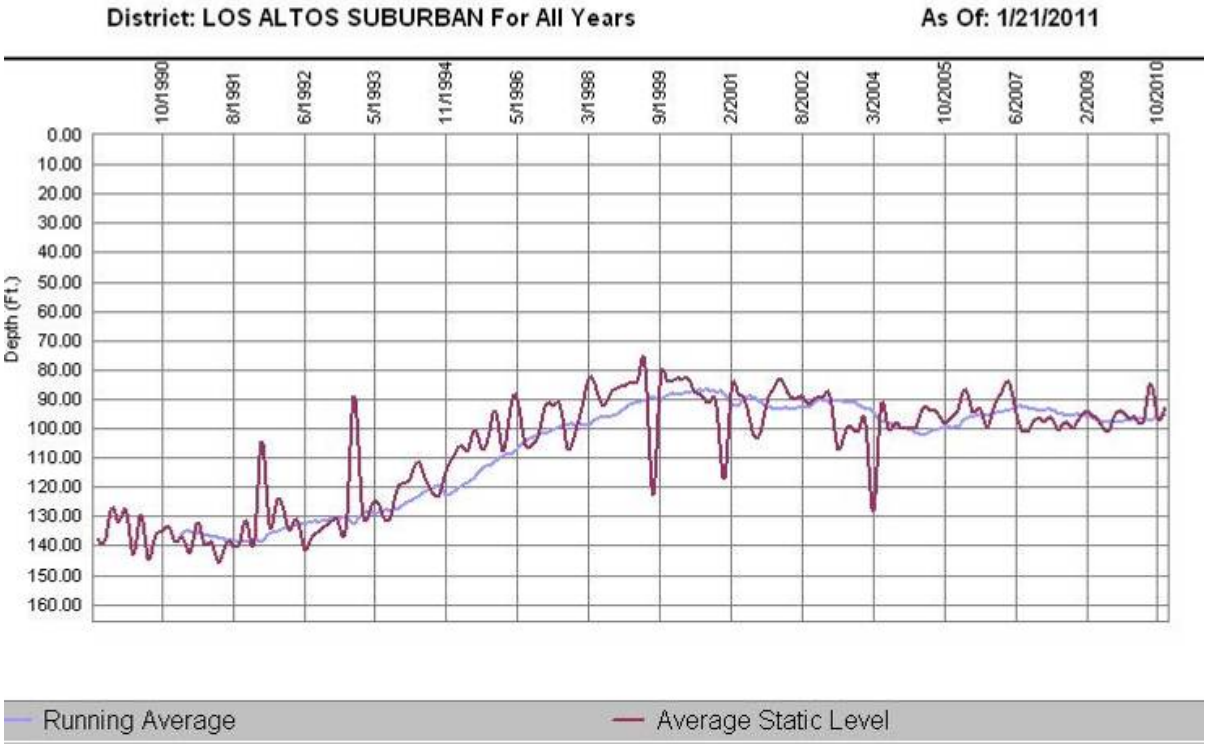
4.4 Groundwater

The District has 29 wells, 20 of which are currently active and operational. The active wells have a combined design capacity of 14.743 GPM, which if operated 24 hours a day could produce 21.2 MGD or 23,781 AFY. While it is normally not practical to operate wells in a 24 hours per day seven days per week manner, when the need to produce as much of the demand from well as is possible the Los Altos District well have been able to produce 650 to 750 acre-feet in a given month.

Maximum day demands, both current and projected, are supplied by deliveries of imported water from SCVWD. Production records show that average day demand has reached a high of 13.83 MGD in 2008 and has a ten-year average of 13.36 MGD, while maximum day demand has reached 28.72 MGD with a ten-year average of 24.91 MGD. These values result in a typical average day to maximum day ratio of 1.86:1. It is anticipated that future maximum day demands for the District could reach as high as 28.26 MGD. Historically, the District's distribution facilities have been able to deliver this level of demand.

Average static groundwater elevations in the District have remained relatively consistent since the SCVWD began its recharge activities. Over the period of record the level has fluctuated due to climatic conditions. The extended multi-year drought in the early 1990's reduced the availability of surplus water and caused a 40-foot decline in static groundwater elevation. Drought recovery began to become apparent shortly after in 1992, with an increase in the average static groundwater elevation to pre-drought levels, as shown in Figure 4.4-1.

Figure 4.4-1: District Well Level Average (Static)



The historical volume of the groundwater pumped is shown in Table 4.4-1.

Table 4.4-1: Amount of Groundwater Pumped – AFY (Table 18)					
Basin Name	**2006**	**2007**	**2008**	**2009**	**2010**
Santa Clara Sub-basin	4,434	4,325	4,161	5,200	3,396
% of Total Water Supply	31%	28%	27%	37%	29%

The amount of groundwater projected to be pumped for the District is shown on Table 4.4-2. As noted in previous sections, there is an economic advantage in purchasing non-contract water and reducing production of groundwater.

Table 4.4-2: Amount of Groundwater projected to be pumped – AFY (Table 19)						
Basin Name	**2015**	**2020**	**2025**	**2030**	**2035**	**2040**
Santa Clara Sub-basin	3,979	3,257	3,314	3,373	3,432	3,492
% of Total Water Supply	34%	23%	26%	26%	26%	26%

4.4.1 Basin Boundaries and Hydrology

As described in DWR Bulletin 118 California's Groundwater, the Los Altos District is located in the Santa Clara sub-basin of the Santa Clara Valley Groundwater Basin. The Santa Clara sub-basin occupies a structural trough parallel to the northwest trending Coast Ranges. The Diablo Range bounds it on the East and the Santa Cruz Mountains form the Western border of Santa Clara County to the groundwater divide near Morgan Hill. The dominant geo-hydrologic feature is a large inland valley. The valley is drained to the north by tributaries to the San Francisco Bay including Coyote Creek, the Guadalupe River, and Los Gatos Creek. Additional details of the basin are given in the DWR's Groundwater Bulletin 118, see Appendix D[5].

4.4.2 Groundwater Management Plan

Groundwater quality and quantity in the Los Altos District are actively managed by SCVWD. SCVWD updates its Groundwater Management Plan (GMP) periodically. The most recent update is scheduled to be complete in 2011. A draft version of this report was not available for review prior to completion of this UWMP. A copy of the 2001 SCVWD Groundwater Management Plan is included in Appendix H.

[5] California's Ground Water Bulletin 118, 2003; San Francisco Bay Hydrologic Region; Santa Clara Valley Subbasin; Groundwater Basin Number: 2-9.02

4.5 Recycled Water

The recycling of wastewater offers several potential benefits to Cal Water and its customers. Perhaps the greatest of these benefits is to help maintain a sustainable groundwater supply either through direct recharge, or by reducing potable supply needs by utilizing recycled water for appropriate uses (e.g., landscape, irrigation) now being served by potable water. Currently, no wastewater is recycled for direct reuse in the Los Altos District. The potential amount of recycled water that can be produced is proportional to the amount of wastewater that is generated by District, and is discussed in the following sections.

4.5.1 Wastewater Collection

The City of Palo Alto is the administrator of the Palo Alto Regional Water Quality Control Plant. Palo Alto, Los Altos, Mountain View and their sub-partnering sewer agencies, East Palo Alto, Stanford University, and Los Altos Hills share in the proportionate costs of upkeep for the Palo Alto Regional Water Quality Control Plant.

Each city owns, operates, and maintains its own collection system. The Palo Alto Regional Water Quality Control Plant owns and maintains the wastewater treatment plant and the effluent line. The largest gravity line in the system is 72 inches in diameter. The majority of the wastewater is from residential use with approximately 20 percent of the flows being generated from industrial and commercial uses.

The City of Sunnyvale operates and maintains its sewer system consisting of 48 inch or smaller gravity sewers and three pumping stations from residential, commercial, and some industrial customers. The collected wastewater is discharged to trunk sewers owned and operated by the City and conveyed to the Sunnyvale Water Pollution Control Plant for treatment.

The Palo Alto Regional Water Quality Control Plant provides primary, secondary, and tertiary treatment. The tertiary treatment processes include fixed film reactors and dual media filters. The treatment plant has a capacity to treat 39 mgd but currently receives an average of 26 mgd from all of its customers. The disinfected effluent is discharged to San Francisco Bay through an unnamed slough near the Palo Alto Airport. The Palo Alto Regional Water Quality Control Plant has the capacity to filter and disinfect 2 mgd of wastewater to the highest standards prescribed by Title 22 for unrestricted beneficial reuse. The reclaimed water is used to irrigate the municipal golf courses in Palo Alto and Mountain View as well as Greer Park in Palo Alto. The recycled water is also used by tanker trucks to provide dust control at construction sites, and for irrigation. In addition, up to 3.7 million gallons per month of reclaimed water is used during the off-season winter months to supply fresh water to a marsh southwest of the plant. The Regional Water Quality Control Plant reclamation program began in the late 1980s and continues today looking for new ways to reuse water. Currently, the Palo Alto Regional Water Quality Control Plant does not provide reclaimed water to any Cal Water service areas.

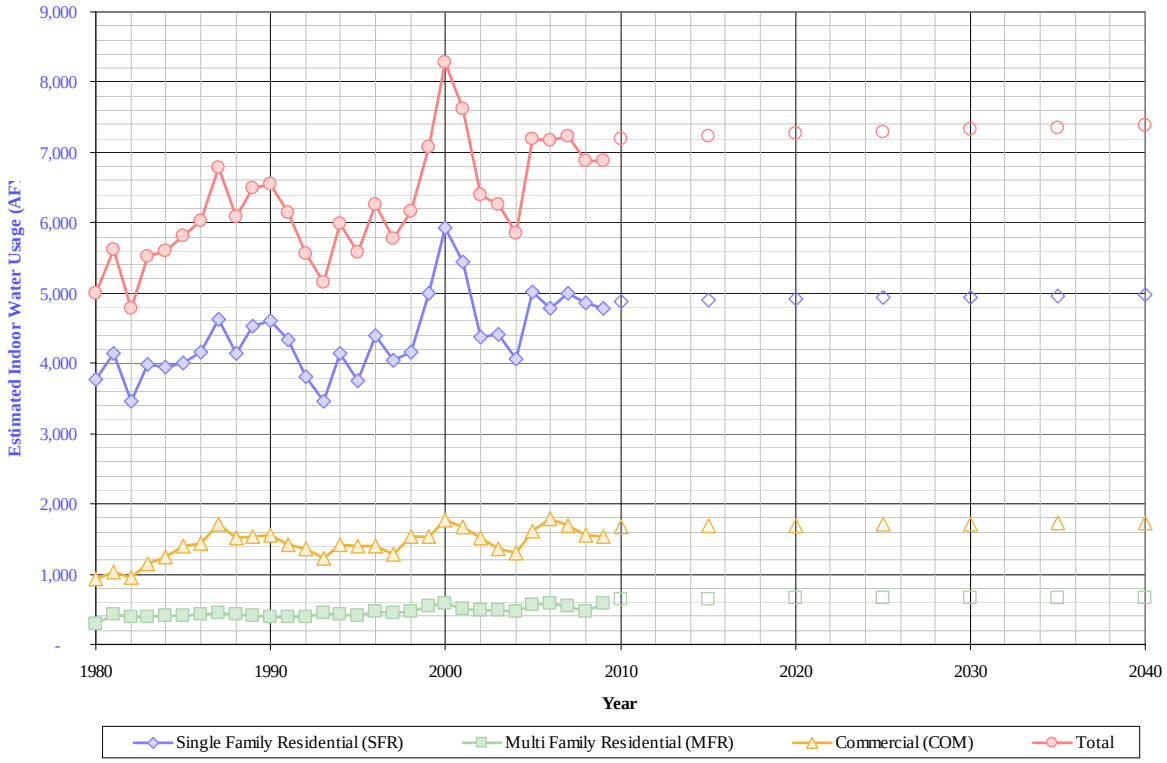
The Sunnyvale Water Pollution Control Plant provides wastewater service for the City of Sunnyvale. The wastewater at the treatment plant undergoes primary, secondary, and tertiary treatment followed by chlorination and dechlorination prior to disposal into the San Francisco Bay via the Guadalupe Slough. The Sunnyvale treatment plant has a capacity to treat 29.5 mgd but currently receives 16.9 mgd average from the Sunnyvale Water Pollution Control Plant service area. The Sunnyvale Water Pollution Control Plant currently supplies recycled water to meet a peak demand of 2 mgd of recycled water for landscaping and some industrial uses. However, the recycled water is provided to the City of Sunnyvale areas that are not in Cal Water's Los Altos service area.

4.5.2 Estimated Wastewater Generated

Municipal wastewater is generated in the Los Altos service area by residential, commercial, and industrial sources. The Palo Alto Regional Water Quality Control Plant in Palo Alto treats wastewater from Cal Water's Los Altos service area communities of Cupertino, Los Altos, Los Altos Hills, and Mountain View. The communities of Stanford University and East Palo Alto are also served by the Palo Alto Regional Water Quality Control Plant, but are not within Cal Water's Los Altos service area. The residential, commercial, and small amount of industrial wastewater from the community of Sunnyvale is treated at the Sunnyvale Water Pollution Control Plant.

Estimates for the District's wastewater quantity since 1980 are shown in Figure 4.5-1 and were calculated by annualizing 90 percent of January water use in the Cal Water's service area. The future quantity of waste generation is based on a linear equation of the historical estimates.

Figure 4.5-1: Estimated District Annual Wastewater Generated



The estimated volume of wastewater generated for the District in five-year increments to the year 2040 is presented in Table 4.5-1. Approximately 9 percent of the wastewater that is treated at the two facilities mentioned above is actively reused. The remaining amount is assumed to be disposed. This is taken this into account in the values shown in Table 4.5-1 and 4.5-2.

Table 4.5-1: Recycled Water-- Wastewater Collected and Treated-AFY (Table 21)

Type of Wastewater	Treatment Level	2010	2015	2020	2025	2030	2035	2040
Total Collected and Treated	Secondary/Tertiary	7,202	7,231	7,262	7,291	7,323	7,354	7,385
Volume Meeting Recycled Water Standard	Tertiary	648	651	654	656	659	662	665

Table 4.5-2: Disposal of wastewater (non-recycled) AFY (Table 34)

Method of Disposal	Treatment Level	2010	2015	2020	2025	2030	2035	2040
Discharged to San Francisco Bay	Tertiary	6,554	6,580	6,608	6,635	6,664	6,692	6,721

4.5.3 Potential Water Recycling

The Palo Alto Regional Water Quality Control Plant reclamation program plans to expand the recycled water system, but not until funds become available. It is unknown when funds will become available. Currently, recycled water is only provided within the City of Palo Alto and one municipal golf course in Mountain View. The Palo Alto Regional Water Quality Control Plant has been recycling water since the 1980s and continues to look for new ways to reuse water.

