2015
Hollister Urban Area
Urban Water Management Plan

July 2016

APPENDICES

TODD GROUNDWATER

Sunnyslope County Water District

APPENDIX A - NOTICE TO ADOPT

NOTICE
2015 Hollister Urban Area
Urban Water Management Plan Update

Date: March 31, 2016

To: City of Hollister, City Clerk
County of San Benito, Clerk of the Board

From: Shawn Novack, Water Conservation Program Manager
San Benito County Water District

Re: 2015 Urban Water Management Plan Update

The Urban Water Management Planning Act requires every urban water supplier to prepare and adopt an Urban Water Management Plan (UWMP) and to update the plan at least once every five years. The Hollister Urban Area UWMP, a collaborative endeavor of the City of Hollister, Sunnyslope County Water District, and San Benito County Water District, is now being reviewed and changes are being considered.

In accordance with Water Code Section 10621, this notice is provided to the City and County at least 60 days prior to the public hearings on the plan, which are being scheduled for late June. Consistent with the Water Code, the plan will be adopted by the Hollister Urban Area agencies by July 1, 2016.

If you have any questions or comments regarding the UWMP update, please contact:

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San Benito County Water District
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APPENDIX B - POPULATION TOOL

Hollister - Population Using Persons-per-Connection								
	Year	# SF Connections	# MF/GQ Connections	Persons Per SF Connection	Persons Per MF/GQ Connection	SF Population	MF/GQ Population	Total Population
10 to 15 Year Baseline Population Calculations								
Year 1	1996	4,267	153	3.74	21.02	15,966	3,216	19,182
Year 2	1997	4,469	174	3.72	20.91	16,640	3,638	20,277
Year 3	1998	4,630	186	3.7	20.8	17,154	3,868	21,022
Year 4	1999	4,905	210	3.69	20.69	18,082	4,344	22,427
Year 5	2000	5,014	215	3.67	20.58	18,392	4,424	22,816
Year 6	2001	5,199	218	3.65	20.47	18,982	4,462	23,444
Year 7	2002	5,289	219	3.63	20.36	19,210	4,459	23,668
Year 8	2003	5,227	223	3.61	20.25	18,885	4,516	23,401
Year 9	2004	5,204	222	3.59	20.14	18,703	4,471	23,174
Year 10	2005	5,190	221	3.58	20.03	18,554	4,427	22,981
5 Year Baseline Population Calculations								
Year 1	2003	5,227	223	3.61	20.25	18,885	4,516	23,401
Year 2	2004	5,204	222	3.59	20.14	18,703	4,471	23,174
Year 3	2005	5,190	221	3.58	20.03	18,554	4,427	22,981
Year 4	2006	5,158	238	3.56	19.92	18,342	4,741	23,083
Year 5	2007	5,175	229	3.54	19.81	18,304	4,536	22,840
2015 Compliance Year Population Calculations								
	2015	5410	260	3.39	18.93	18,340	4,922	23,262

Sunnyslope - Population Using Persons-per-Connection								
	Year	# SF Connections	# MF/GQ Connections	Persons Per SF Connection	Persons Per MF/GQ Connection	SF Population	MF/GQ Population	Total Population
10 to 15 Year Baseline Population Calculations								
Year 1	1996	3,332	352	2.79	11.66	9,312	4,103	13,415
Year 2	1997	4,418	205	2.82	11.59	12,468	2,375	14,843
Year 3	1998	4,418	205	2.85	11.52	12,588	2,362	14,950
Year 4	1999	4,695	198	2.88	11.45	13,506	2,267	15,773
Year 5	2000	4,843	198	2.9	11.38	14,064	2,254	16,318
Year 6	2001	4,938	200	2.93	11.31	14,458	2,262	16,721
Year 7	2002	4,986	200	2.96	11.24	14,739	2,249	16,987
Year 8	2003	4,977	200	2.98	11.18	14,851	2,235	17,087
Year 9	2004	4,985	199	3.01	11.11	15,015	2,210	17,225
Year 10	2005	4,985	200	3.04	11.04	15,154	2,208	17,362
5 Year Baseline Population Calculations								
Year 1	2003	4,977	200	2.98	11.18	14,851	2,235	17,087
Year 2	2004	4,985	199	3.01	11.11	15,015	2,210	17,225
Year 3	2005	4,985	200	3.04	11.04	15,154	2,208	17,362
Year 4	2006	4,985	198	3.07	10.97	15,294	2,172	17,466
Year 5	2007	4,937	198	3.1	10.9	15,285	2,159	17,444
2015 Compliance Year Population Calculations								
	2015	5181	213	3.31	10.37	17,171	2,209	19,380

HUA - Population Using Persons-per-Connection								
	Year	# SF Connections	# MF/GQ Connections	Persons Per SF Connection	Persons Per MF/GQ Connection	SF Population	MF/GQ Population	Total Population
10 to 15 Year Baseline Population Calculations								
Year 1	1996	7,599	505	3.265	16.34	25,278	7,319	32,597
Year 2	1997	8,887	379	3.27	16.25	29,108	6,013	35,120
Year 3	1998	9,048	391	3.275	16.16	29,742	6,230	35,972
Year 4	1999	9,600	408	3.285	16.07	31,588	6,611	38,200
Year 5	2000	9,857	413	3.285	15.98	32,456	6,678	39,134
Year 6	2001	10,137	418	3.29	15.89	33,440	6,724	40,165
Year 7	2002	10,275	419	3.295	15.8	33,949	6,708	40,655
Year 8	2003	10,204	423	3.295	15.715	33,736	6,751	40,488
Year 9	2004	10,189	421	3.3	15.625	33,718	6,681	40,399
Year 10	2005	10,175	421	3.31	15.535	33,708	6,635	40,343
5 Year Baseline Population Calculations								
Year 1	2003	10,204	423	3.295	15.715	33,736	6,751	40,488
Year 2	2004	10,189	421	3.3	15.625	33,718	6,681	40,399
Year 3	2005	10,175	421	3.31	15.535	33,708	6,635	40,343
Year 4	2006	10,143	436	3.315	15.445	33,636	6,913	40,549
Year 5	2007	10,112	427	3.32	15.355	33,589	6,695	40,284
2015 Compliance Year Population Calculations								
	2015	10591	473	3.35	14.65	35,511	7,131	42,642

APPENDIX C - FUTURE WATER DEMANDS MEMO

Water Demand and Wastewater Flow Projections Technical Memorandum

Master Plan Update

City of Hollister, San Benito County Water District, and Sunnyslope County Water District

July 1, 2016

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Summary

Demand projections are required for the Hollister Urban Area Water and Wastewater Master Plan Update to identify future urban water supply needs and wastewater flows for the planning horizon of 2035. The demand projections presented in this technical memorandum are based on historical water demand data and patterns for the period between 2010 and 2015, projected population growth within the service areas, unit demands, estimated system losses, and consideration for water conservation as well as the ongoing drought.

