



## STAFF REPORT

**Meeting Date:** April 19, 2016

**To:** Honorable Mayor & City Council

**From:** Trish Rhay, Assistant Director of Public Works Services, Infrastructure & Field Operations   
 Debby Figoni, Water Conservation Administrator  
 Michelle Tse, Planning and Research Analyst *mst*

**Subject:** Conservation Program Update

**Attachments:** 1. California Department of Water Resources Press Release dated March 30, 2016

### INTRODUCTION

This report transmits a monthly update to the City Council regarding the progress of the City's conservation efforts.

### DISCUSSION

Each month, the City is required to submit a monthly report to the State Water Resources Control Board ("State Water Board") regarding its conservation efforts for the previous month. Table 1 is a summary of the water use reduction numbers that were submitted to the State Water Board since Stage D conservation measures were enacted.

**Table 1: Summary of Beverly Hills Water Use Reductions Submitted to the State Water Resources Control Board**

Month	2013 Usage (Acre Feet)	2015/16 Usage (Acre Feet)	2013 Average Usage Per Day (Acre Feet)	2015/16 Average Usage Per Day (Acre Feet)	Beverly Hills Percentage Reduction	State Percentage Reduction
May-15	1047.3	869.6	33.8	28.1	17.0%	29.0%
Jun-15	1077.4	841.7	35.9	28.1	21.9%	27.5%
Jul-15	1185.5	929.0	38.2	30.0	21.6%	31.4%
Aug-15	1184.4	976.6	38.2	31.5	17.5%	27.0%
Sep-15	1156	918.8	38.53	30.63	20.5%	26.2%

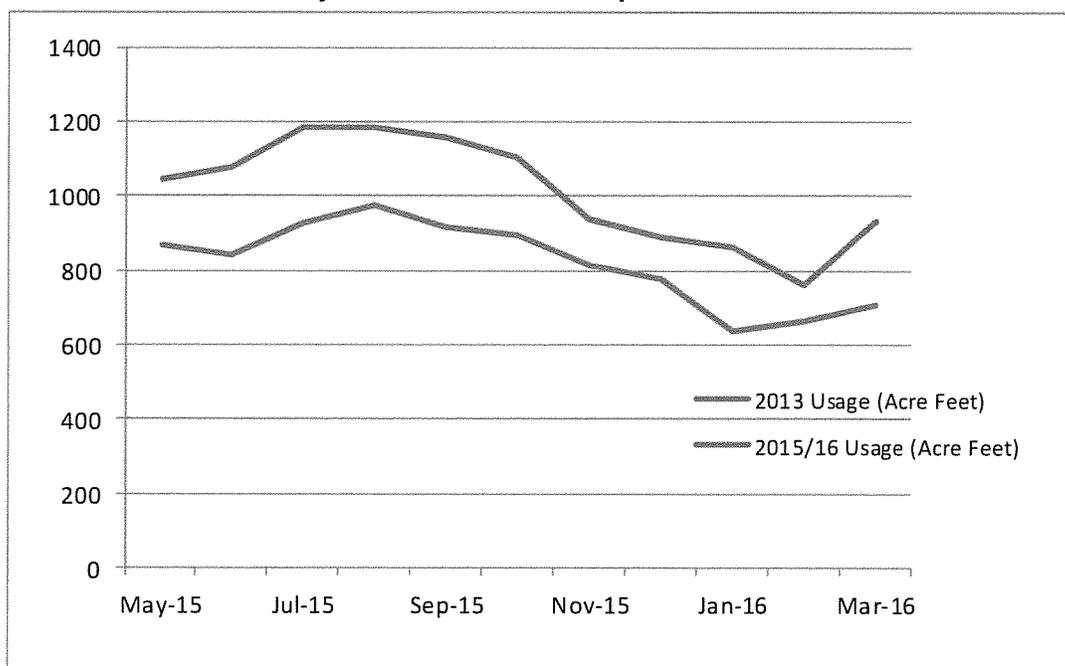
**Table 1: Summary of Beverly Hills Water Use Reductions Submitted to the State Resources Control Board (cont.)**

Month	2013 Usage (Acre Feet)	2015/16 Usage (Acre Feet)	2013 Average Usage Per Day (Acre Feet)	2015/16 Average Usage Per Day (Acre Feet)	Beverly Hills Percentage Reduction	State Percentage Reduction
Oct-15	1105.5	897.4	35.7	28.9	18.5%	22.2%
Nov-15	939.2	814.7	31.3	27.2	13.3%	20.2%
Dec-15	888.6	779.3	28.7	25.1	12.3%	18.3%
Jan-16	862.2	638.8	27.8	20.6	25.9%	17.1%
Feb-16	762.9	663.6	27.3	22.9	13.0%	12.0%
Mar-16 (prelim.)	932.4	707.0	30.1	22.8	24.2%	TBD*

\*State percentage information is contingent upon water purveyors submitting information by the 15<sup>th</sup> of each month. This information was not yet available at the time this report was printed.