The Sunnyvale Water Pollution Control Plant, under the Sunnyvale Water Reclamation Plan Phase I, has been upgraded recently and can now supply water for recycled water customers in the immediate area. The City of Sunnyvale and the Water Pollution Control Plant continue to pursue applications necessary to utilize this resource. The City of Sunnyvale has earmarked funds to cover expenditures for recycled water. The Sunnyvale Water Pollution Control Plant recognizes that plans for more distribution systems and additional uses for recycled water will be increasingly important to the entire region where freshwater is becoming notably scarce.

The Sunnyvale Water Pollution Control Plant is located in the northern part of the City. As part of Phase II of the reclamation plan, facilities to supply recycled water to parks and industrial areas located in the north part of the city near the treatment plant are underway. However, Cal Water's distribution system is in the southern part of the City. The availability of recycled water is not foreseen in Cal Water's Los Altos service areas through the year 2040. Recycled water incentive programs have not been provided by Cal Water because Cal Water does not own or operate the reclaimed water system.

Cal Water intends to update its Water Supply and Facilities Master Plan (WSFMP) in the next rate case cycle. The WSFMP will include a feasibility analysis of alternative supplies, including recycled water. This analysis will determine the potential quantity and types of uses for water recycled water.

4.6 Desalinated Water

A desalination plant could be used to provide potable water to Los Altos and several of Cal Water's Districts located on the San Francisco Peninsula. Cal Water has developed an Integrated Long Term Water Supply Plan for its Peninsula Districts. This Plan considered the needs of the Los Altos District when analyzing the feasibility of desalinated water in its other service districts. Because the supply of both groundwater and treated surface water provided by SCVWD is adequate, and because the cost is not competitive with these supplies, desalinated water is unlikely to become a supply source in the near future.

Cal Water could also partner with other neighboring cities or SCVWD to develop a desalinated supply if necessary. However, at this time there are no plans to augment supply with desalinated water.

SCVWD, along with Contra Costa Water District, San Francisco Public Utilities Commission, East Bay Municipal Utility District, and Zone 7 Water Agency, is considering participating in the Bay Area Regional Desalination Project (BARDP) as a means of diversifying their water supply portfolio and increasing supply reliability. If the BARDP moves forward, construction could begin as early as 2015. As a retail agency of SCVWD, Cal Water's Los Altos District would benefit from this alternative supply.

4.7 Transfer or Exchange Opportunities

Cal Water relies on SCVWD to maintain reliable supplies of groundwater and imported water. To date the Los Altos District has not experienced supply shortages or needed to acquire additional sources of supply. Cal Water also does not have any surface water rights in Los Altos that might be valuable to other agencies. Any transfer or exchange would likely be in the form of a short term transfer for emergency purposes.

Cal Water has had preliminary discussions with SCVWD regarding the potential for wheeling water though their facilities in order to transfer water to the three Cal Water Districts on the San Francisco Peninsula. The Los Altos District would inevitably play a role in this process. As of this publication no firm agreements have been reached on the process for such a transfer through the SCVWD.

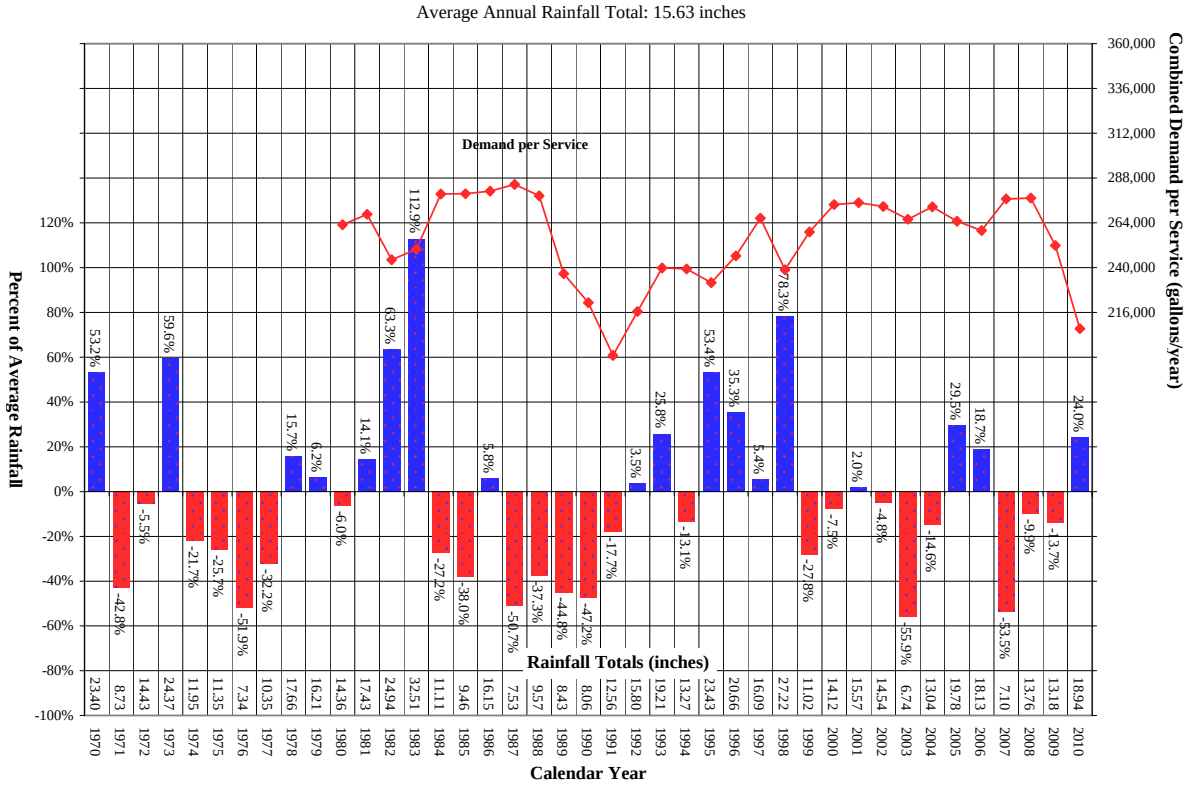
5 Water Supply Reliability and Water Shortage Contingency Planning

5.1 Water Supply Reliability

A chart comparing annual rainfall since 1970 to the historic average is shown in Figure 5.1-1. It also displays the demand per service values for each year. You can see that water use usually increases in the first years of a drought. Afterwards, conservation efforts are increased and the demand per service decreases accordingly.

The statewide drought of 1987-1992 is a good example of these trends. The data shows that in the Los Altos area the drought began as far back as 1984, with a corresponding increase in demand per service at the beginning and a consistent drop as the drought persisted. Water use has generally increased back to pre-drought levels since this time. The more recent drought from 2007-2009 also shows this trend although it was less dramatic.

Figure 5.1-1: Comparison of Annual Rainfall to Historical Average



5.2 Drought Planning

A normal hydrologic year occurred in 2001 when precipitation was approximately 2 percent above the historic average. The most recent driest year occurred in 2003 when the rainfall was approximately 56 percent below average (6.7 inches). This is taken as the

single dry year shown in Table 5.2-1. The multiple dry-water years used are based on the statewide drought between 2006 and 2009.

Table 5.2-1: Basis of Water Year Data (Table 27)	
Water Year Type	**Base Year (s)**
Average Water Year	2001
Single-Dry Water Year	2003
Multiple-Dry Water Years	2006-2009

Cal Water is not a regional water wholesaler and does not store water seasonally in reservoirs or other storage facilities. Therefore total runoff figures can not be used to determine supply reliability. Perhaps a better indication of annual variability would be the variation in customer demand between normal and single dry or multiple dry years. This can be seen in the overall average demand per service values for the District, as shown in Table 5.2-2. The data suggests a typical pattern where demand increases at the beginning of the drought and is gradually reduced as dry conditions persist. This reduction generally happens as a result of increased conservation requests by water providers and a general awareness of the problem by customers. The supply reliability figures shown in Table 5.2-2 reflect the assertion that the combination of SCVWD purchased water and groundwater supplies will be sufficient to provide an adequate amount of water to Cal Water's Los Altos District even in times of prolonged drought.

Table 5.2-2: Supply Reliability – gal/service/yr (Table 28)					
Average / Normal Water Year	**Single Dry Water Year**	**Multiple Dry Water Years**			
		Year 1	**Year 2**	**Year 3**	**Year 4**
274,797	265,969	259,893	276,800	277,271	251,879
% of Normal	97%	95%	101%	101%	92%

Historically, non-contract water has supplied a large portion of Cal Water's total supply requirements. However, this source is not considered a normally available supply. Non-contract water deliveries have a five year average of 3,368 AF, which is 22 percent of the total supply to the Los Altos District over this time. Non-contract water will be the first source of supply to be eliminated and will act as a buffer in the event of a single dry year or multi-year drought.

During drought events this supply will be made up by pumping previously stored groundwater. Currently, active wells in the District are used to produce approximately 30 percent of their design capacity. Any reduction in non-contract water will be replaced

with groundwater withdrawals. Although not shown here Cal Water expects to begin a drought response and implement first voluntary, then mandatory conservation measures as appropriate.

According to the SCVWD 2005 Urban Water Management Plan, if reductions in SWP and CVP deliveries occur due to drought events, the diversion of water to percolation ponds will be curtailed first, followed by agricultural deliveries, and finally urban water deliveries. When this happens an increased reliance will be put on production from groundwater reserves, which were bolstered in years of surplus. Because of this, SCVWD predicts that it will be able to meet all of its treated water demands by shifting supply sources even in multiple year droughts.

Cal Water's well capacity is sufficient to accommodate moderate treated water reductions. However, it could not supply maximum day or peak hour demands if treated water was eliminated completely. Additional wells would need to be installed. Details of the distribution system's ability to meet demands under these scenarios are included in the Water Supply and Facilities Master Plan for the District.

For the reasons described above, groundwater supplies are not limited during dry hydrologic years. An adequate supply to meet customer demands is expected to be available during multiple-dry year events. During future dry periods customer water use patterns are expected to be similar to past events. Table 5.2-3 shows the minimum supplies that would be available in a multiple dry year event from 2011-2013, with a normal year in 2010. The supply amounts were calculated by applying the percentages from years 1-3 in Table 5.2-2 to the target demand projection for those years. Because SCVWD considers groundwater and purchased water together as one supply, the two sources have not been broken out here. The projected amounts of groundwater and purchased water are discussed in section 4.

Table 5.2-3: Supply Reliability – Current Water Sources - AFY (Table 31)

Water Supply Source	Average / Normal Water Year Water Supply	Multiple Dry Water Year Water Supply		
		2011	2012	2013
Groundwater/ Purchased	15,185	14,155	14,860	14,664
% of Normal Year	100%	93%	98%	97%

5.2.1 Normal-Year Comparison

Water supply and demand patterns change during normal, single dry, and multi dry years. To analyze these changes, Cal Water relies on historical usage to document expected changes in future usage in water demand; such as, assuming increasing demand due to increased irrigation needs or a decrease in demand due to awareness of drought conditions.

Based on historical data and future demand projections, the approved treated water delivery schedule is expected to increase by about 30 AF per year. In normal years Non-Contract water is also expected to be available. Over the past ten years Non-Contract water deliveries have averaged approximately 3,500 AFY. Cal Water expects that any increase in approved deliveries will ultimately reduce the availability of Non-Contract water over time. According to the SCVWD Draft 2010 Urban Water Management Plan, this level of demand will be available to Cal Water through 2035.

As discussed earlier, the remaining demand will be satisfied with groundwater. The active wells in the Los Altos Suburban District have total annualized capacity of 22,014 AFY. The Los Altos District has historically pumped only a fraction of this amount, leaving excess as groundwater storage. Because of this an adequate supply of groundwater is expected to be available in normal years.

For the purposes of this analysis the total groundwater supply will be limited to only the quantity necessary to provide a normal supply to Cal Water customers. Therefore the total supply will equal the projected demand in any given year. The normal supply is considered equal to the SBx7-7 target water demand projection. Conservation savings is already incorporated into this projection. Table 5.2-5 indicates that groundwater will be reliable throughout the planning horizon of this UWMP and that no supply deficiencies are expected.

Table 5.2-4: Supply and Demand Comparison - Normal Year - AF (Table 32)

	2015	2020	2025	2030	2035	2040
Supply totals	14,091	12,755	12,980	13,209	13,440	13,676
Demand totals	14,091	12,755	12,980	13,209	13,440	13,676
Difference	0	0	0	0	0	0
Difference as % of Supply	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Difference as % of Demand	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

5.2.2 Single Dry-Year Comparison

In single dry years Cal Water can expect a reduction in Non-Contract water and may possibly see a reduction in "Firm" scheduled deliveries. Pumping restrictions in the Delta due to the Wanger Decision could also have a much greater impact on imported supplies during single dry years. But if any reduction in scheduled deliveries were to occur, the needed supply could be made up by pumping stored groundwater.

During a single dry year it is unlikely that SCVWD would request a reduction its retailers water demand. SCVWD maintains carryover storage in its reservoirs, locally stored groundwater reserves, and has access to drought supplies stored as groundwater outside the Santa Clara Valley. According to SCVWD's Draft 2010 UWMP there will be a 5 percent shortfall in treated water contract deliveries in 2020 and 2025. After this time it is expected that projects resulting from their Water Master Plan will create sufficient additional supplies so that contract deliveries can be met during single dry years. For this analysis Cal Water assumes that groundwater will provide the necessary supply to meet dry year demands if purchased water reductions are required.

According to operational records, the District's demand tends to increase during a single-dry year as compared to normal years. The water demand increases due to maintenance of landscape and other high water uses that would normally be supplied by precipitation. The supply and demand values shown in Table 5.2-6 were calculated by increasing the target demand projection in each year by the percentage listed for the single dry year in Table 5.2-2. The combination of pumped groundwater and purchased water will be sufficient to meet projected single dry year demands.

Table 5.2-5: Supply and Demand Comparison – Single Dry Year - AF (Table 33)

	2015	2020	2025	2030	2035	2040
Supply totals	13,638	12,345	12,563	12,785	13,009	13,237
Demand totals	13,638	12,345	12,563	12,785	13,009	13,237
Difference	0	0	0	0	0	0
Difference as % of Supply	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Difference as % of Demand	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

5.2.3 Multiple Dry-Year Comparison

SCVWD gives priority to Contract water and plans to deliver 100 percent of this supply even during multiple year drought events. Before Contract water deliveries to retail customers are curtailed, SCVWD will first eliminate the availability of Non-Contract water. After this will come reductions in water for percolation, and if necessary, deliveries to agricultural customers. Urban water for retail customers will be the last to be impacted. Therefore, Cal Water expects that 100 percent of Contract water and 100 percent of groundwater supplies will be available during a multiple year drought.

Modeling done for SCVWD's Draft 2010 UWMP uses the 6 year period from 1987-1992 as the baseline for future drought events. The modeling indicates that supplies are 100 percent reliable through the first three years of the drought. In the fourth year there is a maximum shortfall of 10 percent by 2035. For years 5 and 6 there is a range of between 10 and 20 percent in supply shortfall. As recommended in DWR's UWMP Guidance, Cal Water's multiple dry year supply and demand comparison considers only the first three years of the drought. As a result Cal Water's supply is reliable during multiple dry years through 2035.