Annual water demands for the Hollister Urban Area (HUA) are approximately 5,830 acre-feet per year (AFY) based on the average demand for 2011 through 2014. The annual water demand is projected to increase to approximately 6,820 AFY by 2020 and to approximately 8,840 AFY by 2030, as summarized in Figure 1. By comparison, the previous master plan, completed in 2008, projected the annual water demand would be 11,840 AFY in 2023. The significant decrease in projected future demands is attributed to increased water conservation, changes in behavior due to the ongoing drought, and delayed development due to the "Great Recession."

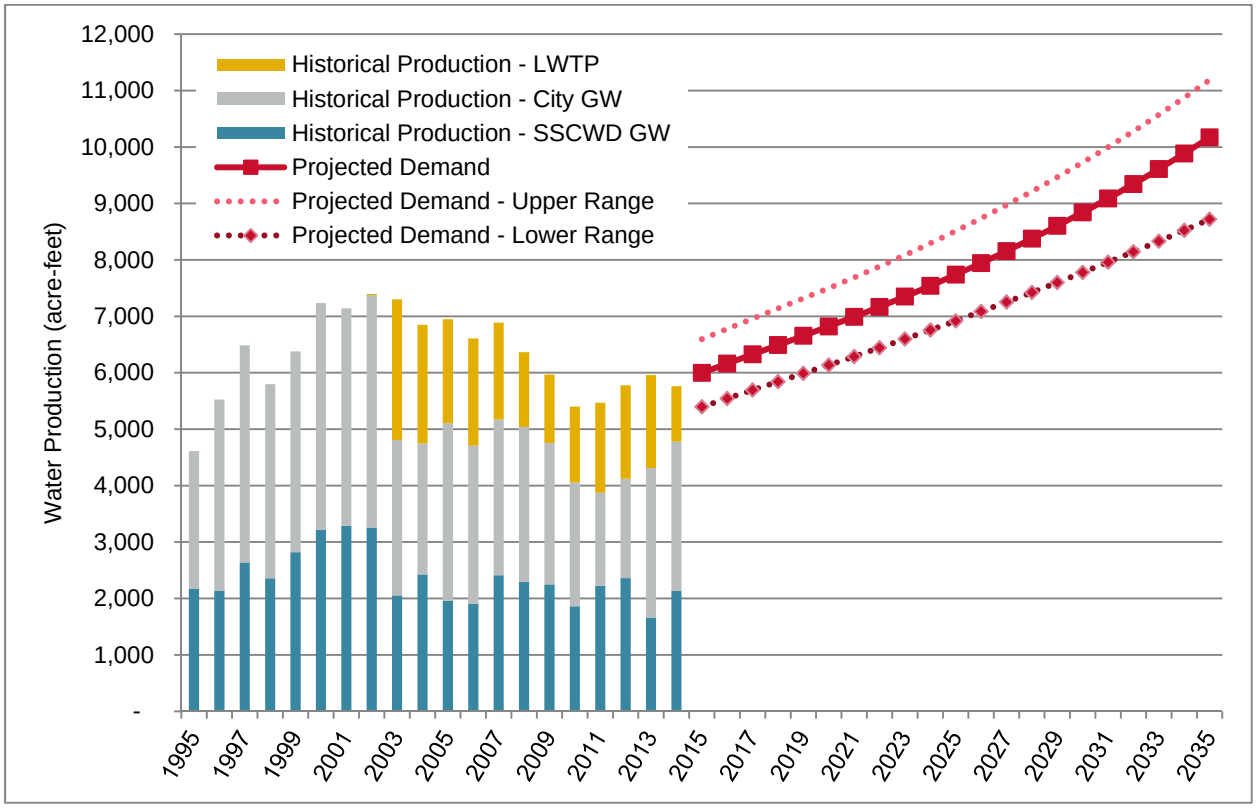

Figure 1. Existing and Projected Water Demands

Based on the anticipated new connections to the service areas, projected wastewater flows were also evaluated for the respective water reclamation facilities (WRF) operated by the City and SSCWD. The existing average dry weather flow (ADWF) is approximately 2.1 million gallons per day (mgd) at the City's WRF and is expected to increase to 2.7 mgd by 2020 and

3.8 mgd by 2030. The existing ADWF at SSCWD's Ridgemark WRF is approximately 0.18 mgd, and is expected to increase to 0.20 mgd by 2020 and 0.24 mgd by 2030.

The increase in influent flows to the respective WRFs will also increase the production of recycled water. Currently, only the City's WRF produces Title 22 recycled water, estimated at approximately 2,500 AFY. Based on the projected increase in wastewater flow, the production of recycled water at the City's WRF is expected to increase to approximately 3,000 AFY in 2020 and to 4,300 AFY by 2030.

1.0 Previous Projections

Demand projections are required for the Hollister Urban Area Water and Wastewater Master Plan Update to identify future urban water supply needs and wastewater flows for the planning horizon of 2030. The following subsections present a summary of past projections that have been prepared for the 2008 Master Plan and the 2010 Urban Water Management Plan.

1.1. 2008 Master Plan

The 2008 Hollister Urban Area Water and Wastewater Master Plan (2008 Master Plan) included a detailed analysis of historical water use and future water projections. The analysis incorporated land use planning data from the adopted General Plans for the City of Hollister and San Benito County, respectively, and evaluation of unit demands, system losses, and water conservation projections.

At the time of the 2008 Master Plan, the average annual water demand was estimated to be approximately 7,965 AFY and was projected to increase to 11,840 AFY 2023 and to 20,150 AFY by buildout of the HUA.

The growth in demands presented in the 2008 Master Plan is presented in Figure 2.

