



## CITY OF BEVERLY HILLS

### PUBLIC WORKS SERVICES DEPARTMENT

#### MEMORANDUM

**TO:** PUBLIC WORKS COMMISSION

**FROM:** Trish Rhay, Assistant Director of Public Works Services, Infrastructure & Field Operations  
Michelle Tse, Planning and Research Analyst

**DATE:** January 14, 2016

**SUBJECT:** UPDATE ON WATER CONSERVATION EFFORTS

**ATTACHMENT:** 1. Conservation Task Force List  
2. State Water Resources Control Board Proposed Regulatory Framework for Extended Emergency Regulations for Urban Water Conservation dated December 21, 2015

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This report is to provide an update on the staff activities related to the City's Water Conservation and Outreach efforts. Additionally, Attachment 1 shows the progress of the various activities.

#### General Updates

- In November 2015, the State Water Resources Control Board ("State Water Board") invited public comment on the existing Emergency Regulation for Statewide Urban Water Conservation, should drought regulations persist into 2016. Since that workshop, the State Water Board has released recommendations to modify the drought regulatory framework. Consideration may be given in the following areas:
  - Geographical and climate factors
  - Daytime versus night-time population numbers
  - Different conservation targets based on user type (e.g. single family residential, multi-family residential, commercial, government, and industrial)
  - Population growth considerations

Additionally, in November 2015, the Governor issued an executive order stating that if drought conditions in the State persist through January 2016, the State Water Board's restrictions will be extended through October 2016. Staff will continue to provide the Commission with any other updates from the State Water Board.

- Staff provided a conservation update at the January 5, 2016 Study Session in which the City Council directed staff to develop a program framework for identifying and implementing water restrictors on water meters and/or shut off irrigation meters to be presented for City Council's consideration at a future date. Staff will also work with the Conservation Subcommittee to develop this program proposal.
- Staff will present at the Rodeo Drive Committee meeting on February 13, 2016 as part of the City's education and outreach efforts to businesses.

### **Public Education Programs and Outreach**

- 83 Garden Guru appointments have been completed by Beverly Hills water customers. Staff continues to distribute a survey to collect feedback from participants. Feedback from participants from the survey has been positive.
- Public Works Services staff continues to work with the City's Information Technology (IT) Department and consultant Triton to finalize the existing scope of work. Remaining features include showing projected water usage costs including penalty surcharges on Water Tracker for the customer's viewing. The major developments of the program are nearly complete. Staff will be discussing with Triton future enhancements to further improve Water Tracker user experience.

### **Enforcement**

- Effective January 2016, the conservation enforcement program will revert back to the Public Works Services Department. Staff recognized the need to reconfigure the conservation program structure given the increased Community Development Department's backlog, coupled with the increasing conservation caseload. Based on the analysis, staff recommends the more effective approach is to house both the conservation enforcement and education programs in the Public Works Services Department to better coordinate both programs. In the short-term, Public Works Services will seek temporary personnel and/or limited term appointment(s) to assist with both code enforcement and administrative efforts.

### **Penalty Surcharges and Appeals Process**

- As of to-date, the City has received a total of 455 penalty surcharge appeal applications; approximately 45 of these are Level 2 applications which were reviewed and/or pending review by the Hearing Officer. Please note that prior to customers submitting an appeal application, the City had reviewed and adjusted 1,960 customer accounts that have demonstrated conservation efforts since 2011. Staff has noticed there has been an increase in the number of penalty surcharge appeals (both at Level 1 and Level 2) being submitted by customers.