In the following multiple dry year analysis the normal supply of Contract Water is expected to be available, but that Non-Contract deliveries are not. This assumes that reservoir carryover storage in SWP, CVP, and local systems is average prior to the drought. At the beginning of a prolonged drought event it is also assumed that groundwater storage is at or near full capacity.

Based on these events Cal Water assumes that in future droughts SCVWD would initially ask for a small voluntary demand reduction such as 10 percent. The magnitude of reductions requested will increase as the drought persists. SCVWD considers its groundwater and imported supplies as one source and does not distinguish between water sources when asking for demand reductions from its retailers. As a result, retail agencies would be asked to reduce total demand, not just imported water use. Cal Water expects that our customers will be able to achieve these reductions in water use.

As noted earlier, water demand generally increases early in a multiple dry year period then gradually decreases as the drought persists and customers respond to conservation messaging. Although no two droughts are the same this pattern will likely occur in future droughts. However, total water use per customer is expected to be lower due to previous and ongoing conservation efforts. As seen in the more recent drought from 2007-2009, the response by Cal Water and its customers will likely occur faster than in past droughts as a result of better planning and a more reactive conservation program.

This pattern is evident in Table 5.2-6 where demands at the beginning of each period are higher than in the normal year scenario, and demands decrease each year thereafter. The supplies and demands shown here are calculated by multiplying the SBx7-7 target

demand projection for that year by the percentages listed in Table 5.2-2 for the multiple dry year event. Again, no supply deficiency is expected.

Table 5.2-6: Supply And Demand Comparison - Multiple Dry Year Events – AFY (Table 34)						
		2015	2020	2025	2030	2035
Multi-dry year first year supply	Supply Totals	13,327	12,063	12,276	12,493	12,711
	Demand Totals	13,327	12,063	12,276	12,493	12,711
	Difference	0	0	0	0	0
	Difference as % of Supply	0.0%	0.0%	0.0%	0.0%	0.0%
	Difference as % of Demand	0.0%	0.0%	0.0%	0.0%	0.0%
Multi-dry year second year supply	Supply Totals	13,927	12,892	13,120	13,351	13,586
	Demand Totals	13,927	12,892	13,120	13,351	13,586
	Difference	0	0	0	0	0
	Difference as % of Supply	0.0%	0.0%	0.0%	0.0%	0.0%
	Difference as % of Demand	0.0%	0.0%	0.0%	0.0%	0.0%
Multi-dry year third year supply	Supply Totals	13,685	12,959	13,188	13,420	13,655
	Demand Totals	13,685	12,959	13,188	13,420	13,655
	Difference	0	0	0	0	0
	Difference as % of Supply	0.0%	0.0%	0.0%	0.0%	0.0%
	Difference as % of Demand	0.0%	0.0%	0.0%	0.0%	0.0%

5.3 Factors Affecting Reliability of Supply

Although the historical climatic record shows that the demand can be met by the supply, other factors which may threaten the reliability of supply are listed in Table 5.3-1.

Table 5.3-1: Factors Resulting In Inconsistency of Supply (Table 29)

Name of supply	Legal	Environmental	Water Quality	Climatic
Groundwater	✓		✓	✓
Purchased Water	✓	✓	✓	✓

Historically, Cal water has been able to meet all state and federal water quality regulations. Nitrate is the primary chemical of concern in the Los Altos District. However, this contaminant is not expected to cause significant problems with the quality of water delivered to Cal Water's customers. Wells testing above MCLs for nitrates or any other compounds are either taken out of service or are treated to ensure compliance with all water quality regulations.

Before the Wanger Decision restrictions went into effect, short-term drought events were not thought to pose a serious threat to the reliability of supply in the Los Altos District. The normal buffer of excess imported supplies will not exist as long as Delta pumping is reduced. This decreases the reliability of supply for the Los Altos District. During drought events Cal Water may have to implement voluntary or mandatory rationing depending on the severity of the drought and availability of imported supplies.

Prolonged drought conditions could reduce the available supply of purchased water and cause an increased reliance on groundwater resources. If reductions in purchased water were severe enough, Cal Water would need to install new wells to meet peak system demands. Before this is necessary, Cal Water would implement a conservation strategy as described in Section five of this UWMP.

5.4 Water Quality

The drinking water delivered to customers in the Los Altos District meets or surpasses all federal and state regulations. The U.S. Environmental Protection Agency as authorized by the Federal Safe Drinking Water Act of 1974 sets drinking water standards. A state can either adopt the USEPA standard or set state standards that are more stringent than those set by the federal government.

There are two general types of drinking water standards, Primary and Secondary. Primary Standards are designed to protect public health by establishing Maximum Contamination Levels (MCL) for substances in water that may be harmful to humans. MCLs are established very conservatively for each contaminant and are generally based

on health effects which may occur if a person were to drink three liters of the water per day for 70 years. Secondary Standards are based on the aesthetic qualities of the water such as taste, odor, color, and certain mineral content. These standards, established by the State of California, specify limits for substances that may affect consumer acceptance of the water.

The water distributed in the District is a blend of surface water from SCVWD, which uses chloramines as a primary disinfectant, and untreated local groundwater. This blending has resulted in a decrease in the disinfectant residual and an increase of possible nitrification. Cal Water is in the process of adding chlorine and ammonia feed facilities to some of its well stations to increase the disinfectant residual in the distribution system.

5.5 Water Shortage Contingency Plan

This section contains an updated version of Cal Water's Water Shortage Contingency Plan. The Water Shortage Contingency Plan was last revised in response to the drought that California experienced between 1987 and 1992. The first version of the Plan was included in each subsequent UWMP update.

California's most recent drought event that began in the spring of 2006, coupled with the Delta pumping restrictions, brought increased awareness to the importance of drought preparedness. By the spring of 2008 it became apparent that several of Cal Water's service districts had the potential for water supply shortages and potential wholesaler allocations in the following year. In response, a Conservation/Supply Team was formed to develop a plan for addressing these potential issues. Through this process Cal Water learned valuable lessons and is better prepared for extended droughts or other long term water shortages. The results of this planning process are summarized in this Water Shortage Contingency Plan.

5.5.1 Water Shortage Contingency Plan Scope

The Water Shortage Contingency Plan is a unique document designed to address specific conditions that may occur from time to time in Cal Water's service areas. It can be triggered by several types of events but is primarily used as a response to longer term drought conditions. The Water Shortage Contingency Plan provides a comprehensive company-wide strategy for approaching water supply shortages that may last from several months to several years in duration.

Other triggers may include a partial loss of supply due to a mechanical failure of either Cal Water or wholesale supplier facilities resulting from natural disasters, chemical contamination, or other water quality issues. These two types of triggers are unlikely in larger districts where operational changes can more easily be made in one part of the system to overcome supply shortages in other parts of the system. However, in smaller isolated systems that rely heavily on one source of supply, a partial loss of this supply could necessitate the implementation of the Water Shortage Contingency Plan. Generally, this type of water supply shortage would not last as long as those caused by drought.

There are some important distinctions that should be made between the Water Shortage Contingency Plan and other programs and plans that Cal Water has for each district. Cal Water also maintains an Emergency Response Plan (ERP) for each service area. The ERP is similar to the Water Shortage Contingency Plan in that it may include a loss of supply and inability to serve our customers with normal quantities of water. However, the ERP is designed to manage crises that occur more suddenly and are caused by events such as natural disasters, technological failures, chemical contamination, or national security emergencies.

The ERP provides a guide for district and general office personnel to follow in response to one of these emergencies. It includes the policies, responsibilities, and procedures to be used to protect public safety and includes the setup of an Emergency Operations Center and implementation of the Standardized Emergency Management System. The ERP also describes the necessary inter-jurisdictional coordination and provides the communications and notification plan to insure an efficient response to the emergency.

The ERP for each district was completed in 2004 in response to the Public Health and Safety and Bioterrorism and Response Preparedness Act (H.R. 3448) of 2002. They were then updated in May of 2008. Cal Water is planning to rewrite the ERPs in the next few years. These new Plans will include more detailed district-specific information and will be designed to be used as a manual for Cal Water personnel during emergency situations.

Cal Water is also in the process of developing Water Conservation Master Plans for each district. These Water Conservation Master Plans are different from the Water Shortage Contingency Plans in that they are designed to permanently reduce per capita water use by Cal Water's customers. The Water Conservation Master Plans are not associated with any short or long term loss of supply but will have the effect of making existing supplies last further into the future. In the short term, this will also provide increased supply reliability.

The water use targets selected by Cal Water for each service area are consistent with current regulations. In general, this will mean a reduction in per capita demand. Specific reductions will vary by service area and are contained in the service-area specific Water Conservation Master Plans. The annual level of funding for these programs will be determined through each General Rate Case filed with the California Public Utilities Commission (CPUC). The Water Conservation Master Plan will be discussed in more detail in Section 5 of this UWMP.

5.5.2 Water Conservation/Water Supply Team

As mentioned earlier, Cal Water formed a Conservation/Supply Team in response to the water shortage conditions that were forecasted for 2009. This Team consisted of an interdepartmental group of personnel that guided the planning process for the company-wide response to the drought. Members of the Conservation/Supply Team include:

- Vice President of Regulatory and Corporate Communications

- Vice President of Customer Service, Human Resources, and Information Technology
- Director of Corporate Communications
- Director of Customer Service
- Conservation Manager
- Chief Engineer
- Water Resources Planning Supervisor
- Manager of Rates
- Manager of Operations
- Maintenance Manager
- Billing Manager
- Regulatory Accounting Manager
- Meter Operations Supervisor
- Support Staff

The Conservation/Supply Team held regular meetings to discuss strategies for all aspects of drought preparation such as water supply monitoring, public communications, wholesale and customer allocations, information technology improvements, and financial impacts. Additional staff participated as needed as the planning process progressed.

5.5.3 Water Supply Allocation Plan

During the most recent drought several of Cal Water's districts were faced with the possibility of reduced wholesale allocations of imported water. If implemented, Cal Water would need to reduce its use of this supply proportionally in order to meet regional conservation targets and avoid wholesaler imposed penalties for overuse. Cal Water would have to request customers to reduce water use, usually to the same level as required by the wholesaler.

These reductions could either be voluntary or mandatory depending on the severity of the cutback required. If mandatory rationing is deemed necessary, retail customer allocations would need to be implemented. To determine the methodology used for customer allocations a cross-functional Water Allocation Team was formed. The Water Allocation Team consisted of a subset of the Conservation/Supply Team and was tasked with developing the details of how the allocation process would be handled internally by Cal Water. The Water Allocation Team reported back to the Conservation/Supply Team at the regular meetings.

The Water Allocation Team meetings resulted in a comprehensive strategy that is summarized in Cal Water's Water Supply Allocation Plan. The Water Supply Allocation Plan details the methodology used for determining customer allocations, conducting public communications, tracking water use, assessing penalties, and processing appeals.

The Water Supply Allocation Plan also outlines regulatory actions that must be taken in order to implement mandatory allocations. If it is determined that mandatory allocations

are likely to be necessary in a particular district Cal Water will file a Tier 2 advice letter with the CPUC that describes the need for mandatory allocations as well as our methodology and plan for implementation. A public hearing is required during the 30 days following this filing and all customers in the affected district will be notified of the hearing. If, after the 30 day period, it is determined that mandatory allocations are necessary, Cal Water will file a Tier 1 advice letter with the CPUC, which would make mandatory allocations effective 5 days following the filing.

Cal Water has the legal authority to implement mandatory allocations only after requesting from the CPUC that Tariff Rule 14.1, Mandatory Conservation Plan, be added to existing tariffs. *Section A. Conservation – Nonessential or Unauthorized Water Use* of Tariff Rule 14.1 identifies specific water use prohibitions. Prior to implementing mandatory allocations Cal Water will communicate details of the Plan to all customers.

5.5.4 Allocation Methodology and Customer Information

The Water Allocation Team's methodology for determining customer allocations was decided through careful consideration of all available information. Throughout this process the Team tried to maintain fairness to all customers and develop a plan that was easy to understand and communicate. Secondary concerns included impacts to Cal Water such as the ease of implementation and revenue shortfalls.

Customer allocations will be calculated on a monthly basis for each "premise", or customer location. The required cutback will be a percent reduction from prior use compared to baseline time period. The percentage reduction and baseline that Cal Water uses will be consistent with those used by the regional wholesaler. This will be done to ensure regional coordination between agencies and to offer a clear message to the public. In districts that do not have an imported supply and therefore no wholesaler, Cal Water will choose the percent reduction depending on the severity of the water shortage.

In most cases the percent reduction will be kept constant on an annual basis. It will be reviewed and adjusted as necessary in the spring of each year after the water supply picture becomes clear for the following dry season. In most districts Cal Water does not have direct control over long term storage of imported water and will rely on the California Department of Water Resources, U.S. Bureau of Reclamation, and regional water wholesalers to manage carryover storage between years. In some cases it may be necessary to adjust these percentages mid-year, if, for example, a district is not meeting its reduction target. The allocation period will end when Cal Water determines that the water shortage no longer exists and ample supplies are available on an ongoing basis.

A minimum allocation will be given to single-family residential customers whose monthly allocation would fall below a level that is considered necessary for health and safety. These minimum allocations will be calculated for each district and will include water for indoor consumption on a per capita basis and also a percentage of normal water for outdoor use such as landscape irrigation. Multi-family, commercial, industrial,

government, and other service connection categories will not be subject to minimum allocations.

Cal Water will provide customers the opportunity to bank unused water that has been allocated in a billing period. A customer will bank their unused allocation in a given billing period which can then be used to offset a future month where the customer exceeds their allocation. There is no limit to the amount of water that can be banked by a customer. All banked water will expire once allocations are determined to no longer be needed.

As a deterrent to exceeding monthly allocations and to offset penalties that Cal Water may incur from wholesale agencies, a penalty rate will be applied to a customer's water use that is in excess of their allocation. This penalty rate will be charged in addition to the normal tiered rate for every unit (Ccf) above the allocation during a billing period.

If a customer feels that their allocation does not represent their current need, or to dispute penalties assessed to their account, customers can file an appeal with their local district. The appropriate personnel will review the appeal and issue a judgment in writing. The appeals will be reviewed according to rules outlined in the Water Supply Allocation Plan.

During a water shortage priority will be given to uses that promote public health and safety. These uses include residential indoor use and other sanitary purposes. On a case by case basis Cal Water will decide that certain services are seen as essential, such as hospitals, and may exempt the customer from allocations. The second priority will be given to commercial and industrial water use in an effort to minimize financial impacts to local businesses. And finally, outdoor irrigation has the lowest priority.