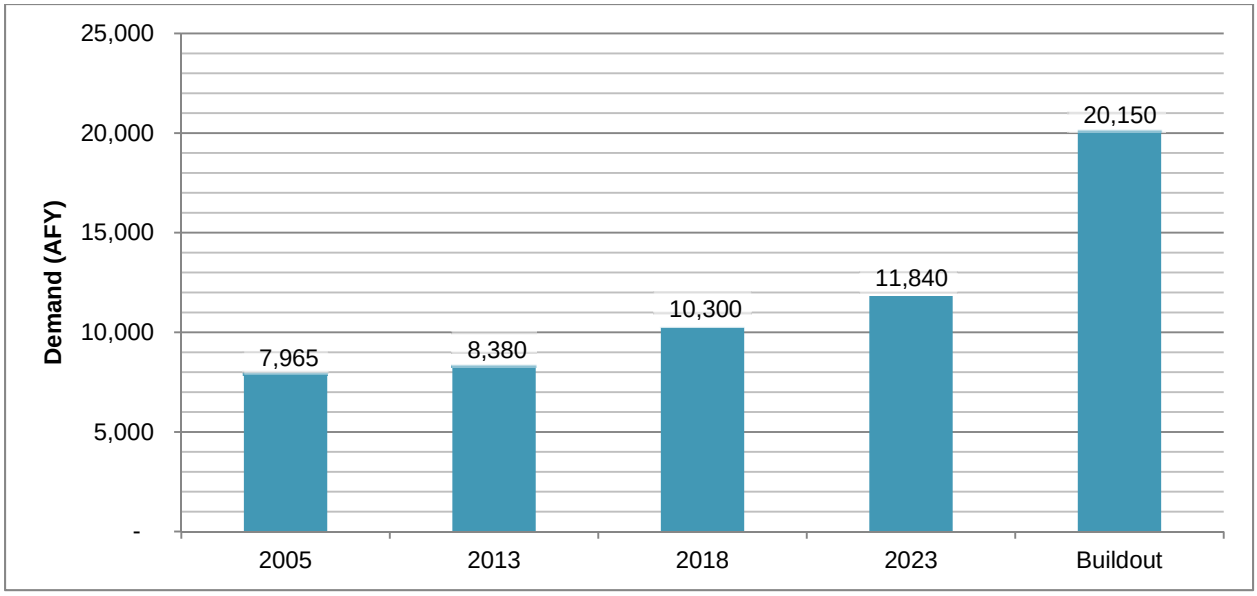

Figure 2. 2008 Master Plan Water Demand Projection

The 2008 Master Plan also considered wastewater flows to the WRFs. The total ADWF was estimated to be approximately 3.0 mgd, increasing to 4.5 mgd by 2023. The City's WRF was expected to increase from 2.7 mgd to 4.4 mgd, while SSCWD's Ridgemark WRF was expected to increase from 0.3 mgd to 0.46 mgd.

1.2. 2010 UWMP

The 2010 Urban Water Management Plan (UWMP) included an analysis of past and projected water demands, as required by the State and prescribed in the 2010 UWMP Guidebook. As presented in the 2010 UWMP, the total water use from 2005 to 2010 decreased from approximately 6,791 AFY to 5,856 AFY, despite a relatively consistent population in the HUA. The factors believed to contribute to this decrease are described in the following section.

Water demand was projected to increase to 8,624 AFY in 2020 and to 11,583 by 2030, which included estimated system losses at approximately 7 percent of demand.

2.0 Changed Conditions since Prior Projections

Since the Master Plan was completed in 2008, several key conditions changed, including the following.

2.1. Economic Downturn

The "Great Recession," which marked the country's largest downturn in economic activity since the Great Depression, officially lasted from December 2007 to June 2009. During that period and the ensuing years, growth in development, including the residential housing market, stagnated and there was a sharp cutback in consumer spending. As a result, much of the growth that was anticipated to occur following the lifting of the City's building moratorium in 2008, has been delayed. After several years of limited or no growth, there now appears to be a renewed interest in residential housing construction in the HUA as builders are anticipating a rebound of housing demand.

2.2. Ongoing Drought

San Benito County, like all of California, has experienced severe drought conditions. Since 2008, six of the seven subsequent years have been drought years and the period between 2012 and today represents perhaps the worst prolonged drought in the State's historical record.

On January 17, 2014, Governor Jerry Brown proclaimed a State of Emergency recognizing that the state was facing water shortfalls in the driest year in recorded state history. Then, on April 1, 2015, following the lowest snowpack ever recorded in California, Governor Brown announced a mandatory 25 percent reduction in water consumption throughout the state.

The prolonged drought conditions have had significant impact on the water demands.

2.3. Conservation

In addition to the drought, the Water Conservation Bill of 2009, Senate Bill x7-7, required a 20 percent reduction in per-capita urban consumption by 2020 (often referred to as 20 by 2020).

SBX7-7 requires that urban water purveyors make incremental progress toward the conservation goal by reducing per-capita water use by at least 10 percent by the end of 2015. To enforce this requirement, SBx7-7 further requires that urban water purveyors are not eligible for state water grants or loans unless they comply with their water conservation requirements.

The effect of SBx7-7 has been a heightened awareness and implementation of conservation measures in the HUA. The Water Resource Association of San Benito County (WRA) is responsible for managing the conservation efforts in the HUA, including providing incentives for new plumbing fixtures (e.g., low flush toilets, etc.), and providing information and education on conservation measures for the public. As described later in this memorandum, the WRA has been very successful in its efforts to provide incentives for new plumbing fixtures.

2.4. County Master Plan Update

San Benito County is in the process of updating its General Plan which has the potential to change land use designations within the HUA study area (outside the City's sphere of influence). These changes could allow more urbanization/densification of existing agricultural, low density and/or vacant parcels which would result in an increase in the potable water demand. Since the County's General Plan is not yet complete and adopted, any potential changes in land use designations have not been accounted for in this update.

3.0 Methodology

As previously described, the approach used to the project the water demands presented in the 2008 Master Plan was based on planned future land uses and the application of water use factors to those respective lands. The land use designations and densities were identified in the City and County General Plans for vacant lands within the HUA Study Area. The future demands were then added to the existing demand to determine a total forecasted demand for 2023 and beyond.

The forecasts presented in this memorandum rely on earlier projections to understand total potential demand in the HUA. However, the near term demand projections presented herein (through 2025) rely on the current understanding of population growth within the HUA based on input from the City's Planning Department and SSCWD.

In addition, an analysis of recent residential water demand and wastewater flows from 2010 through 2014 was conducted to understand changes and trends in residential unit consumption and production that may have arisen due to the ongoing drought, water conservation, and changes in typical residential lot size. The unit factors resulting from this analysis were then applied to the anticipated population growth and associated new developments to project future potable water demand and wastewater flows.

4.0 Analysis of Recent Historical Data

The following subsections present an analysis of recent historical connections, water consumption, unit factors, conservation and unaccounted for water.

4.1. Connections

During the period between 2010 and 2014, the City's potable water system grew from approximately 5,830 total connections to over 6,000, which is an average of approximately 50 new connections per year or slightly less than one percent annual growth on average. Of the nearly 200 new connections added during the period, over 80 percent were single family residential (SFR) connections.

Similarly, SSCWD's system grew from approximately 5,300 in 2010 to nearly 5,500 connections in early 2015. On average, approximately 40 new connections were added per year during the period, reflecting slightly less than one percent annual growth on average.

The addition of new connections during the period from 2010 to 2014 is presented in Table 1

Table 1. Historical Connections (Number of Connections)

	2010	2011	2012	2013	2014
City	5,831	5,860	5,893	5,962	6,026
SSCWD	5,304	5,351	5,373	5,418	5,470
Total	**11,135**	**11,211**	**11,266**	**11,380**	**11,496**
New Connections		**76**	**55**	**114**	**116**

4.2. Water Consumption

As expected with an increase in connections, the City's water consumption also increased. During the period, consumption increased from a total of 2,750 acre-feet per year (AFY) reported in 2010 to 3,010 AFY in 2014, reflecting a nearly 10 percent growth. However, despite an increase in the number of connections, SSCWD's total water consumption, as reported in the volume of water billed to its customers, decreased from 2,960 AFY in 2010 to 2,558 AFY in 2014. That decrease reflects a nearly 14 percent decrease in total water consumption for SSCWD.

As shown in Table 2, the total water consumption for the combined system declined from 5,710 AFY in 2010 to 5,568 AFY in 2014.