Usage from Year 2013 is the baseline in which the State Water Resources Control Board (“State Water Board”) is using to measure the City’s progress. Table 2 shows the City’s water usage trend by volume during the last several months. While the average daily water average in March 2016 was similar to February 2016 (i.e. 22.8 AF versus 22.9 AF), higher overall water usage in March 2016 is partly attributed to more days in March compared to February. The City has an overall average of 18.7% reduction. While the City has not achieved the mandated 32% reduction target, the City has generally reduced its water usage (by volume) each month when compared to the Year 2013 baseline. It is also noted that the City’s municipal water accounts averaged an overall reduction of 42%.

**Table 2: Beverly Hills Water Consumption 2015/16 versus 2013**



**California Snowpack Update**

According to a press release issued by the California Department of Water Resources on March 30, 2016, statewide water content of the mountain snowpack is only 87% percent of the March 30 historical average. A copy of the press release is included as Attachment 1. The snowpack result is relevant as the state's snowpack usually reaches its peak around this time of year and melts over time for reservoir storage and stream flow. The 2016 snowpack results are much better compared to last year, when the water content of the snowpack was only 5% of normal. It was also emphasized that conservation efforts are still necessary in preserving this resource and that the effects of previous dry years are still in place.

**City's Water Conservation Outreach and Enforcement Efforts**

Staff has been focusing efforts toward conducting site visits with the highest water customers and notifying customers of potential leaks on their properties. On a regular basis, City staff sends out letters to customers with the highest continuous water flow. The letter provides information on the potential leak and urges them to investigate and repair them. For the past two months, the City's Water Conservation Administrator has complemented these efforts by calling customers, most of which are not aware of their leak. The most common reasons for continuous water flow are running toilets, broken sprinkler valves, leaking water heaters, broken service lines or auto fillers for pools, ponds and fountains. Both residents and businesses have been prompt in resolving their water issues. These large continuous flows can average two gallons a minute; this equates to approximately 176,000 of wasted water in one billing cycle (2 months).

During the month of March, the Water Conservation Administrator conducted 24 site visits with high water users, customers with potential leaks, and residents requesting landscape and irrigation assistance. She also communicated with 46 large potential leak customers. Ninety-percent of these leaks have been repaired and the additional 10% are in progress for repair.

Additionally, a total of 23 outdoor water conservation cases were reported from February to March 2016, three of which resulted in the issuance of a Notice of Violation (NOV). Please note that a NOV is pre-requisite to the issuance of a criminal misdemeanor citation (used for continued violations).

City staff has focused efforts towards working with customers who have the highest continuous usage. As such, the City has observed an overall general decrease in continuous water flow amongst the top 100 customers in each of the residential/municipal and commercial/multifamily categories. Table 3 shows the estimated continuous water flow volume for the top 100 customers in early January 2016 (i.e. before the City conducted direct outreach) compared to early April 2016 (i.e. after the City conducted direct outreach).

**Table 3: Top 100 Estimated Continuous Water Flow Volume Before and After Targeted Outreach Efforts**

	<b>Before Targeted Outreach Efforts (January 6, 2016)</b>	<b>After Targeted Outreach Efforts (April 6, 2016)</b>
<b>Residential and Municipal Accounts</b>	118,545.2 gal/day	60,970.0 gal/day
<b>Commercial and Multifamily Accounts*</b>	454,974.7 gal/day	311,965.9 gal/day

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*\*Current outreach efforts have been primarily on residential and municipal accounts. However, staff also contacts commercial and multifamily customers regarding continuous water flow under extenuating circumstances or if the City receives customer inquiries. Due to nature of commercial and multifamily accounts, continuous flow does not necessarily equate to a water leak.*

Staff is working to expand the City's conservation program efforts by establishing a customer service team and a field audit team. The customer service team will be specifically devoted to handling conservation inquiries, review customer water use patterns, and develop action plans to assist customers. The field audit team is intended to meet with customers on-site to analyze water use both inside and outside the property to assist with conservation efforts. Staff will be requesting an appropriation to fund this customer service and field audit staffing needs during the May 17, 2016 Formal meeting.

***Penalty Surcharge Appeals Update***

The Conservation Subcommittee of the Public Works Commission recognizes that the extended drought, limitation of the water tracking software, and the level of resources required to implement the penalty surcharge appeals process is not sustainable. As such, the Conservation Subcommittee is re-evaluating the penalty surcharge appeals process.

As of April 8, 2016, the City has the following number of Level 1 and Level 2 penalty surcharge appeals:

Level 1 Appeals

Completed 1,257

Pending (Within 30 days) 356

Pending (Past 30 days) 59

Total 1,672

Level 2 Appeals

Completed 159

Pending (Within 30 days) 139

Pending (Past 30 days) 189

Total 487

Discussion related to the penalty surcharge framework and appeals process was agendaized for the April 18, 2016 Public Works Commission meeting. Staff will provide an update on the Commission's discussion to the City Council during its April 19, 2016 Study Session.

**FISCAL IMPACT**

There is no fiscal impact.