If Cal Water requests voluntary reductions, all customer categories will be asked to make the same percent reduction. If mandatory reductions are required, which in general means a reduction of greater than 15 percent, Cal Water may develop different demand reduction targets for each connection category. This will be done to enforce the priorities listed above and to ensure that the correct mix of targets are chosen so that the overall district demand reduction goal is reached.

5.5.5 Drought Stages

Cal Water has developed a four stage approach to drought response that corresponds to specific levels of water supply shortage. At each higher stage Cal Water will become more aggressive in requiring water use reductions from its customers. The decision to enter a new stage will be made by careful consideration of a variety of factors including wholesale supply, availability of alternative supplies, time of year, and regional coordinated activities. These stages are designed to guide Cal Water personnel in making informed decisions during water shortages. A certain amount of flexibility is built in to the stages to allow for the unique characteristics of each water shortage event and the unique characteristics within each of Cal Water's districts. In each progressive stage the

actions taken in earlier stages will be carried through to the next stage either at the same or at an increased intensity level, thereby becoming more restrictive.

When the water conditions in a district appear to warrant the activation of the Shortage Contingency Plan's Demand Reduction Stages, whether that be via implementing Stage 1, the movement from one Stage to a higher stage, the movement from a higher stage back down to a lower stage, or deactivating the use of Demand Reduction Stages altogether; the Water Conservation /Water Supply Team will consider those conditions at hand and prepare a recommendation on the appropriate action to be taken by the Company. The Team's recommendation will be presented by the Chief Engineer to the Vice President of Engineering and Water Quality. If the Vice President of Engineering and Water Quality concurs with the WC/WS Team recommendation, then he or she will take that recommendation to the President and Chief Executive Officer. The President & CEO will make the final determination as to whether or not the recommended action is to be taken by the Company.

If it is determined that the Company will implement or change the active Demand Reduction Stage for a given District, then a press release will be made in a manner that advises the customers served by that district of this determination. This press release will explain the desired outcome of the action to implement the appropriate stage. Upon making that determination Cal Water will immediately begin implementing the specific actions identified for the determined stage as outlined in the reminder of this section of the Shortage Contingency plan.

Stage 1 covers water shortages of up to 10 percent and can be used to address annual variations in precipitation and mild drought events that may last only a year or two. All reductions in Stage 1 are voluntary and impacts to customers are minimal. The actions to be taken by Cal Water in Stage 1 are listed in Table 5.5-1.

Table 5.5-1: Demand Reduction Stage 1 (Table 36)

Stage	Water Supplier Actions
1. Minimal 5 to 10 percent Shortage Up to 10 percent Reduction Goal Voluntary Reductions	**Cal Water will:** Request voluntary customer conservation as described in CPUC Rule 14.1. Maintain an ongoing public information campaign. Maintain conservation kit distribution programs. Maintain school education programs. Maintain incentive programs for high efficiency devices. Coordinate drought response with wholesale suppliers and cities. Lobby cities for passage of drought ordinances. Discontinue system flushing except for water quality purposes. Request that restaurants serve water only on request.

Stage 2 includes water shortages of between 10 and 20 percent. Stage 2 will be entered during prolonged water shortages of moderate severity such as those caused by a multi-year drought. Reduction methods can either be voluntary or mandatory depending on the severity of the water shortage. Allocations would likely be implemented when the shortage exceeds 15 percent. Customers will begin to notice moderate impacts to normal water use and companies may begin to have financial impacts. In Stage 2 Cal Water will intensify its conservation efforts by implementing the actions listed in Table 5.5-2. All actions from Stage 1 will be carried through or intensified in Stage 2.

Table 5.5-2: Demand Reduction Stage 2 (Table 36)

Stage	Water Supplier Actions
2. Moderate 10 to 20 Percent Shortage Up to 20 Percent Reduction Goal Voluntary or Mandatory Reductions	**Cal Water will:** Increase or continue all actions from Stage 1. Implement communication plan with customers, cities, and wholesale suppliers. Request voluntary or mandatory customer reductions. File Schedule 14.1 with CPUC approval if necessary. Request memorandum account to track penalty rate proceeds and other drought related expenses. Lobby for implementation of drought ordinances. Monitor water use for compliance with reduction targets.

Stage 3 represents a severe water shortage emergency with a reduction in supply of between 20 and 35 percent. This stage can be triggered by the most severe multi-year droughts, major failures in water production and distribution facilities, or by water quality concerns, especially in smaller isolated systems. A shortage of this magnitude may begin to seriously impact public health and safety, and cause significant financial hardships on local businesses. All reductions will be mandatory and customer allocations would be necessary. During Stage 3 Cal Water will take the following actions listed in Table 5.5-3, which includes all the actions from Stage 2.

Table 5.5-3: Demand Reduction Stage 3 (Table 36)

Stage	Water Supplier Actions
3. Severe	**Cal Water will:**
20 to 35 Percent Shortage	Increase or continue all actions from previous stages.
	Implement mandatory conservation with CPUC approval.
Up to 35 Percent Reduction Goal	Install flow restrictors on repeat offenders.
	Require customers to have high efficiency devices before granting increased allocations.
Mandatory Reductions	Require participation in survey before granting an increased allocation.

Stage 4 is a critical water shortage emergency with a reduction of supply of at least 35 and potentially above 50 percent. This represents an exceptional crisis that could be caused only by the most severe multi-year drought, natural disaster, or catastrophic failure of major water supply infrastructure. Impacts to public health and safety would be significant. In Stage 4 Cal Water will take the additional actions listed in Table 5.5-4 while also continuing or increasing actions from Stage 3.

Table 5.5-4: Demand Reduction Stage 4 (Table 36)

Stage	Water Supplier Actions
4. Critical 35 to 50+ Percent Shortage Up to and above a 50 percent Reduction Goal Mandatory Reductions	**Cal Water will:** Increase or continue all actions from previous stages. Discontinue service for repeat offenders. Monitor water use weekly for compliance with reduction targets. Prohibit potable water use for landscape irrigation.

5.5.6 Water Supply Conditions and Trigger Levels

As described in Section 3, the water supply for the Los Altos District is a mix of imported water and local groundwater. Groundwater provides approximately 30 percent of the total supply for the District and purchased water makes up the rest. Cal Water has excess well capacity and could pump increased amounts of groundwater during water shortages to offset reductions in imported supply. However, SCVWD combines all its water sources in one pool and manages them as one source. When requesting water use reductions from its retail customers SCVWD will request a reduction on total use and will not distinguish between supply sources. Because of this Cal Water will be required to reduce its groundwater pumping to the same level as imported water if a shortage exists.

The District's Water Shortage Allocation Plan will be triggered by actions taken by SCVWD. Cal Water will follow their lead when deciding whether to implement the Water Shortage Allocation Plan. The percent shortage identified by SCVWD will determine which drought stage Cal Water enters into. These thresholds are shown in Table 5.5-5. The drought stages are discussed in more detail in the following section.

Table 5.5-5: Water Supply Triggering Levels (Table 35)	
Stage	Percent Shortage
Stage 1	5 to 10% supply reduction
Stage 2	10 to 20% supply reduction
Stage 3	20 to 35% supply reduction
Stage 4	35 to 50% supply reduction

In the spring of each year, after the winter storm season, SCVWD will assess its available water supply and decide if it will request voluntary of mandatory reductions by its retail and wholesale customers. Cal Water's timeline for implementing its Water Shortage Contingency Plan will generally follow SCVWD's schedule. However, Cal Water will monitor water supply conditions throughout the year and will independently assess the threat of water shortage conditions. This will allow Cal Water to make the necessary preparations prior to the high water use season when restrictions would likely go into effect. Preparations may include filing the appropriate advice letters with the CPUC, hiring additional staff, training existing staff, making billing system improvements, developing public communications material, making operational changes, and performing maintenance to the water system facilities. This advanced planning will minimize the potential lag time between when a water shortage is declared and when restrictions can take effect. The reduction in lag time is essential in order to maximize the water savings during the high use summer months.

5.5.7 Water Use Restriction Enforcement

Because of its investor owned status Cal Water has limited authority to enforce water use restrictions unless Rule 14.1 is enacted through CPUC approval. Restrictions on water use prior to enacting Rule 14.1 must be regulated by ordinances passed by the local governments in each community served. Cal Water has worked with municipalities to pass ordinances and will continue this effort on an ongoing basis. Rule 14.1 contains a detailed list of the water use restrictions common to many of these ordinances, and is included as Appendix E of this UWMP.

In the Los Altos District the Cities of Cupertino, Mountain View, and Sunnyvale have all passed water conservation ordinances, which are included in Appendix E.

Cal Water maintains extensive water use records on individual metered customer accounts. These records are reviewed in the districts to identify potential water loss problems. In order to protect itself against serious and unnecessary waste or misuse of water, Cal Water may meter any flat rate service and apply the regularly established meter rates where the customer continues to misuse or waste water beyond five days after Cal Water has given the customer written notice to remedy such practices.

During all stages of water shortages, production figures are reported to and monitored by the district manager. Consumption will be monitored through these daily production figures in the district for compliance with necessary reductions.

Cal Water, after one written warning, shall install a flow-restricting device on the service line of any customer observed by Cal Water personnel to be using water for any non-essential or unauthorized use defined in Section A. of Tariff Rule 14.1. Repeated violations of unauthorized water use will result in discontinuance of water service.

5.5.8 Analysis of Revenue and Expenditure Impacts

Cal Water is an investor-owned water utility and, as such, is regulated by the CPUC. On March 8, 1989, the Commission instituted an investigation to determine what actions should be taken to mitigate the effects of water shortages on the State's regulated utilities and their customers. In decision D. 90-07-067, effective July 18, 1990, the Commission authorized all utilities to establish memorandum accounts to track expenses and revenue shortfalls caused both by mandatory rationing and by voluntary conservation efforts. Subsequently, D. 90-08-55 required each class A utility (more than 10,000 connections) seeking to recover revenues from a drought memorandum account to submit; for Commission approval, a water management program that addresses long-term strategies for reducing water consumption. Utilities with approved water management programs were authorized to implement a surcharge to recover revenue shortfalls recorded in their drought memorandum accounts.

However, the Commission's Decision 94-02-043 dated February 16, 1994, states:

> *10. Now that the drought is over, there is no need to track losses in sales due to residual conservation.*
> *11. The procedures governing voluntary conservation memorandum accounts (see D.92-09-084) developed in this Drought Investigation will no longer be available to water companies as of the date of this order.*
> *12. Procedures and remedies developed in the Drought Investigation that are not specifically authorized for use in the event of future drought in these Ordering Paragraphs will no longer be available to water companies as of the date of this order except upon filing and approval of a formal application.*
> *(CPUC Decision 94-02-043, Findings of Fact, paragraphs 10-12)*

In 2008 the CPUC allowed for the creation of a Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Accounts (MCBA). The goals of the WRAM and MCBA are to sever the relationship between sales and revenue to remove the disincentive to implement conservation rates and conservation programs especially in times of drought. WRAM and MCBA are designed to ensure that the utilities and ratepayers are proportionally affected when conservation rates are implemented, so that neither party is harmed nor benefits. Because of these regulatory developments Cal Water expects to increase the implementation of conservation rates and conservation programs on a permanent basis.

During water supply shortages Cal Water would expect to see a reduction in revenue. The amount of this reduction would depend on the total amount of water being conserved

and the price (tier rate) at which the cutbacks were made for each customer. In other words, the reduction would be roughly equivalent to the quantity charge for the amount of water saved. Cal Water would still receive its monthly service charge fees.

Cal Water has adequate reserves to overcome this short term reduction. These reductions in revenue would also be recovered through the WRAM and MCBA. Through the WRAM and MCBA Cal Water will be able to track its revenue impacts and expenditures during water shortages and recover these losses through the CPUC rate case process in future years. Because of these new mechanisms Cal Water is assured that it will have adequate reserves available to operate normally under water shortage conditions.

Expenditures will not increase due to a mild water shortage condition. Any expenditure made during this time will come out of the normal conservation budget that has been approved by the CPUC. Actions that may be taken include public information campaigns that draw attention to the shortage and steer customers towards our other conservation programs (toilet rebates, washing machine rebates, home audits, etc) that are available. These programs will be paid for by money that is already budgeted. Therefore no additional expenditures will take place. If the water shortage warrants mandatory allocations, Cal Water would need to file an advice letter with the CPUC to seek approval to implement mandatory allocations. This process would include securing any additional funding necessary for the administration of this program. Again, these costs would be recovered through the MCBA and WRAM.

5.5.9 Catastrophic Water Supply Interruption

As mentioned earlier, Cal Water has an ERP in place that coordinates the overall company response to a disaster in any or all of its districts. In addition, the ERP requires each District to have a local disaster plan that coordinates emergency responses with other agencies in the area.

Cal Water also inspects its facilities annually for earthquake safety. To prevent loss of these facilities during an earthquake, auxiliary generators and improvements to the water storage facilities have been installed as part of Cal Water's annual budgeting and improvement process.

During an emergency, the District can transfer water through four interconnections to or from the neighboring water systems owned by the cities of Mountain View, Sunnyvale, Santa Clara, and the San Jose Water Company. These interconnections can be used to help offset the impact of interrupted service to District customers or, being two way connections, these facilities can be used to supply either imported water or pumped groundwater.

During a regional power outage SCVWD will be able to provide a supply of imported water from their Rinconada Treatment Plant at normal pressures due to their backup power generators. Cal Water has backup power generators at three booster pump sites. These boosters will supply a mix of imported water and well water until storage tanks are

emptied. After this point only imported water will be available because none of the well pumps have backup power. The lower elevations within the District will see only a minor drop in pressures during a power outage while the higher elevations may see a more significant drop. However, Cal Water has three portable boosters that could be used to increase pressure at these higher elevations or move water through other parts of the system.

6 Demand Management Measures

6.1 Statewide Urban Water Demand Reduction Policies

As mentioned earlier, Cal Water is in the process of significantly expanding its conservation programs. Inter-related state-level policies and agreements aimed at reducing urban water use have provided much of the impetus for this change. The policies include: (1) recent decisions by the California Public Utilities Commission (CPUC) directing Class A and B water utilities to reduce per capita urban water demand; (2) state legislation mandating urban water suppliers to reduce per capita demand 20 percent by 2020; and (3) the Memorandum of Understanding Regarding Urban Water Conservation in California (MOU). This section discusses these requirements, their relationship to one another, and their relationship to Cal Water's overall conservation strategy.

The CPUC's Decision 07-05-062 directed Class A and B water utilities to submit a plan to achieve a 5 percent reduction in average customer water use over each three-year rate cycle. This policy was refined under Decision 08-02-036, which established a water use reduction goal of 3 to 6 percent in per customer or service connection consumption every three years once a full conservation program, with price and non-price components, is in place. These decisions anticipated enactment of policies by the State legislature to reduce urban water use in California 20 percent by 2020.