Table 2. Historical Water Consumption (AFY)

	2010	2011	2012	2013	2014
City	2,750	2,827	2,864	2,986	3,010
SSCWD	2,960	2,440	2,653	2,810	2,558
Total	**5,710**	**5,267**	**5,517**	**5,796**	**5,568**
Annual Increase		**(443)**	**250**	**279**	**(228)**

4.3. Unit Factors

Water consumption was evaluated to better understand the variation in water use by customer types, including SFR, multi-family residential (MFR), commercial, industrial, and landscape irrigation. The unit demand by customer type for the City connections is presented in Table 3.

Table 3. City Unit Demands (AFY / Connection)

Customer Type	2010	2011	2012	2013	2014	Average
SFR	0.33	0.33	0.34	0.35	0.32	0.33
MFR	1.28	1.32	1.29	1.27	1.20	1.27
Commercial	0.86	0.86	0.83	0.87	0.79	0.84
Institutional	1.20	1.20	1.19	1.37	1.38	1.27
Landscape	2.49	2.87	2.57	2.52	4.51	2.99
Total	0.47	0.48	0.48	0.50	0.50	0.48

With the exception of the Landscape category, the unit demands are relatively stable for the period. The residential and commercial customer types demonstrate a slight decline during the period, which is likely attributed to increased water conservation, particularly in light of the on-going drought. The Institutional and Landscape unit demands have increased during the period; there appears to be an anomaly in the 2014 Landscape data.

Typical lot sizes for new residential units have decreased from a historical size of approximately 8,000 square feet per lot to 6,000 square feet per lot. Smaller lots require less water for outdoor irrigation. This transition to smaller lot sizes has occurred over a long period of time. As a result, the unit demands shown in Table 3 do include consideration of smaller lot sizes.

Unit demands for SSCWD were evaluated in aggregate for the period and by customer type for 2011. The former analysis revealed that 2011 had the lowest unit demands for the period, with an average annual water use of 0.46 AFY per connection, compared to a high of 0.56 AFY per connection in 2010 and an overall average of 0.48 AFY per connection for the period.

The SSCWD unit demands by customer account type, based on the water consumption in 2011, are presented in Table 4.

Table 4. SSCWD Unit Demands for 2011 (AFY / Connection)

Customer Type	2011
SFR	0.40
MFR	1.08
Commercial	0.78
Institutional	1.04
Landscape	2.51
Total	0.46

4.4. Conservation

The Water Resource Association of San Benito County (WRA) began tracking water conservation activities in 2003. Since that time, significant strides in conservation have occurred, as demonstrated in Table 5.

Table 5. Water Conservation Activities

	Water Fixture Replacements			
	Toilets	**Showerheads**	**Faucet Aerators**	**High Efficiency Washing Machines**
2003	1,794	612	510	170
2004	783	654	545	168
2005	604	657	548	261
2006	513	866	721	259
2007	497	497	414	240
2008	530	642	535	187
2009	560	564	470	163
2010	310	438	365	139
2011	279	512	426	81
2012	181	549	458	59
2013	223	531	443	51
Total Fixtures	**6,274**	**6,521**	**5,434**	**1,778**
Estimated Water Savings (AFY)	**1,700 AFY**	**402 AFY**	**91 AFY**	**429 AFY**
Total Estimated Water Savings	**2,623 AFY**			

In addition to the indoor plumbing retrofits identified in Table 5, approximately 74,500 square feet of turf has been removed and/or replaced with drought tolerant landscaping since early 2014. Based on a typical evapotranspiration rate of 3 AFY/acre for the region, which equates to approximately 5 AFY of water conservation savings due to turf removal. As a result, the total estimated conservation savings are estimated to be approximately 2,630 AFY.

Based on discussions with staff at the WRA, many of the quantifiable indoor conservation retrofits are reaching saturation in the existing system. Furthermore, while the current ongoing drought has led some customers to remove their turf in the last two years, this method of conservation is not expected to continue, particularly when drought conditions dissipate and mandatory rationing is discontinued.

As demonstrated in Table 5, the majority of the indoor plumbing retrofits occurred prior to the period of analysis (2010 – 2014). Given the ongoing drought conditions, it is expected that water consumption has been depressed in recent years. Taken together, it is difficult to predict any further decline in unit water demand due to conservation when considering the elasticity in behavior that may occur once the drought subsides. As a result, for the purposes of projecting

future demands, specific reductions in unit demands due to further water conservation are not included.

4.5. Unaccounted for Water

In order to estimate the total water demand, unaccounted for water (e.g., system losses, other non-metered water) must also be estimated. To do so, the total water production, including the water produced at the City's wells, SSCWD's wells, and the Lessalt Water Treatment Plant (LWTP), was compared to the total metered water in the combined system. A summary of the unaccounted for water analysis is presented in Table 6.

Table 6. Unaccounted for Water

Year	Production (AFY)			Consumption (AFY)			Unaccounted for Water	
	City Wells	Lessalt + SSCWD Wells	Total	City	SSCWD	Total	Total (AFY)	Total (%)
2010	2,056	3,458	5,514	2,750	2,457	5,207	307	6%
2011	1,607	3,996	5,602	2,827	2,483	5,310	293	6%
2012	2,120	3,815	5,934	2,864	2,153	5,017	917	18%
2013	2,951	3,210	6,162	2,986	3,176	6,162	0	0%
2014	2,755	2,864	5,619	3,010	2,440	5,450	169	3%
							Average	**7%**

As shown in Table 6, the unaccounted for water averages approximately 7 percent of the total annual consumption, which is consistent with past estimates from the 2008 Master Plan as well as typical industry averages which range between 5 and 10 percent.

Two years, 2012 and 2013, seem to be outliers. There appears to be a significant drop in the SSCWD metered consumption for July through October of 2012, which led to the large discrepancy between production and consumption. It also seems unlikely that production would perfectly match consumption, as was the case in 2013.

5.0 Population Projections

As previously described, population growth was used as the basis to update the water demand and wastewater flow projections.

In collaboration with City, SBCWD and SSCWD staff, the population projections summarized in Table 7 were developed. These projections are based on a representative period from 1990's census data, which reflects an approximately 4 percent annual growth rate. However, population growth was limited to 1,500 people per year through 2020 due to the current development landscape in the HUA as well as recognition of existing infrastructure limitations (e.g., Highway 101 capacity limitations).

Table 7. Projected Population Growth

	2015	2016-2020	2021-2025	2026- 2030	2031 -2035
New	1,500	7,500	8,450	10,280	12,500
Cumulative New	1,500	9,000	17,450	27,730	40,230

A summary of the projected new connections associated with the population growth is presented in Table 8. As shown, there will be an estimated 10,500 new connections during the planning period.

Table 8. Projected New Connections

	2015	2016 - 2020	2021 - 2025	2026 - 2030	2031 - 2035	Total
SFR[(a)]	379	1,894	2,134	2,596	3,158	10,161
MFR[(b)]	13	63	71	87	105	339
Total	**392**	**1,957**	**2,205**	**2,683**	**3,263**	**10,500**
Cumulative	**392**	**2,349**	**4,554**	**7,237**	**10,500**	

(a) Number of SFR connections is based upon 3.3 persons per household.
(b) 6 units per MFR connection were assumed.