**RECOMMENDATION**

This report is for informational purposes only.



George Chavez

Approved

# **Attachment 1**



CALIFORNIA DEPARTMENT OF WATER RESOURCES

## NEWS FOR IMMEDIATE RELEASE

**March 30, 2016**

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### **Sierra Nevada Snowpack Grew During First Half of March, But Dry Spell Leaves Water Content Still below Average**

**SACRAMENTO** – California’s statewide snowpack usually reaches its peak depth and water content each year around the first of April, after which the snow begins to melt as the sun’s path across the sky moves a little further north each day. Therefore, conditions today were just about as good as they’re going to get this year when the Department of Water Resources (DWR) conducted its media-oriented snow survey at Phillips Station in the Sierra Nevada east of Sacramento.

The same is true for the statewide snowpack, which some had expected to benefit more than it has from El Niño conditions. Statewide, water content of the mountain snowpack today is only 87 percent of the March 30 historical average.

Frank Gehrke, chief of the California Cooperative Snow Surveys Program, and his survey team measured snow that was 58.4 inches deep at Phillips with a water content of 26 inches, just 97 percent of the long-term average there. The Phillips conditions for this time of year are dramatically improved compared to 2015’s zero depth and zero water content on April 1. Governor Edmund G. Brown Jr. stood on bare ground that day when he mandated a 25-percent reduction in water use throughout California.

The statewide readings also are much better compared to last year, when the water content of the snowpack was only five percent of normal, the lowest dating back to 1950. Today, the statewide snowpack’s water content is 24.4 inches, 87 percent of average.

Gehrke’s message to the media today was essentially the same one he delivered four weeks ago at Phillips: “While for many parts of the state there will be both significant gains in both reservoir storage and stream flow, the effects of previous dry years will remain for now.”

Electronic readings of northern Sierra Nevada snow conditions found 28.1 inches of water content (97 percent of average for March 30), 25.2 inches in the central region (88 percent of average) and 19.3 inches in the southern region (72 percent of average).

In normal years, the snowpack supplies about 30 percent of California's water needs as it melts in the spring and early summer. The greater the snowpack water content, the greater the likelihood California's reservoirs will receive ample runoff as the snowpack melts to meet the state's water demand in the summer and fall.

Results of today's manual readings by DWR near Echo Summit are as follows:

<b>Location</b>	<b>Elevation</b>	<b>Snow Depth</b>	<b>Water Content</b>	<b>% of Long-Term Average</b>
Alpha	7,600 feet	75.5 inches	35.5 inches	106
Phillips Station	6,800 feet	58.4 inches	26 inches	97
Lyons Creek	6,700 feet	75.5 inches	30 inches	94
Tamarack Flat	6,550 feet	64 inches	28.8 inches	101

Electronic snowpack readings can be found at:

<http://cdec.water.ca.gov/cdecapp/snowapp/sweq.action>

For earlier readings, click the calendar icon below the map, select a date, then Refresh Data.

Detailed information on major reservoir storage is found here:

<http://cdec.water.ca.gov/cdecapp/resapp/getResGraphsMain.action>

Water Year 2016 precipitation is found at: [http://cdec.water.ca.gov/snow\\_rain.html](http://cdec.water.ca.gov/snow_rain.html)

Look in the right-hand column for the Northern Sierra 8-station index for updated rainfall readings in the critical northern portion of the state, as well as the San Joaquin 5-station and Tulare Basin 6-station links.

VIDEO NOTE: Raw video will be available for downloading at approximately 1 p.m. today at this website: <http://bit.ly/23NXgqe> Edited video will be posted around 2 p.m. here: <https://vimeo.com/calwater>

High-resolution photographs from today's survey will be posted here:

<http://bit.ly/1RkyYea>.

Governor Brown declared a drought State of Emergency on January 17, 2014 and directed state officials to take all necessary actions to prepare for water shortages. On April 1, 2015, when the statewide snowpack's water content was historically low at five percent of that date's average, Governor Brown mandated a 25-percent reduction in water use across the state.

Conservation – the wise, sparing use of water – remains California's most reliable drought management tool. Each individual act of conservation, such as letting the lawn go brown or replacing a washer in a faucet to stop a leak, makes a difference over time.

For a broader snapshot of current and historical weather conditions, see DWR's "Water Conditions" and "Drought" pages:

**Water Conditions Page:**

<http://www.water.ca.gov/waterconditions/waterconditions.cfm>

**Drought Page:**

<http://www.water.ca.gov/waterconditions/index.cfm>

**Everyday water conservation tips at Save Our Water:**

<http://www.saveourwater.com>

**Information on the State's turf and toilet rebate program:**

<http://www.saveourwaterrebates.com/>

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*Visit [SaveOurWater.com](http://SaveOurWater.com) to find out how everyone can do their part, and visit <http://drought.ca.gov> to learn more about how California is dealing with the effects of the drought. The Department of Water Resources operates and maintains the State Water Project, provides dam safety and flood control and inspection services, assists local water districts in water management and water conservation planning, and plans for future statewide water needs.*