SBx7-7 requires the state to achieve a 20 percent reduction in urban per capita water use by December 31, 2020. The state is required to make incremental progress toward this goal by reducing per capita water use by at least 10 percent on or before December 31, 2015. SBx7-7 requires each urban retail water supplier to develop interim and 2020 urban water use targets. Urban retail water suppliers will not be eligible for state water grants or loans unless they comply with SBx7-7's requirements.

There are three ways in which a water supplier can comply with the MOU. The first way is to implement a set of water conservation best management practices (BMPs) according to the requirements and schedules set forth in Exhibit 1 of the MOU. The second way, called Flex Track compliance, is to implement conservation programs expected to save an equivalent or greater volume of water than the BMPs. The third way, similar to SBx7-7, is to reduce per capita water use. Each of these compliance options is briefly described below.

Originally, the MOU established a set of BMPs that signatories agreed to implement in good faith. For each BMP, the MOU established the actions required by the water supplier (e.g. site surveys, fixture and appliance rebates, water use budgets, volumetric pricing and conservation rate designs), the implementation schedule, and the required level of effort (in the MOU this is referred to as the coverage requirement). Additionally, the MOU established the terms by which a water supplier could opt out of implementing a BMP.

BMPs are grouped into five categories. Two categories, Utility Operations and Education, are "Foundational BMPs" because they are considered to be essential water conservation activities by any utility and are adopted for implementation by all signatories to the MOU as ongoing practices with no time limits. The remaining BMPs are "Programmatic BMPs" and are organized into Residential, Commercial, Industrial, and Institutional (CII), and Landscape categories. Table 6.1-1 shows the BMPs by category. The requirements and coverage levels of each BMP are set forth in Exhibit 1 of the MOU. As of the date of this UWMP, Cal Water is in process of completing and submitting BMP reports to the CUWCC for the period 2009-2010. Submission was delayed due to delays in the CUWCC reporting forms being made available.

Table 6.1-1: MOU Best Management Practices

BMP Group	BMP Name
1. Utility Operations Programs (F)	Conservation Coordinator
	Water Waste Prevention
	Wholesale Agency Assistance Programs
	Water Loss Control
	Metering & Volumetric Rates
	Retail Conservation Pricing
2. Education Programs (F)	Public Information Programs
	School Education Programs
3. Residential (P)	Residential Assistance Program
	Landscape Water Surveys
	High Efficiency Clothes Washer Program
	Watersense Toilet Program
	Watersense Specifications for Residential Development
4. Commercial, Industrial, Institutional (P)	Reduce baseline CII water use by 10% in 10 years
5. Landscape (P)	Large Landscape Water Budget Programs
	Large Landscape Water Surveys

F = Foundational BMP, P = Programmatic BMP

Under Flex Track, a water supplier can estimate the expected water savings over the 10-year period 2009-2018 if it were to implement the programmatic BMPs in accordance with the MOU's schedule, coverage, and exemption requirements, and then achieve these water savings through any combination of programs it desires. Thus, through the Flex Track compliance option, a water supplier agrees to save a certain volume of water using whatever it determines to be the best combination of programs. Because the savings target depends on the programmatic BMP coverage requirements, which in turn are functions of service area size and composition of demand, the volume of water to be saved under this compliance option must be calculated separately for each supplier. The methodologies and tools for water suppliers to implement these calculations are still being developed by the CUWCC.

Under the gpcd option, a water supplier can comply with the MOU by reducing its baseline gpcd by 18 percent by 2018. The baseline is the ten-year period 1997-2006. The MOU also establishes interim gpcd targets and the highest acceptable levels of water use deemed to be in compliance with this option. The MOU's gpcd option is similar to using Method 1 to set the SBx7-7 target, except that it uses a fixed baseline period and only runs through 2018. This compliance option may be difficult to achieve for Cal Water districts that are part of a regional alliance for purposes of SBx7-7 compliance because savings as a percent of demand will vary considerably among the districts in the alliance. It may also conflict with district-specific SBx7-7 targets set using method 3 (hydrologic region-based target). Because of these potential conflicts, this is not considered a viable MOU compliance option for Cal Water districts.

Cal Water plans to use Flex Track to comply with the MOU. This compliance option affords the most flexibility in selecting conservation programs suited to each Cal Water district and allows for more streamlined reporting. Because CUWCC tools for calculating a district's Flex Track savings target are not yet available, Cal Water developed its own target estimates for planning purposes. Cal Water will update these estimates as necessary following the release of the CUWCC Flex Track target calculator.

6.2 Conservation Master Plans

In an effort to address the statewide policies for urban water use reduction Cal Water developed Conservation Master Plans for each of its service districts. These Conservation Master Plans are designed to provide a framework for meeting these statewide policies and to chart a course for Cal Water's conservation programs over the next five years. The major tasks of the Conservation Master Plans include:

1. A complete review of State policies and development of a compliance strategy
2. Calculating all appropriate per capita targets
3. Determining water savings required from new programs
4. Performing an analysis of conservation programs
5. Developing a portfolio of conservation programs
6. Creating a plan for monitoring and update of Conservation Master Plans

Cal Water's Conservation Master Plans have a five year planning horizon and are designed to be updated in coordination with the UWMP for each district. The Conservation Master Plan for the Los Altos District is included in its entirety as Appendix G. A discussion of baseline and target water use can be found in Section 3 of this UWMP. A summary of the water savings requirements and program portfolio is summarized in the following section.

6.3 Water Savings Requirements

The gross water savings required under SBx7-7 can be determined with a simple calculation by subtracting the target water demand from the unadjusted baseline demand. According to this calculation the Los Altos District has a gross savings requirement of 1,386 AF from 2011-2015, as shown in Table 6.3-1.

Table 6.3-1: SBx7-7 and MOU Gross Water Savings Requirements

Gross Water Savings Required by 2015	SBx7-7	MOU Flex Track
2015 Unadjusted Baseline Demand	15,424 AF	15,424 AF
2015 Target Demand	14,037 AF	14,973 AF
Gross Savings Requirement	**1,386 AF**	**450 AF**

As discussed earlier, because CUWCC tools for calculating a district's Flex Track savings target are not yet available, Cal Water developed its own target estimates for planning purposes. The targets are based on the expected water savings from cost-effective programmatic BMPs over the ten-year period 2009-2018. The coverage requirements for the programmatic BMPs were used to calculate the Flex Track targets. Expected water savings and cost-effectiveness were based on the conservation program specifications and avoided water supply costs. The supporting data and calculations are provided in Appendix G.

The differences between the unadjusted baseline demand, district-specific SBx7-7 target, and MOU Flex Track target are shown in Table 6.3-1. This shows the maximum amount of water savings needed for SBx7-7 compliance, as well as the savings required for MOU compliance. Because Los Altos District is part of a regional alliance, the amount of water savings needed for SBx7-7 compliance may turn out to be less than the amount shown in the table. Also, some of the reduction in baseline demand needed to achieve SBx7-7 and MOU compliance will come from efficiency codes, response to adjustments in rates, and savings from past program implementation. The remainder will need to come from new conservation program activity.

The unadjusted baseline demand described in Section 3 does not account for future changes in water demand due to the effects of plumbing fixture efficiency codes, changes in water rates, metering, and existing conservation programs. A portion of the gross savings requirements shown above are expected to come from these sources. The Conservation Master Plan includes an estimate of the volume of water saved as a result of these things. The results are used to adjust baseline demand so that the volume of water savings that will need to come from new conservation programs can be determined.

Two recent California laws are expected to accelerate the replacement of low efficiency plumbing fixtures – primarily toilets and showerheads – with higher efficiency alternatives.

- AB 715, passed in 2007, amended the California Building and Safety Code to require by January 1, 2014, that toilets sold or installed in California use no more than 1.28 gallons per flush. It also requires that urinals sold or installed use no more than 0.5 gallons per flush.

- SB 407, passed in 2009, amended the California Civil Code to require replacement of low efficiency plumbing fixtures with higher efficiency alternatives when a property undergoes alterations, improvements, or transfer. In the case of single-family residential properties, issuance of a certificate of final completion and occupancy or final permit approval by the local building department for building alterations or improvements will be conditional on the replacement of low efficiency plumbing fixtures beginning in 2014. Single-family property owners are required by law to replace any remaining non-compliant plumbing fixtures by no later than January 1, 2017. After this date, a seller or transferor of single-family residential real property must disclose in writing to the prospective purchaser or transferee whether the property includes any noncompliant plumbing fixtures. For multi-family and commercial properties non-compliant fixtures must be replaced by January 1, 2019. As with single-family properties, final permits or approvals for alterations or improvements are conditional on the replacement of low efficiency fixtures beginning in 2014.

The phase-in dates for AB 715 and SB 407 mean they will not greatly contribute to meeting the 2015 interim gpcd target under SBx7-7. But they will support meeting the 2020 target. Moreover, since the early 1990's, the sale and installation of toilets manufactured to flush more than 1.6 gallons, showerheads manufactured to have a flow capacity more than 2.5 gallons per minute, and interior faucets manufactured to emit more than 2.2 gallons per minute has been prohibited. These requirements will continue to improve the efficiency of plumbing fixtures in older residential and commercial buildings.

Water savings from expected rate adjustments in Los Altos District were also calculated. The estimates are based on inflation-adjusted changes in rates for 2011, 2012, and 2013, as contained in CPUC's proposed GRC decision. Short-run price elasticity estimates used to calculate potential changes in demand were drawn from the CUWCC's conservation rate guidebook.

In addition to savings from codes and rates, expected on-going water savings from conservation activity occurring in 2009 and 2010 were also taken into account. The adjusted baseline demand and savings associated with code changes, rate changes, meter conversions, and existing conservation programs are shown in Table 6.3-2.

Table 6.3-2: Adjusted Baseline Demand Projection

Adjusted Baseline (AF)	2011	2012	2013	2014	2015
Unadjusted Baseline	15,226	15,274	15,325	15,376	15,424
Less Savings from					
Codes	21	42	62	81	106
Schedule Rate Increases	-12	-29	-53	-65	-96
Existing Programs	41	40	38	31	24
Adjusted Baseline Demand	**15,176**	**15,221**	**15,277**	**15,329**	**15,390**
Per Capita (GPCD)	237	237	237	237	237

The amount of water savings required from new conservation programs is not the same for SBx7-7 and MOU Flex Track compliance. In the case of SBx7-7, the objective is to reduce 2015 per capita water use at least to the target of 219 gpcd, and any expected savings from codes, rates, and existing conservation programs can be credited toward meeting this goal. This is not the case for MOU Flex Track compliance, where the objective is to implement conservation programs that would save at least as much as the Flex Track target. Unlike SBx7-7, water savings from codes and rates cannot be credited against the Flex Track target. Only savings from existing conservation programs can be deducted.

Savings required from new conservation programs to meet SBx7-7 and MOU Flex Track compliance requirements are summarized in Table 6.3-3. In the case of SBx7-7, 2015 potable demand, after accounting for codes, scheduled changes in rates, and 2009-10 conservation program activity, is projected to exceed the SBx7-7 compliance target by 1,353 AF. While this sets the upper-bound water savings target,, the District can save less than this amount and still comply with SBx7-7 via the regional compliance option.

In the case of MOU Flex Track Compliance, water savings from conservation programs implemented in 2009 and 2010 are expected to generate about 24 AF of savings in 2015. Thus conservation programs implemented over the period 2011-2015 will need to save an additional 427 AF by 2015 for Los Altos District to be in compliance with the MOU.

Table 6.3-3: New Program Savings Required for SBx7-7 and MOU Compliance		
2015 Net Savings Requirement (AF)	**SBx7-7**	**MOU Flex Track**
Gross Savings Requirement	**1,386**	**450**
Less		
Savings from codes	106	NA
Savings from rates	-96	NA
Savings from existing programs	24	24
Subtotal Expected Savings	*34*	*24*
Savings Required from New Programs[1]	**1,353**	**427**
[1]*Negative net savings indicates that no new program savings required for compliance*		

6.4 Conservation Program Analysis

Cal Water engaged in a detailed, multi-step process to identify the best mix of programs to achieve the required savings. The process began with an inclusive range of potential program concepts. These concepts were qualitatively analyzed to eliminate those that were clearly inappropriate for each district and thereby narrow the analytical focus to those remaining programs that were potentially appropriate. Those programs were then subjected to detailed quantitative analysis. This Section describes the steps of the analytical process for Los Altos District, and the programs that emerged as potential components of a portfolio of programs for the district.

As a result of an exhaustive search of the literature, consultation with experts in the field, knowledge of conservation programming by other water suppliers, and the experience of the project team, a total of more than 75 conservation program concepts were defined. At this point in the process, the goal was to be as inclusive as possible. The list was therefore intentionally large to ensure that all possible program concepts were considered. Cal Water did not want to risk inadvertently excluding a program from consideration.

Once the range of program concepts was defined, the next step was to subject each program concept to a careful district-specific qualitative screen, the objective of which was to eliminate those program concepts that were clearly inappropriate.

A preliminary quantitative analysis was conducted on the programs that passed the qualitative screen. To do that, estimates were made of key savings and cost parameters for each of the programs. Where applicable, these estimates were based on prior Cal Water experience with similar programs. In the absence of such experience, the experience of other water suppliers, the expertise of the project team, consultation with national experts, and published figures, where available, were relied upon. In particular, estimates developed by the California Urban Water Conservation Council and the Alliance for Water Efficiency were utilized where such estimates were available. While

in most cases, the savings assumptions for a program do not vary across districts, for several programs, they do due to district-specific characteristics of household size, climate, etc. Other than meter installation, program cost assumptions are uniform across districts, although in some cases, cost sharing with other water utilities reduce Cal Water's share.

Using the results of the qualitative screening and preliminary quantitative analysis, Cal Water identified five core programs that it would run in every district over the next five years. In addition to the core programs, an additional set of non-core programs was selected. Unlike core programs, Cal Water may not offer non-core programs in every district or in every year. Implementation of non-core programs will depend on whether additional water savings are required for SBx7-7 compliance, MOU compliance, or to help address local supply constraints. Table 6.4-1 lists all Cal Water core and non-core conservation programs.