Figure 3 illustrates the number of connections in the City and SSCWD water service areas since 2010 as well as the projected number of new connections described above. As shown, it is anticipated that the system will see an increase from approximately 11,510 existing connections to approximately 22,010 connections in 2035.

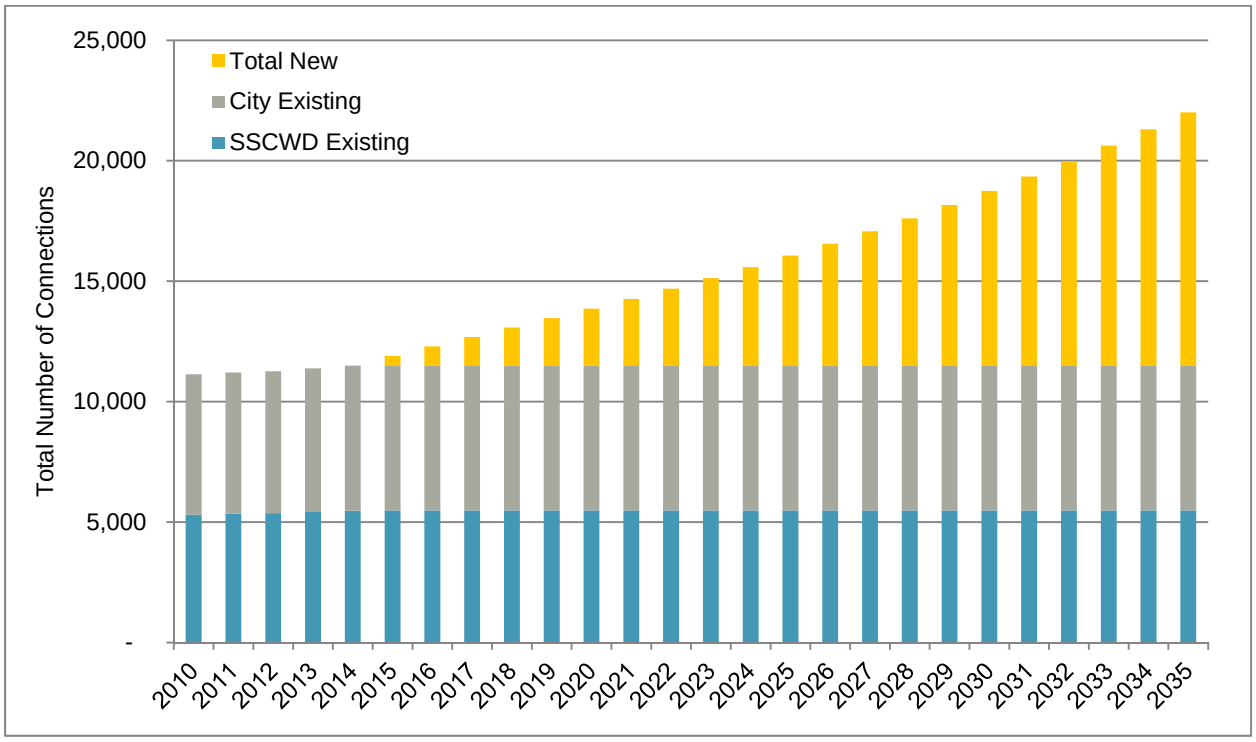

Figure 3. Projected New Connections

6.0 Water Demands

Based on the unit demands presented in Section 4 and the new connections presented in Section 5, the projected water demands are summarized in Table 9, Table 10, and Figure 4.

Table 9. New Water Demand by Customer Class (AFY)

	2015 - 2020	2021 - 2025	2026 - 2030	2031 - 2035	Total
SFR[(a)]	756	710	863	1,050	3,380
MFR[(b)]	96	90	110	134	430
Commercial/Industrial[(c)]	75	63	63	63	264
Losses[(d)]	60	56	68	83	267
Total	**987**	**919**	**1,104**	**1,330**	**4,340**

(a) SFR demand is based on a unit demand of 0.33 AFY.
(b) MFR demand is based on a unit demand of 1.27 AFY.
(c) Commercial / Industrial demands were estimated based on 12.5 AFY of new demand per year.
(d) Losses were estimated based as 7 percent of residential demand.

The projected demand presented in Table 9 reflects the projected new connections presented in Section 5 as well as an allowance for new commercial and industrial demands, estimated at 12.5 AFY. The projected demands also include system losses estimated at 7 percent of residential demand.

Table 10 presents the total estimated potable water demand for the combined systems as well as the demands for the City and SSCWD. As shown, the total system demand is expected to increase from approximately 5,830 AFY in recent years to over 10,000 AFY in 2035.

Table 10. Projected Water Demand (AFY)

	Existing	2020	2025	2030	2035
City	3,150	3,580	3,980	4,460	5,040
SSCWD	2,680	3,240	3,760	4,380	5,130
Total	**5,830**	**6,820**	**7,740**	**8,840**	**10,170**

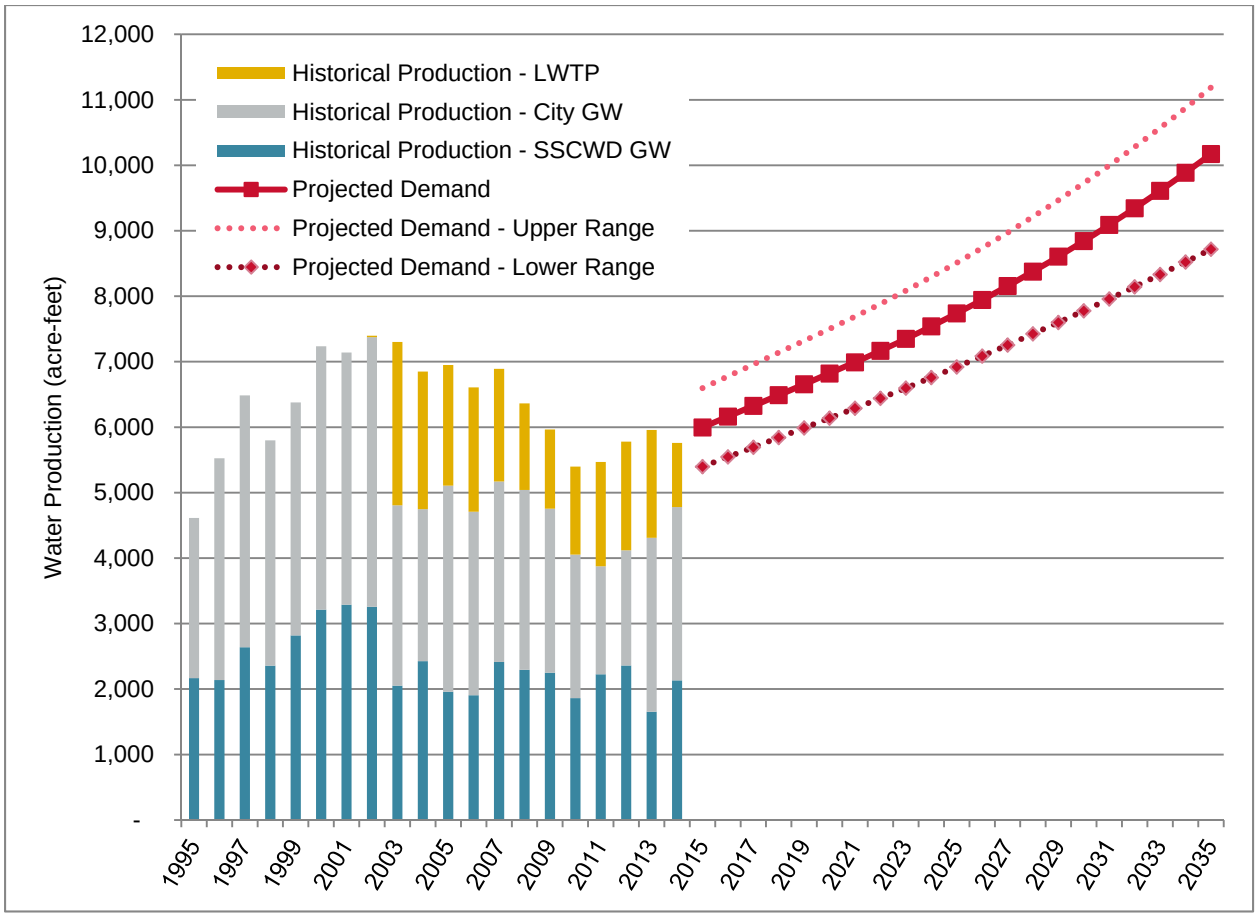

Figure 4. Projected Water Demand

Due to the inherent uncertainty in projecting future conditions, a range is presented in Figure 4. The upper band of the range is based on a 10 percent increase over the projected flows. The lower band reflects both a slower growth rate (reduced from 4 percent to 2 percent) and a reduction in unit consumption by 10 percent. Due to this uncertainty, it will be important to identify triggers in the Master Plan Update such that the implementation of new water supply infrastructure needed to serve the future demand is complete in a timely manner.

As described in Section 1, the 2008 Master Plan projected the demand for 2023 to be approximately 11,840 AFY. As shown in Figure 5, the projected demand for the same period is only 7,350, reflecting a decrease of approximately 4,490 AFY. That decrease is attributed to the changed conditions described in Section 2. Namely, there has been an extended drought that has impacted water use behaviors, increased awareness and implementation of water conservation, and finally, there was a significant delay in the expected growth in the region due to the “Great Recession.”

7.0 Wastewater Flows

The following subsections describe the projected wastewater flows for the City’s WRF and SSCWD, respectively.

7.1. City WRF Wastewater Flows

The historical influent flows to the City's WRF are illustrated in Figure 5 and summarized in Table 11. As shown, there appears to be a downward trend for the period between January 2010 and mid-2013, with some recovery in 2014. The average dry weather flow (ADWF) during the period was approximately 2.1 mgd while the average annual (AA) flow was only slightly higher at 2.2 mgd.

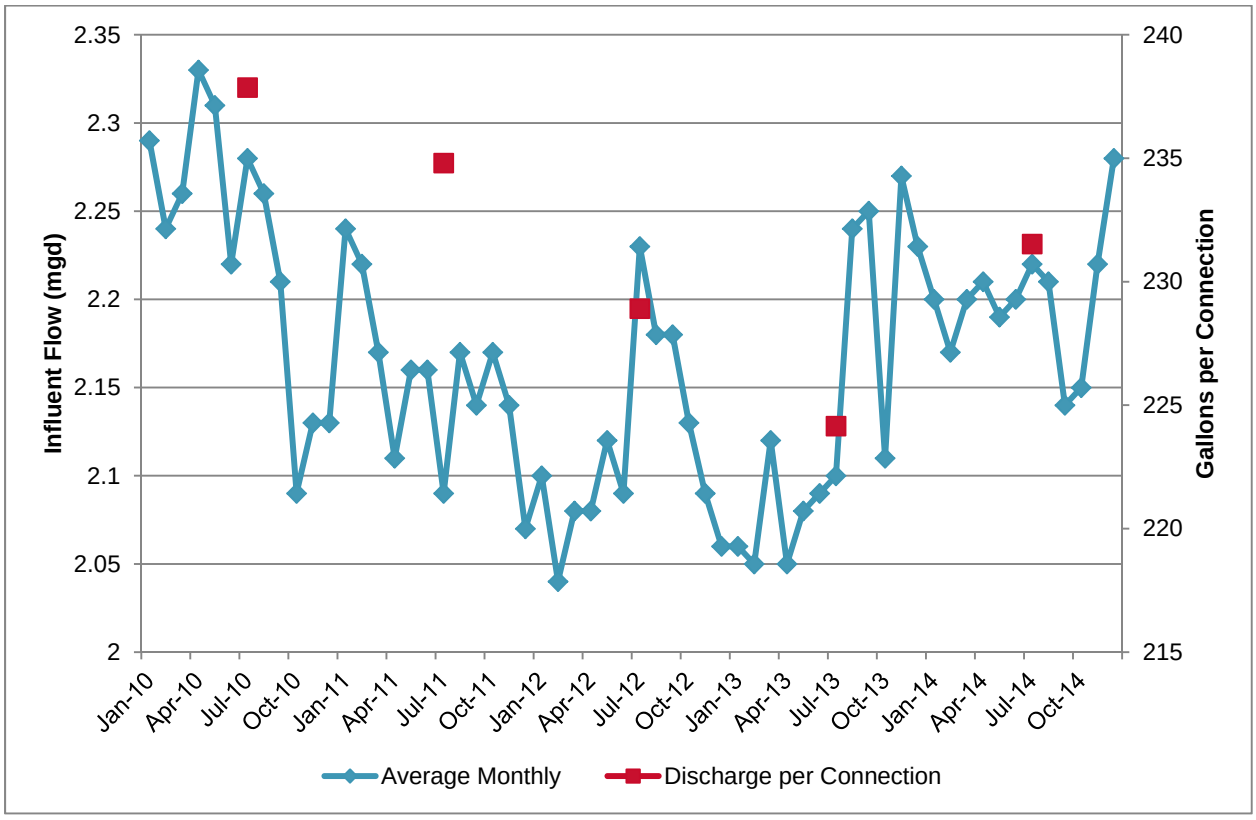

Figure 5. Historical Influent Flow to City's WRF

As shown in Figure 6, the unit discharge per connection decreased from approximately 240 gallons per connection per day (gal/con-day) in 2010 to a low of 224 gal/con-day in 2013, before rebounding to 232 gal/con-day. The overall average contribution per connection was approximately 231 gal/con-day.