Table 6.4-1: Cal Water Conservation Programs

Program Name	Description	Target Market
CORE PROGRAMS		
Rebate/Vouchers for toilets, urinals, and clothes washers	Provide customer rebates for high-efficiency toilets, urinals, and clothes washers	All customer segments
Residential Surveys	Provide residential surveys to low-income customers, high-bill customers, and upon customer request or as pre-screen for participation in direct install programs	All residential market segments
Residential Showerhead/Water Conservation Kit Distribution	Provide residential showerhead/water conservation kits to customers upon request, as part of residential surveys, and as part of school education curriculum	All residential market segments
Pop-Up Nozzle Irrigation System Distribution	Offer high-efficiency pop-up irrigation nozzles through customer vouchers or direct install.	All customer segments
Public Information/Education	Provide conservation messaging via radio, bill inserts, direct mail, and other appropriate methods. Provide schools with age appropriate educational materials and activities. Continue sponsorship of Disney Planet Challenge program.	All customer segments
NON-CORE PROGRAMS		
Toilet/Urinal Direct Install Program	Offer direct installation programs for replacement of non-HE toilets and urinals	All customer segments
Smart Irrigation Controller Contractor Incentives	Offer contractor incentives for installation of smart irrigation controllers	All customer segments
Large Landscape Water Use Reports	Expand existing Cal Water Large Landscape Water Use Report Program providing large landscape customers with monthly water use reports and budgets	Non residential customers with significant landscape water use and potential savings

Large Landscape Surveys & Irrigation System Incentives	Provide surveys and irrigation system upgrade financial incentives to large landscape customers participating in the Large Landscape Water Use Reports programs and other targeted customers	Non residential customers with significant landscape water use and potential savings
Food Industry Rebates/Vouchers	Offer customer/dealer/distributor rebates/vouchers for high-efficiency dishwashers, food steamers, ice machines, and pre-rinse spray valves	Food and drink establishments, institutional food service providers
Cooling Tower Retrofits	Offer customer/dealer/distributor rebates/vouchers of cooling tower retrofits	Non-residential market segments with significant HVAC water use
Industrial Process Audits and Retrofit Incentives	Offer engineering audits/surveys and financial incentives for process water efficiency improvement	Non-residential market segments with significant industrial process water uses

Core and non-core programs were then subjected to a detailed benefit cost analysis, the results of which were used to inform program portfolio development discussed in the next section. The first step in this process was to refine and finalize the savings and cost specifications of each program. The program savings and cost assumptions enable the calculation of program benefits and costs to the utility and its ratepayers, and comparisons of these costs in the form of benefit-cost ratios. The tool used to do this comparison was a simplified version of the Alliance for Water Efficiency Tracking Tool. Following are descriptions of how the model calculates and compares conservation program benefits and costs.

6.5 Conservation Program Portfolio

This section presents the recommended conservation program portfolio for the Los Altos District. The program analysis results described in the previous section provided the starting point for portfolio development. The next step was to determine the annual levels of program activity needed to, at minimum, meet Los Altos District's water savings targets and local demand management goals. Several considerations informed these decisions, including budgetary constraints included in the current GRC decision, Cal Water conservation program administrative capacity, program market and water savings potential, and the program benefit-cost results.

The water savings requirement analysis showed that, after accounting for water savings from existing water efficiency codes and ordinances, scheduled adjustments to water rates, and past investment in conservation programs, projected 2015 baseline demand (excluding recycled water use) in Los Altos District is projected to exceed the SBx7-7 target by 1,353 AF and the MOU Flex Track target by 427 AF. The analysis done for this plan suggests the district will not be able to meet its district-specific SBx7-7 target by 2015 and instead will need to rely on the regional compliance option. The reason for this is three-fold. First, the District's high per capita water use results in a large water savings

target. Second, the small amount of non-residential demand in the District will limit the reach of commercial and industrial conservation programs. And third, the amount of conservation investment the District can undertake in 2011 through 2013 is capped by Cal Water's current GRC decision, which will prevent the district from scaling up programs rapidly enough to reach the target. For the Los Altos District, the programs selected and the activity level of each are shown in Table 6.5-1.

Table 6.5-1: Recommended Program Levels

Program	Recommended Annual Activity Levels				
	2011	2012	2013	2014	2015
CORE PROGRAMS					
Rebates/Vouchers					
Toilets	340	340	340	520	520
Clothes Washers	750	750	750	790	790
Urinals	0	0	0	0	0
Customer Surveys/Audits	290	290	290	450	450
Conservation Kit Distribution	580	580	580	600	600
Pop-Up Nozzle Distribution	6,900	6,900	6,900	7,190	7,190
NON-CORE PROGRAMS					
Direct Install Toilets/Urinals	1,630	1,630	1,630	1,830	1,830
Smart Irr. Controller Vendor Incentives	180	180	180	410	410
Large Landscape Water Use Reports	0	0	0	0	0
Large Landscape Surveys/Incentives	40	40	40	40	40
Commercial Kitchen Rebates/Vouchers	0	0	0	50	40
Cooling Tower/Process Water Retrofit Incentives	0	0	0	0	0

The program levels for 2011-2013 reflect the funding level approved in Cal Water's most recent General Rate Case (GRC) settlement with the CPUC. Program levels for 2014 and 2015 will be dependent on the outcome of Cal Water's 2014-2016 GRC filing.

Table 6.5-2 shows projected water savings associated with the programs listed above. Projected savings fall short of the amount needed to meet the district-specific SBx7-7 target by 491 AF, but are about twice the amount required for MOU Flex Track compliance.

Table 6.5-2: Projected Water Savings by Program

Program	Annual Water Savings (AF)				
	2011	2012	2013	2014	2015
CORE PROGRAMS					
Rebates/Vouchers					
Toilets	8.8	17.3	25.4	37.8	49.7
Clothes Washers	13.9	27.3	40.1	53.0	65.3
Urinals	0.0	0.0	0.0	0.0	0.0
Customer Surveys/Audits	14.7	28.0	39.9	58.9	76.0
Conservation Kit Distribution	8.9	16.8	23.7	30.1	35.8
Pop-Up Nozzle Distribution	27.6	55.2	82.8	111.5	140.2
Subtotal Core Programs	***73.9***	***144.4***	***211.8***	***291.3***	***367.1***
NON-CORE PROGRAMS					
Direct Install Toilets/Urinals	73.5	144.1	211.9	286.2	357.5
Smart Irr. Controller Vendor Incentives	5.1	10.1	15.2	26.8	38.5
Large Landscape Water Use Reports	0.0	0.0	0.0	0.0	0.0
Large Landscape Surveys/Incentives	6.2	12.4	18.6	25.0	31.5
Commercial Kitchen Rebates/Vouchers	0.0	0.0	0.0	9.8	18.0
Cooling Tower/Process Water Retrofit Incentives	0.0	0.0	0.0	0.0	0.0
Subtotal Non-Core Programs	***84.8***	***166.6***	***245.6***	***347.8***	***445.5***
Total Core and Non-Core Program Savings	**158.7**	**311.1**	**457.4**	**639.1**	**812.6**

Based on the above analysis the district is not projected to achieve its district-specific 2015 SBx7-7 compliance target through the combination of passive savings and the proposed 2011-2015 conservation program portfolio. However, it will achieve compliance with its 2015 SBx7-7 compliance target through the regional alliance. The district may ultimately elect to achieve 2020 SBx7-7 compliance through a regional alliance also. Appendix C, Worksheet 24, includes a comparison of conservation savings required to meet SBx7-7 compliance targets to the savings expected as a result of existing and planned programs, including passive savings due to code changes.

For the purpose of this analysis it is assumed that there will be a linear reduction in GPCD from 2015-2020 to achieve the district-specific 2020 SBx7-7 compliance target. Programs required to achieve 2020 SBx7-7 compliance will be outlined in the next Conservation Master Plan for the district, which will be included in the 2015 UWMP.

The activity level of each future program will depend on Cal Water's success in obtaining the necessary funding through the CPUC rate case process.

As part of the Conservation Master Plan development, one page program summaries, or fact sheets, were developed for each recommended program. These fact sheets provide a quick reference summarizing program design and marketing, expected level of customer participation, projected water savings, and proposed program expenditure for the period 2011 – 2015. The fact sheets for the Los Altos District are included in Appendix G.

7 Climate Change

7.1 Introduction

Investigating climate change brings the prospect of examining both model-predicted outcomes and unforeseen changes to the environment. These changes may physically affect the water districts that Cal Water serves. Climate change does not just mean a change in average temperature within any particular region, but a change in the climatic conditions that creates or results in an increase in extreme weather events. These potential changes include a more variable climate with risks of extreme climate events that are more severe than those in the recent hydrologic record, in addition to sea level rise, a hotter and drier climate, and the likelihood that more of the uplands precipitation will fall as rain and not as snow.

7.2 Strategy

Cal Water intends to prepare a Climate Assessment Report in 2013 that will examine the regional impacts on water supply for each of its 24 service areas. This report will review any supply changes that may occur due to climate change and will outline mitigation and adaption methods to meet the needs of the District's service area. The following section, adapted from DWR's *Guidebook to Assist Water Suppliers to Prepare a 2010 Urban Water Management Plan,* provides a range of topics to be examined in Cal Water's Climate Assessment Report.

Responding to climate change generally takes two forms: mitigation and adaptation. Mitigation is taking steps to reduce our contribution to the causes of climate change by reducing greenhouse gas (GHG) emissions. Adaptation is the process of responding to the effects of climate change by modifying our systems and behaviors to function in a warmer climate. Regardless if climate change is manmade or a result of natural climate cycles, investigating mitigation and adaptive methods to better manage possible uncertainties in climatic changes will have more immediate benefits such as: cutting carbon emissions, reducing energy usage, possible economic development at the local level, and financial savings for Cal Water and the ratepayers.

Mitigation

In the water sector, climate change mitigation is generally achieved by reducing energy use, becoming more efficient with energy use, and/or substituting fossil fuel based energy sources for renewable energy sources. Water requires energy to move, treat, use, and discharge, thus water conservation is energy conservation. One possible mitigation method is to calculate conserved energy and GHGs not-emitted as water conservation targets are being met.

Adaptation

Climate change means more than just hotter days. Continued warming of the climate system may have considerable impact on the operation of Cal Water Districts, even if

indirectly. For example, snow in the Sierra Nevada provides 65 percent of California's water supply. Predictions indicate that by 2050 the Sierra snowpack will be significantly reduced. Much of the lost snow will fall as rain, which flows quickly down the mountains during winter and cannot be stored in the current water system for use during the summer. This change in water runoff may severely impact groundwater recharge and other water supply networks. The climate is also expected to become more variable, bringing more droughts and floods. Cal Water districts will have to adapt to these new and more variable conditions.

7.3 Potential Climate Change Effects

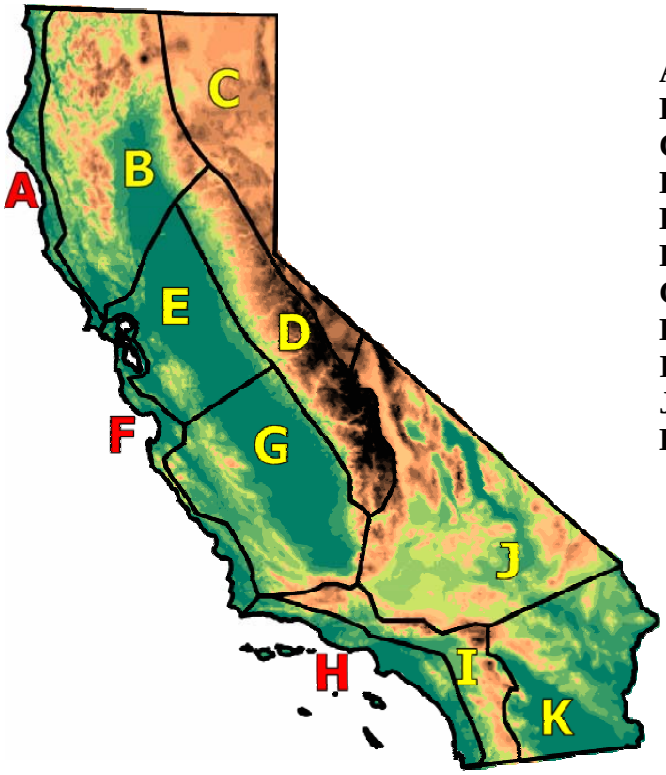
Even in the near term of the next 20 years, DWR has outlined potential climate change effects to water supplies, water demand, sea level, and the occurrence and severity of natural disasters. Some of these potential changes are presented below. Cal Water will investigate the following climate change and the effects on Cal Water's Districts:

- Water Demand — Hotter days and nights, as well as a longer irrigation season, will increase landscaping water needs, and power plants and industrial processes will have increased cooling water needs.
- Water Supply and Quality — Reduced snowpack, shifting spring runoff to earlier in the year, increased potential for algal bloom, and increased potential for seawater intrusion—each has the potential to impact water supply and water quality.
- Sea Level Rise — It is expected that sea level will continue to rise, resulting in near shore ocean changes such as stronger storm surges, more forceful wave energy, and more extreme tides. This will also affect levee stability in low-lying areas and increase flooding.
- Disaster — Disasters are expected to become more frequent as climate change brings increased climate variability, resulting in more extreme droughts and floods. This will challenge water supplier operations in several ways as wildfires are expected to become larger and hotter, droughts will become deeper and longer, and floods can become larger and more frequent.

7.4 Historical Climate Data Summary

The National Climatic Data Center (NCDC) has established 11 climate regions within California. Each region is defined be unique characteristics, and is shown in Figure 7.4-1.

Figure 7.4-1: The Climate Regions of California[10]



A. North Coast Region
B. North Central Region
C. Northeast Region
D. Sierra Region
E. Sacramento-Delta Region
F. Central Coast Region
G. San Joaquin Valley Region
H. South Coast Region
I. South Interior Region
J. Mohave Desert Region
K. Sonoran Desert Region

Cal Water has water service districts in 7 out of 11 of the climate regions. The Los Altos District is located in the Central Coast Region, as listed in Table 7.4-1.

Table 7.4-1: Cal Water Districts Sorted by Climate Region

Climate Region	Cal Water Districts in Each Climate Region
North Coast Region	None
North Central Region	Chico-Hamilton City, Redwood Valley
Northeast Region	None
Sierra Region	Kern River Valley
Sacramento-Delta Region	Dixon, Livermore, Marysville, Oroville, Stockton, Willows
Central Coast Region	Bear Gulch, **Los Altos**, Mid-Peninsula, Salinas, South San Francisco
San Joaquin Valley Region	Bakersfield, King City, Selma, Visalia
South Coast Region	Dominguez, East LA, Hermosa-Redondo, Palos Verdes, Westlake
South Interior Region	None
Mojave Desert Region	Antelope Valley
Sonoran Desert Region	None

[10] http://www.wrcc.dri.edu/monitor/cal-mon/frames_versionSTATIONS.html

The region has experience a general warming trend as indicated by the maximum, minimum, and mean temperature departure from average. Since 1895 these values have increased by 1.00°F, 2.10°F, and 1.55°F, respectively. More recently, since 1975, the maximum, minimum, and mean temperature departures have increased 1.24°F, 3.29°F, and 1.02°F, respectively. The historical data for these parameters are shown in Figures 7.4-2, 7.4-3, and 7.4-4.