Table 11. Historical Influent Flow to City's WRF

	2010	2011	2012	2013	2014	Average
ADWF (mgd)	2.14	2.13	2.09	2.07	2.17	2.12
AA (mgd)	2.23	2.15	2.12	2.14	2.20	2.16
Connections (No.)	5,831	5,860	5,893	5,962	6,026	
ADWF / Connection	238	235	229	224	232	231

The average contribution per connection was used to project the future growth in influent flow to the City's WRF. Similar to the projections for the water demand, an upper and lower bound were also projected to reflect the uncertainty associated with the projections. The upper bound is based on a 10 percent increase in flows, similar to the water demand projections. Similarly, the lower bound was based on a 10 percent reduction of the flows.

Based on the contribution per connection described above and the new connections presented in Section 5, the projected wastewater flows to the City's WRF are summarized in Table 12 and Figure 6.

Table 12. Projected ADWF Flows to City's WRF (mgd)

	2020	2025	2030	2035
Projected ADWF	2.7	3.2	3.8	4.6
Upper Range	3.0	3.5	4.2	5.1
Lower Range	2.4	2.9	3.5	4.1

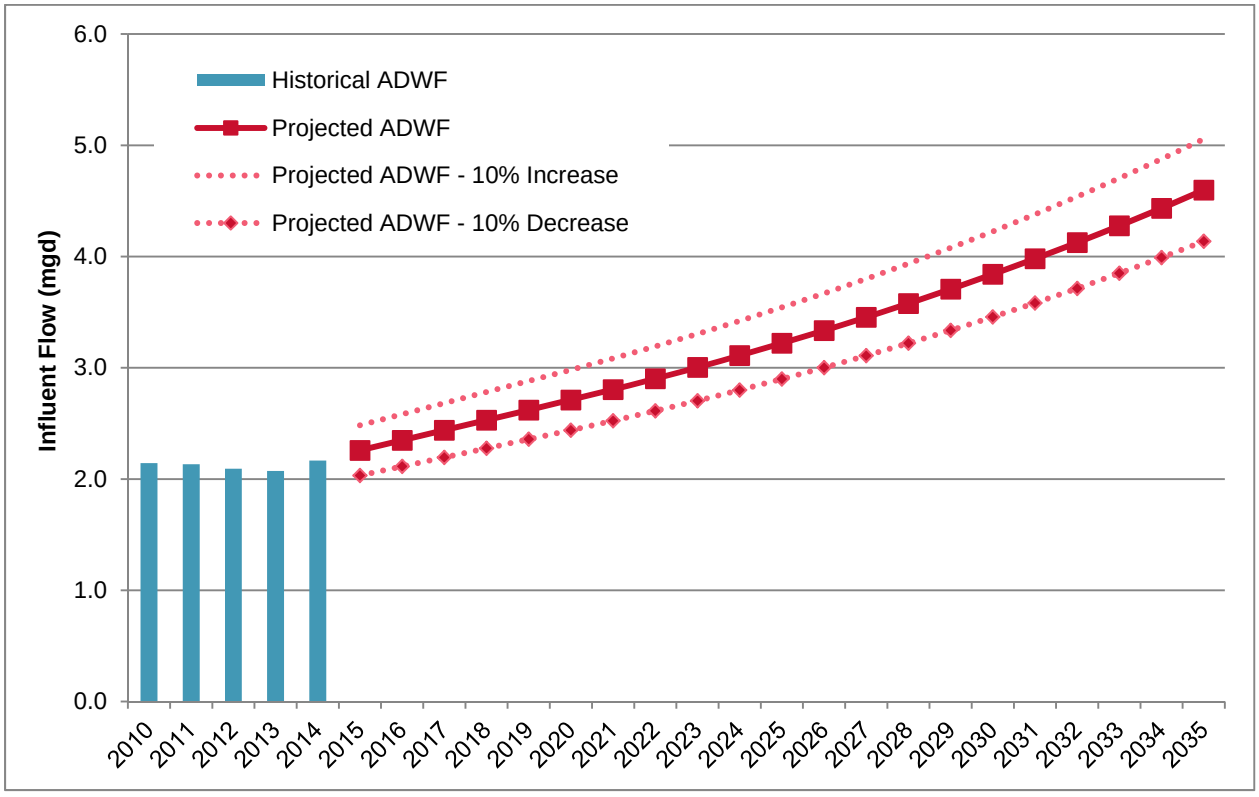

Figure 6. Projected ADWF at City's WRF

7.2. Ridgemark WWTP Flows

The service area for the Ridgemark wastewater treatment plant (WWTP) is very small, with just over 1,200 connections. Growth in the service area is relatively small in comparison to that expected for the rest of the HUA. Approximately 465 additional connections are expected in the Ridgemark WWTP service area. Based on historical influent flows to the plant between 2010 and 2014, it is expected that each connection will contribute approximately 155 gpd. As a result, influent ADWF to the Ridgemark WWTP is expected to grow from 0.18 mgd to approximately 0.24 mgd, as shown in Figure 7.

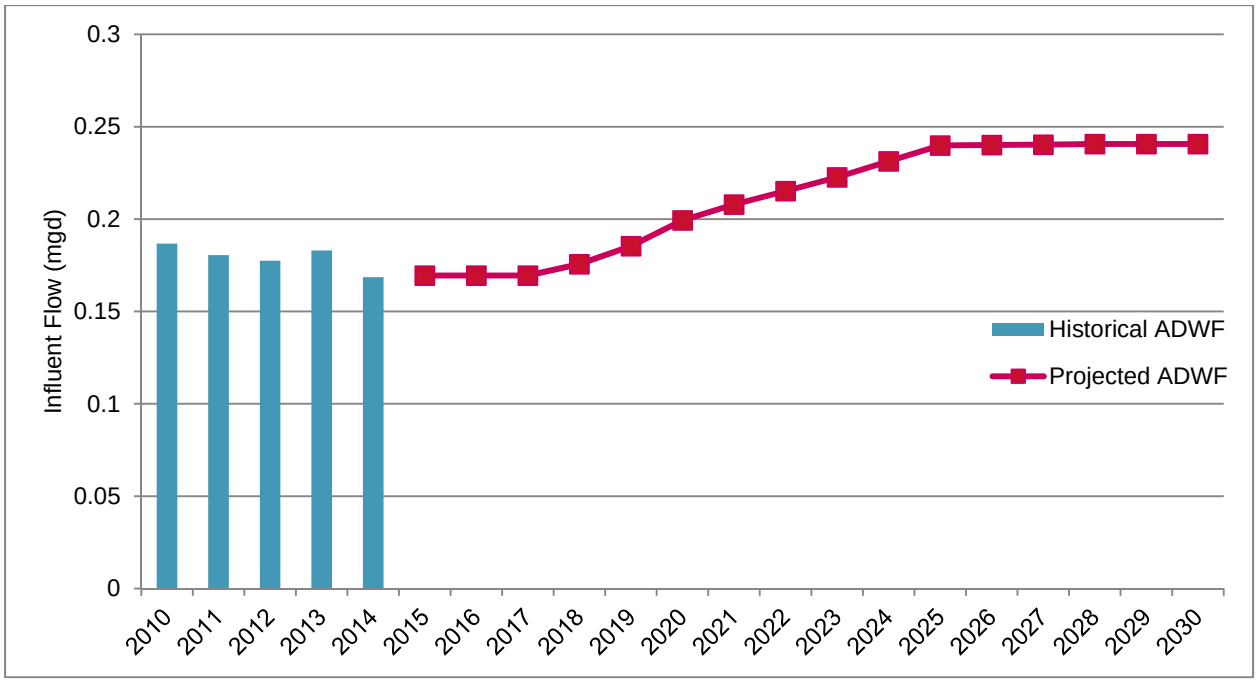

Figure 7. Projected ADWF at Ridgemark WWTP

APPENDIX D – WATER LOSS AUDITS

AWWA Free Water Audit Software: Water Balance

WAS v5.0

American Water Works Association.