Figure 7.4-2: Maximum Temperature Departure for Central Coast Region

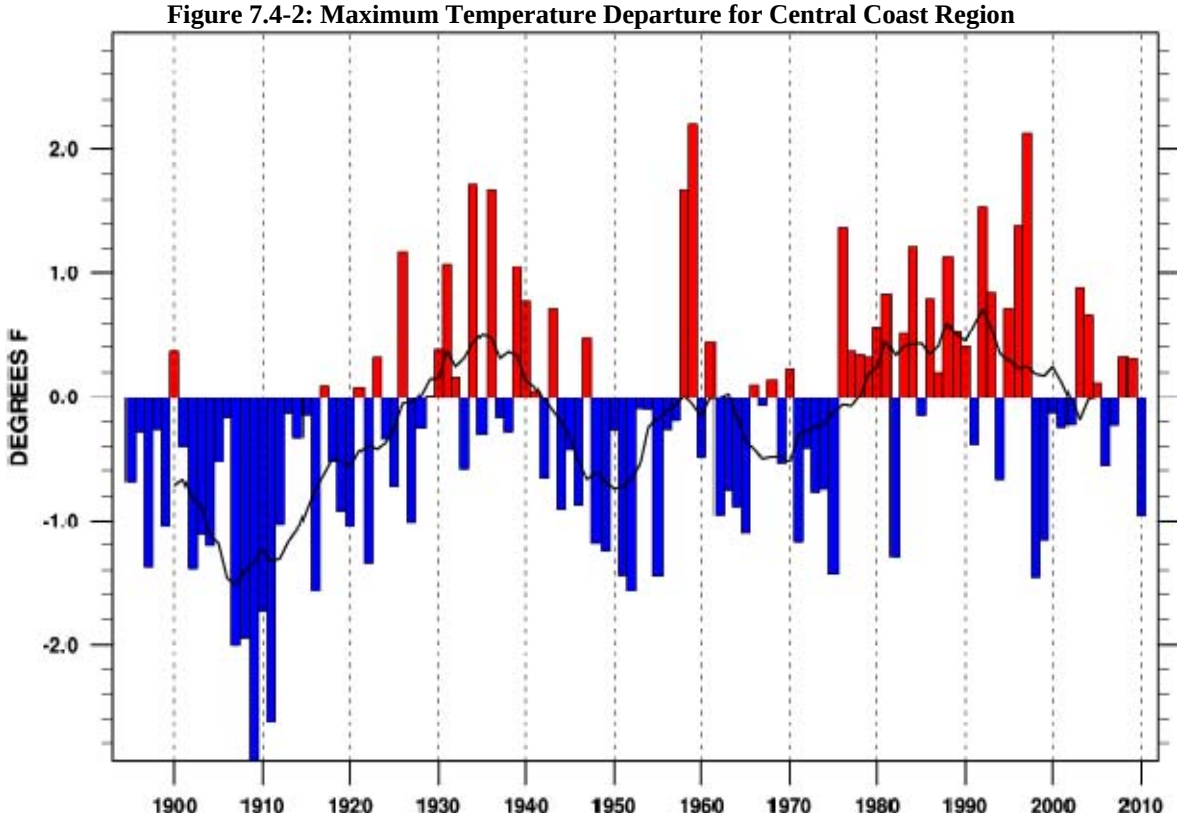


Figure 7.4-3: Mean Temperature Departure for Central Coast Region

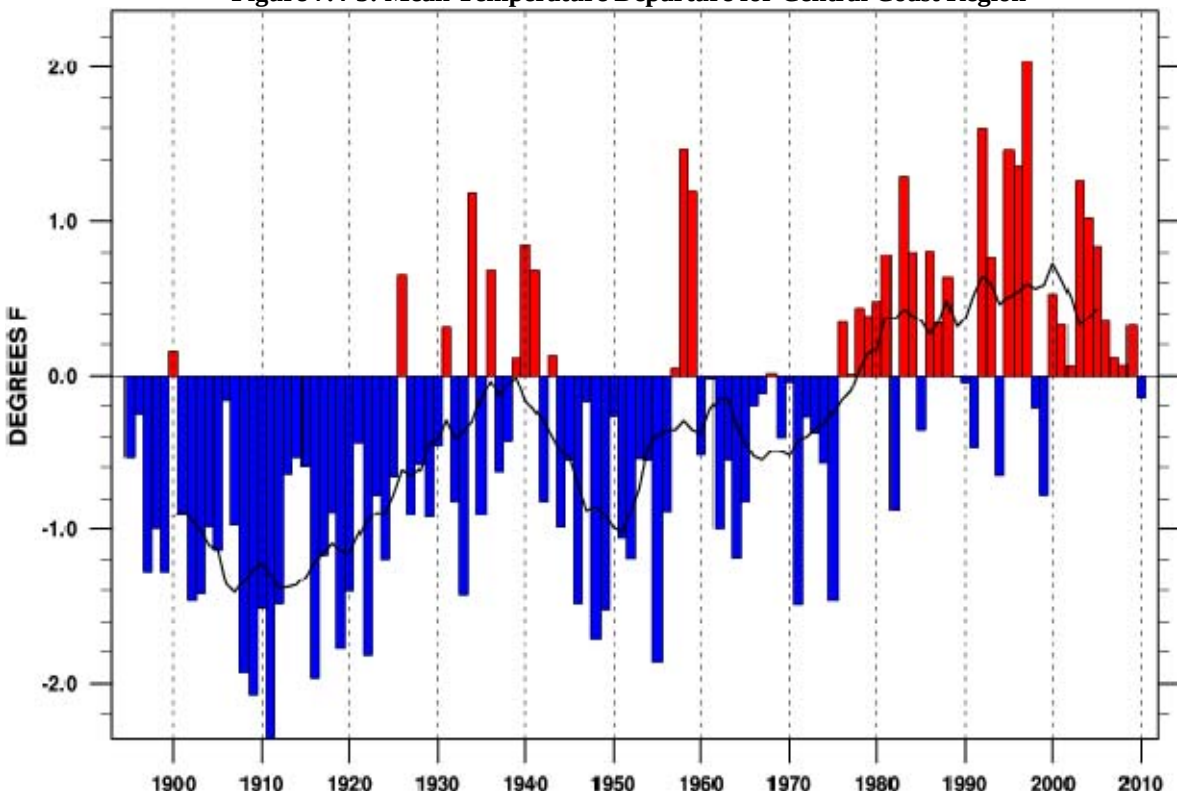
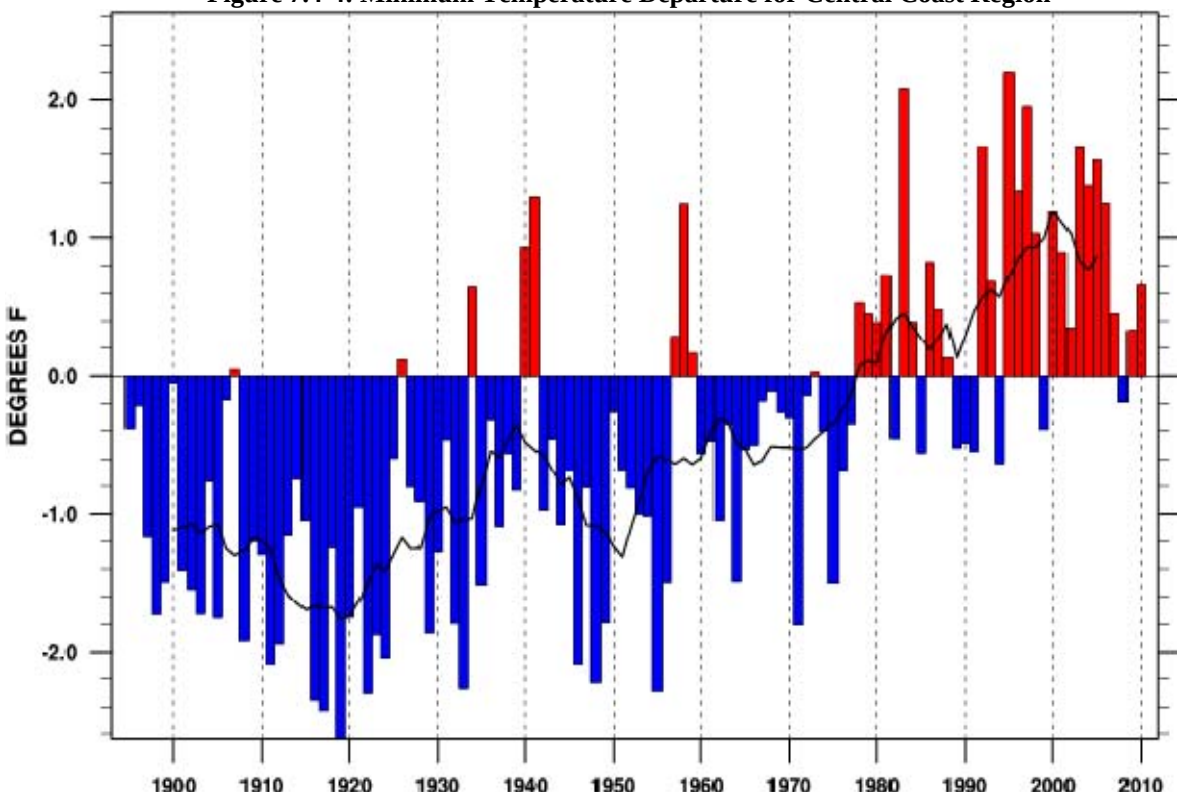
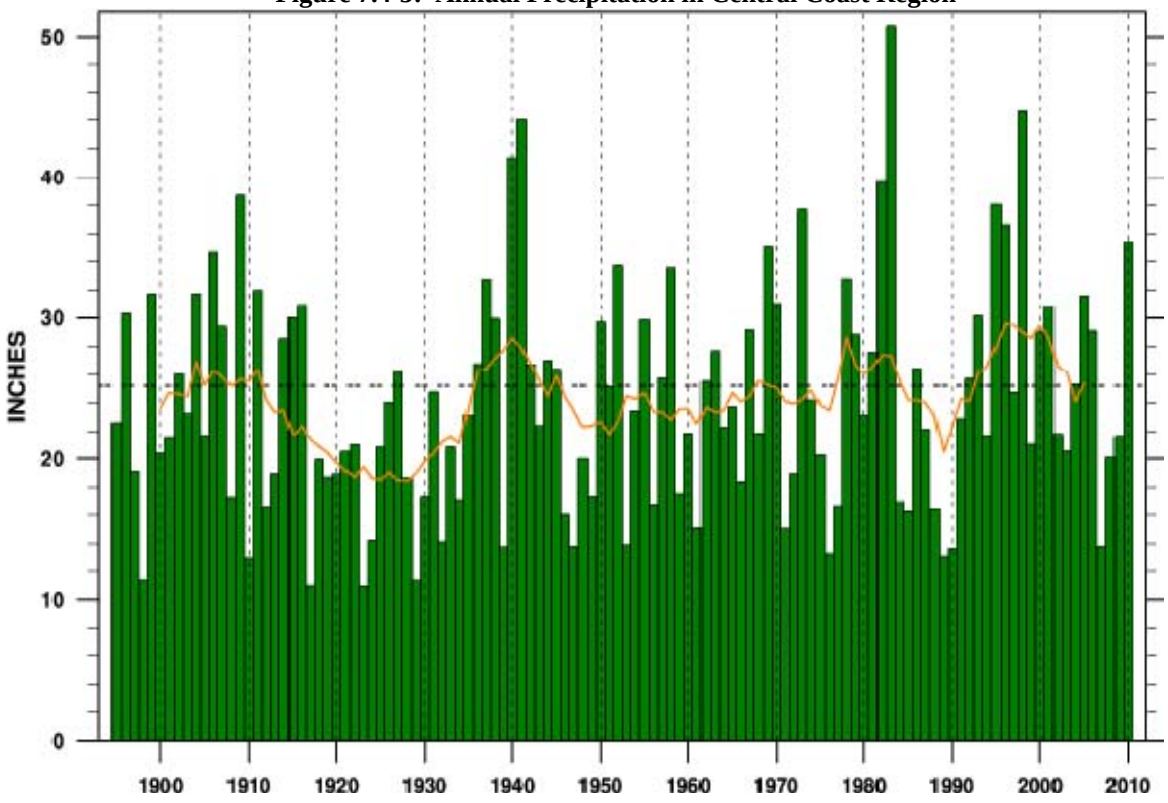


Figure 7.4-4: Minimum Temperature Departure for Central Coast Region



Variation in annual rainfall totals has also shown an increasing trend since 1900 with more deviation from average occurring in recent decades as compared to earlier part of the century.

Figure 7.4-5: Annual Precipitation in Central Coast Region



Historical data is showing a general correlation as to the general consensus for the different climate change scenarios. As stated above, a more comprehensive investigation will be prepared by Cal Water in 2013. The outcome of this report will outline mitigation and adaptation methods that will provide water supply reliability for Cal Water's service areas.

7.5 Climate Change Guidance

The California Department of Water Resources is currently in the process of compiling the potential actions and responses to climate change in the Integrated Regional Water Management (IRWM) climate change handbook. This handbook will provide guidance to water utilities for planning for the potential impacts of climate change and will offer a framework for responding to these impacts. Cal Water will review this handbook and other available literature when developing localized strategies for each of its water service districts.

8 Completed UWMP Checklist

8.1 Review Checklist

Table 8.1-1, adapted from DWR's *Guidebook to Assist Water Suppliers to Prepare a 2010 Urban Water Management Plan*, is included as a reference to assist DWR staff in review of this UWMP.

Table 8.1-1: Urban Water Management Plan Checklist (organized by legislation number)

No.	UWMP requirement [a]	Calif. Water Code reference	Subject [b]	Additional clarification	UWMP location
1	Provide baseline daily per capita water use, urban water use target, interim urban water use target, and compliance daily per capita water use, along with the bases for determining those estimates, including references to supporting data.	10608.20(e)	Water Conservation		3.3.1
2	Include an assessment of present and proposed future measures, programs, and policies to help achieve the water use reductions.	10608.36	Water Conservation		6.4
3	Report progress in meeting urban water use targets using the standardized form.	10608.4	Water Conservation		Appendix G
4	Each urban water supplier shall coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.	10620(d)(2)	External Coordination and Outreach		1.2
5	An urban water supplier shall describe in the plan water management tools and options used by that entity that will maximize resources and minimize the need to import water from other regions.	10620(f)	Water Supply (Water Management)		1.4
6	Every urban water supplier required to prepare a plan pursuant to this part shall, at least 60 days prior to the public hearing on the plan required by Section 10642, notify any city or county within which the supplier provides water supplies that the urban water supplier will be reviewing the plan and considering amendments or changes to the plan. The urban water supplier may consult with, and obtain comments from, any city or county that receives notice pursuant to this subdivision.	10621(b)	External Coordination and Outreach		1.2
7	The amendments to, or changes in, the plan shall be adopted and filed in the manner set forth in Article 3 (commencing with Section 10640).	10621(c)	External Coordination and Outreach		1.2
8	Describe the service area of the supplier	10631(a)	Service Area		2.1
9	(Describe the service area) climate	10631(a)	Service Area		2.3
10	(Describe the service area) current and projected population. . . The projected population estimates shall be based upon data from the state, regional, or local service agency population projections within the service area of the urban water supplier . . .	10631(a)	Service Area	Provide the most recent population data possible. Use the method described in "Baseline Daily Per Capita Water Use." See Section M.	2.2

11	. . . (population projections) shall be in five-year increments to 20 years or as far as data is available.	10631(a)	Service Area	2035 and 2040 can also be provided to support consistency with Water Supply Assessments and Written Verification of Water Supply documents.	2.2
12	Describe . . . other demographic factors affecting the supplier's water management planning	10631(a)	Service Area		2.2
13	Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a).	10631(b)	Water Supply	The 'existing' water sources should be for the same year as the "current population" in line 10. 2035 and 2040 can also be provided to support consistency with Water Supply Assessments and Written Verification of Water Supply documents.	4.1
14	(Is) groundwater . . . identified as an existing or planned source of water available to the supplier . . .?	10631(b)	Water Supply	Source classifications are: surface water, groundwater, recycled water, storm water, desalinated sea water, desalinated brackish groundwater, and other.	4.4
15	(Provide a) copy of any groundwater management plan adopted by the urban water supplier, including plans adopted pursuant to Part 2.75 (commencing with Section 10750), or any other specific authorization for groundwater management. Indicate whether a groundwater management plan been adopted by the water supplier or if there is any other specific authorization for groundwater management. Include a copy of the plan or authorization.	10631(b)(1)	Water Supply		4.4.2
16	(Provide a) description of any groundwater basin or basins from which the urban water supplier pumps groundwater.	10631(b)(2)	Water Supply		4.4.1

17	For those basins for which a court or the board has adjudicated the rights to pump groundwater, (provide) a copy of the order or decree adopted by the court or the board	10631(b)(2)	Water Supply		N/A
18	(Provide) a description of the amount of groundwater the urban water supplier has the legal right to pump under the order or decree.	10631(b)(2)	Water Supply		N/A
19	For basins that have not been adjudicated, (provide) 10631(b)(2) Water Supply information as to whether the department has identified the basin or basins as overdrafted or has projected that the basin will become overdrafted if present management conditions continue, in the most current official departmental bulletin that characterizes the condition of the groundwater basin, and a detailed description of the efforts being undertaken by the urban water supplier to eliminate the long-term overdraft condition.	10631(b)(2)	Water Supply		4.4.1
20	(Provide a) detailed description and analysis of the location, amount, and sufficiency of groundwater pumped by the urban water supplier for the past five years. The description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.	10631(b)(3)	Water Supply		4.4
21	(Provide a) detailed description and analysis of the amount and location of groundwater that is projected to be pumped by the urban water supplier. The description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.	10631(b)(4)	Water Supply	Provide projections for 2015, 2020, 2025, and	4.4
22	Describe the reliability of the water supply and vulnerability to seasonal or climatic shortage, to the extent practicable, and provide data for each of the following: (A) An average water year, (B) A single dry water year, (C) Multiple dry water years.	10631(c)(1)	Reliability		5.3
23	For any water source that may not be available at a consistent level of use - given specific legal, environmental, water quality, or climatic factors - describe plans to supplement or replace that source with alternative sources or water demand management measures, to the extent practicable.	10631(c)(2)	Reliability		5.1
24	Describe the opportunities for exchanges or transfers of water on a short-term or long-term basis.	10631(d)	Water Supply (Transfers)		4.7
25	Quantify, to the extent records are available, past and current water use, and projected water use (over the same five-year increments described in subdivision (a)), identifying the uses among water use sectors, including, but not necessarily limited to, all of the following uses: (A) Single-family residential; (B) Multifamily; (C) Commercial; (D) Industrial; (E) Institutional and governmental; (F) Landscape; (G) Sales to other agencies; (H) Saline water intrusion barriers, groundwater recharge, or conjunctive use, or any combination thereof;(I) Agricultural.	10631(e)(1)	Water Demands	Consider “past” to be 2005, present to be 2010, and projected to be 2015, 2020, 2025, and 2030. Provide numbers for each category for each of these years.	3.3

26	(Describe and provide a schedule of implementation for) each water demand management measure that is currently being implemented, or scheduled for implementation, including the steps necessary to implement any proposed measures, including, but not limited to, all of the following: (A) Water survey programs for single-family residential and multifamily residential customers; (B) Residential plumbing retrofit; (C) System water audits, leak detection, and repair; (D) Metering with commodity rates for all new connections and retrofit of existing connections; (E) Large landscape conservation programs and incentives; (F) High-efficiency washing machine rebate programs; (G) Public information programs; (H) School education programs; (I) Conservation programs for commercial, industrial, and institutional accounts; (J) Wholesale agency programs; (K) Conservation pricing; (L) Water conservation coordinator; (M) Water waste prohibition;(N) Residential ultra low-flush toilet replacement programs.	10631(f)(1)	DMMs	Discuss each DMM, even if it is not currently or planned for implementation. Provide any appropriate schedules.	6.5
27	A description of the methods, if any, that the supplier will use to evaluate the effectiveness of water demand management measures implemented or described under the plan.	10631(f)(3)	DMMs		6.2
28	An estimate, if available, of existing conservation savings on water use within the supplier's service area, and the effect of the savings on the supplier's ability to further reduce demand.	10631(f)(4)	DMMs		6.3
29	An evaluation of each water demand management measure listed in paragraph (1) of subdivision (f) that is not currently being implemented or scheduled for implementation. In the course of the evaluation, first consideration shall be given to water demand management measures, or combination of measures, that offer lower incremental costs than expanded or additional water supplies. This evaluation shall do all of the following: (1) Take into account economic and noneconomic factors, including environmental, social, health, customer impact, and technological factors; (2) Include a cost-benefit analysis, identifying total benefits and total costs; (3) Include a description of funding available to implement any planned water supply project that would provide water at a higher unit cost; (4) Include a description of the water supplier's legal authority to implement the measure and efforts to work with other relevant agencies to ensure the implementation of the measure and to share the cost of implementation.	10631(g)	DMMs	See 10631(g) for additional wording.	6.4

30	(Describe) all water supply projects and water supply programs that may be undertaken by the urban water supplier to meet the total projected water use as established pursuant to subdivision (a) of Section 10635. The urban water supplier shall include a detailed description of expected future projects and programs, other than the demand management programs identified pursuant to paragraph (1) of subdivision (f), that the urban water supplier may implement to increase the amount of the water supply available to the urban water supplier in average, single-dry, and multiple-dry water years. The description shall identify specific projects and include a description of the increase in water supply that is expected to be available from each project. The description shall include an estimate with regard to the implementation timeline for each project or program.	10631(h)	Water Supply		4.9
31	Describe the opportunities for development of desalinated water, including, but not limited to, ocean water, brackish water, and groundwater, as a long-term supply.	10631(i)	Water Supply		4.6
32	Include the annual reports submitted to meet the Section 6.2 requirement (of the MOU), if a member of the CUWCC and signer of the December 10, 2008 MOU.	10631(j)	DMMs	Signers of the MOU that submit the biannual reports are deemed	6.5
33	Urban water suppliers that rely upon a wholesale agency for a source of water shall provide the wholesale agency with water use projections from that agency for that source of water in five-year increments to 20 years or as far as data is available. The wholesale agency shall provide information to the urban water supplier for inclusion in the urban water supplier's plan that identifies and quantifies, to the extent practicable, the existing and planned sources of water as required by subdivision (b), available from the wholesale agency to the urban water supplier over the same five-year increments, and during various water-year types in accordance with subdivision (c). An urban water supplier may rely upon water supply information provided by the wholesale agency in fulfilling the plan informational requirements of subdivisions (b) and (c).	10631(k)	Water Supply	Average year, single dry year, multiple dry years for 2015, 2020, 2025, and 2030.	N/A
34	The water use projections required by Section 10631 shall include projected water use for single-family and multifamily residential housing needed for lower income households, as defined in Section 50079.5 of the Health and Safety Code, as identified in the housing element of any city, county, or city and county in the service area of the supplier.	10631.1(a)	Water Demands		3.3.2
35	Stages of action to be undertaken by the urban water supplier in response to water supply shortages, including up to a 50 percent reduction in water supply, and an outline of specific water supply conditions which are applicable to each stage.	10632(a)	Contingency		5.3.5
36	Provide an estimate of the minimum water supply available during each of the next three water years based on the driest three-year historic sequence for the agency's water supply.	10632(b)	Contingency		5.2

37	(Identify) actions to be undertaken by the urban water supplier to prepare for, and implement during, a catastrophic interruption of water supplies including, but not limited to, a regional power outage, an earthquake, or other disaster.	10632(c)	Contingency		5.3.9
38	(Identify) additional, mandatory prohibitions against specific water use practices during water shortages, including, but not limited to, prohibiting the use of potable water for street cleaning.	10632(d)	Contingency		5.3.7
39	(Specify) consumption reduction methods in the most restrictive stages. Each urban water supplier may use any type of consumption reduction methods in its water shortage contingency analysis that would reduce water use, are appropriate for its area, and have the ability to achieve a water use reduction consistent with up to a 50 percent reduction in water supply.	10632(e)	Contingency		5.3.5
40	(Indicated) penalties or charges for excessive use, where applicable.	10632(f)	Contingency		5.3.7
41	An analysis of the impacts of each of the actions and conditions described in subdivisions (a) to (f), inclusive, on the revenues and expenditures of the urban water supplier, and proposed measures to overcome those impacts, such as the development of reserves and rate adjustments.	10632(g)	Contingency		5.3.8
42	(Provide) a draft water shortage contingency resolution or ordinance.	10632(h)	Contingency		5.3
43	(Indicate) a mechanism for determining actual reductions in water use pursuant to the urban water shortage contingency analysis.	10632(i)	Contingency		5.3.7
44	Provide, to the extent available, information on recycled water and its potential for use as a water source in the service area of the urban water supplier. The preparation of the plan shall be coordinated with local water, wastewater, groundwater, and planning agencies that operate within the supplier's service area	10633	Recycled Water		4.5
45	(Describe) the wastewater collection and treatment systems in the supplier's service area, including a quantification of the amount of wastewater collected and treated and the methods of wastewater disposal.	10633(a)	Recycled Water		4.5.1
46	(Describe) the quantity of treated wastewater that meets recycled water standards, is being discharged, and is otherwise available for use in a recycled water project.	10633(b)	Recycled Water		4.5.2
47	(Describe) the recycled water currently being used in the supplier's service area, including, but not limited to, the type, place, and quantity of use.	10633(c)	Recycled Water		4.5.3
48	(Describe and quantify) the potential uses of recycled water, including, but not limited to, agricultural irrigation, landscape irrigation, wildlife habitat enhancement, wetlands, industrial reuse, groundwater recharge, indirect potable reuse, and other appropriate uses, and a determination with regard to the technical and economic feasibility of serving those uses.	10633(d)	Recycled Water		4.5.3
49	(Describe) The projected use of recycled water within the supplier's service area at the end of 5, 10, 15, and 20 years, and a description of the actual use of recycled water in comparison to uses previously projected pursuant to this subdivision.	10633(e)	Recycled Water		4.5.3

50	(Describe the) actions, including financial incentives, which may be taken to encourage the use of recycled water, and the projected results of these actions in terms of acre-feet of recycled water used per year.	10633(f)	Recycled Water		4.5
51	(Provide a) plan for optimizing the use of recycled water in the supplier's service area, including actions to facilitate the installation of dual distribution systems, to promote recirculating uses, to facilitate the increased use of treated wastewater that meets recycled water standards, and to overcome any obstacles to achieving that increased use.	10633(g)	Recycled Water		4.5
52	The plan shall include information, to the extent practicable, relating to the quality of existing sources of water available to the supplier over the same five-year increments as described in subdivision (a) of Section 10631, and the manner in which water quality affects water management strategies and supply reliability.	10634	Water Supply (Water Quality)	For years 2010, 2015, 2020, 2025, and 2030	5.2.4
53	Every urban water supplier shall include, as part of its urban water management plan, an assessment of the reliability of its water service to its customers during normal, dry, and multiple dry water years. This water supply and demand assessment shall compare the total water supply sources available to the water supplier with the total projected water use over the next 20 years, in five-year increments, for a normal water year, a single dry water year, and multiple dry water years. The water service reliability assessment shall be based upon the information compiled pursuant to Section 10631, including available data from state, regional, or local agency population projections within the service area of the urban water supplier.	10635(a)	Reliability		5.2
54	The urban water supplier shall provide that portion of its urban water management plan prepared pursuant to this article to any city or county within which it provides water supplies no later than 60 days after the submission of its urban water management plan.	10635(b)	External Coordination and Outreach		1.2
55	Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of the plan.	10642	External Coordination and Outreach		1.2
56	Prior to adopting a plan, the urban water supplier shall make the plan available for public inspection and shall hold a public hearing thereon. Prior to the hearing, notice of the time and place of hearing shall be published within the jurisdiction of the publicly owned water supplier pursuant to Section 6066 of the Government Code. The urban water supplier shall provide notice of the time and place of hearing to any city or county within which the supplier provides water supplies. A privately owned water supplier shall provide an equivalent notice within its service area.	10642	External Coordination and Outreach		1.2
57	After the hearing, the plan shall be adopted as prepared or as modified after the hearing.	10642	External Coordination and Outreach		1.3
58	An urban water supplier shall implement its plan adopted pursuant to this chapter in accordance with the schedule set forth in its plan.	10643	External Coordination and Outreach		1.6

59	An urban water supplier shall submit to the department, the California State Library, and any city or county within which the supplier provides water supplies a copy of its plan no later than 30 days after adoption. Copies of amendments or changes to the plans shall be submitted to the department, the California State Library, and any city or county within which the supplier provides water supplies within 30 days after adoption.	10644(a)	External Coordination and Outreach		1.3
60	Not later than 30 days after filing a copy of its plan with the department, the urban water supplier and the department shall make the plan available for public review during normal business hours.	10645	External Coordination and Outreach		1.3
[a] The UWMP Requirement descriptions are general summaries of what is provided in the legislation. Urban water suppliers should review the exact legislative wording prior to submitting its UWMP.					
[b] The Subject classification is provided for clarification only. A water supplier is free to address the UWMP Requirement anywhere with its UWMP, but is urged to provide clarification to DWR to facilitate review for completeness.					

APPENDIX A-1: RESOLUTION TO ADOPT UWMP

APPENDIX A-2: CORRESPONDENCES

APPENDIX A-3: PUBLIC MEETING NOTICE

APPENDIX B: SERVICE AREA MAP

APPENDIX C: WATER SUPPLY, DEMAND, AND PROJECTION WORKSHEETS

APPENDIX D: DWR'S GROUNDWATER BULLETIN 118

APPENDIX E: TARIFF RULE 14.1 WATER CONSERVATION AND RATIONING PLAN

APPENDIX F: WATER EFFICIENT LANDSCAPE GUIDELINES

APPENDIX G: CONSERVATION MASTER PLAN

APPENDIX H: SCVWD GROUNDWATER MANAGEMENT PLAN

APPENDIX I: SCVWD PURCHASE AGREEMENT