Water Audit Report for:	**Sunnyslope County Water District**	
Reporting Year:	**2015**	**1/2015 - 1/2016**
Data Validity Score:	**87**	

	Water Exported *1,037.140*	**Billed Water Exported**			
Own Sources (Adjusted for known errors) *1,277.600*	**Water Supplied** *2,031.260*	**Authorized Consumption** *1,965.491*	**Billed Authorized Consumption** *1,940.100*	**Billed Metered Consumption (water exported is removed)** *1,940.100*	**Revenue Water** 1,940.100
				Billed Unmetered Consumption *0.000*	
			Unbilled Authorized Consumption *25.391*	**Unbilled Metered Consumption** *0.000*	**Non-Revenue Water (NRW)** **91.160**
				Unbilled Unmetered Consumption *25.391*	
		Water Losses *65.769*	**Apparent Losses** *9.928*	**Unauthorized Consumption** *5.078*	
				Customer Metering Inaccuracies *0.000*	
				Systematic Data Handling Errors *4.850*	
Water Imported *1,790.800*			**Real Losses** *55.841*	**Leakage on Transmission and/or Distribution Mains** *Not broken down*	
				Leakage and Overflows at Utility's Storage Tanks *Not broken down*	
				Leakage on Service Connections *Not broken down*	

AWWA Free Water Audit Software:
Reporting Worksheet

WAS v5.0
American Water Works Association.

? Click to access definition
+ Click to add a comment

Water Audit Report for: Sunnyslope County Water District
Reporting Year: 2015 1/2015 - 1/2016

Please enter data in the white cells below. Where available, metered values should be used; if metered values are unavailable please estimate a value. Indicate your confidence in the accuracy of the

All volumes to be entered as: ACRE-FEET PER YEAR

To select the correct data grading for each input, determine the highest grade where

Master Meter and Supply Error Adjustments

WATER SUPPLIED

<---------- Enter grading in column 'E' and 'J' ----------> Pcnt: Value:

Volume from own sources:	+ ?	10	1,277.600	acre-ft/yr	+ ?			acre-ft/yr
Water imported:	+ ?	10	1,790.800	acre-ft/yr	+ ?			acre-ft/yr
Water exported:	+ ?	7	1,037.140	acre-ft/yr	+ ?			acre-ft/yr

Enter negative % or value for under-registration
Enter positive % or value for over-registration

WATER SUPPLIED: 2,031.260 acre-ft/yr

AUTHORIZED CONSUMPTION

Click here: ? for help using option buttons below

					Pcnt:	Value:	
Billed metered:	+ ?	10	1,940.100	acre-ft/yr			
Billed unmetered:	+ ?	10	0.000	acre-ft/yr			
Unbilled metered:	+ ?	10	0.000	acre-ft/yr			
Unbilled unmetered:	+ ?	2	25.391	acre-ft/yr	1.25%		acre-ft/yr

Default option selected for Unbilled unmetered - a grading of 5 is applied but not displayed

AUTHORIZED CONSUMPTION: ? 1,965.491 acre-ft/yr

Use buttons to select percentage of water supplied **OR** value

WATER LOSSES (Water Supplied - Authorized Consumption)

65.769 acre-ft/yr

Apparent Losses

					Pcnt:	Value:	
Unauthorized consumption:	+ ?		5.078	acre-ft/yr	0.25%		acre-ft/yr

Default option selected for unauthorized consumption - a grading of 5 is applied but not displayed

Customer metering inaccuracies:	+ ?	9	0.000	acre-ft/yr			acre-ft/yr
Systematic data handling errors:	+ ?	9	4.850	acre-ft/yr	0.25%		acre-ft/yr

Default option selected for Systematic data handling errors - a grading of 5 is applied but not displayed

Apparent Losses: ? 9.928 acre-ft/yr

Real Losses (Current Annual Real Losses or CARL)

Real Losses = Water Losses - Apparent Losses: ? 55.841 acre-ft/yr

WATER LOSSES: 65.769 acre-ft/yr

NON-REVENUE WATER

NON-REVENUE WATER: ? 91.160 acre-ft/yr

= Water Losses + Unbilled Metered + Unbilled Unmetered

SYSTEM DATA

Length of mains:	+ ?	9	69.0	miles
Number of active AND inactive service connections:	+ ?	9	5,500	
Service connection density:	?		80	conn./mile main

Are customer meters typically located at the curbstop or property line? Yes

Average length of customer service line: + ? (length of service line, beyond the property boundary, that is the responsibility of the utility)

Average length of customer service line has been set to zero and a data grading score of 10 has been applied

Average operating pressure: + ? 9 65.0 psi

COST DATA

Total annual cost of operating water system:	+ ?	9	$6,012,867	$/Year	
Customer retail unit cost (applied to Apparent Losses):	+ ?	9	$2.47	$/100 cubic feet (ccf)	
Variable production cost (applied to Real Losses):	+ ?	9	$1,634.00	$/acre-ft	☐Use Customer Retail Unit Cost to value real losses

Retail costs are less than (or equal to) production costs; please review and correct if necessary

WATER AUDIT DATA VALIDITY SCORE:

*** YOUR SCORE IS: 87 out of 100 ***

A weighted scale for the components of consumption and water loss is included in the calculation of the Water Audit Data Validity Score

PRIORITY AREAS FOR ATTENTION:

Based on the information provided, audit accuracy can be improved by addressing the following components:

1: Unauthorized consumption
2: Systematic data handling errors
3: Water exported

AWWA Free Water Audit Software:
Reporting Worksheet

WAS v5.0
American Water Works Association.

? Click to access definition
+ Click to add a comment

Water Audit Report for: City of Hollister
Reporting Year: 2015 | 1/2015 - 1/2016

Please enter data in the white cells below. Where available, metered values should be used; if metered values are unavailable please estimate a value. Indicate your confidence in the accuracy of the

All volumes to be entered as: ACRE-FEET PER YEAR

To select the correct data grading for each input, determine the highest grade where

Master Meter and Supply Error Adjustments

WATER SUPPLIED

<---------- Enter grading in column 'E' and 'J' ----------> Pcnt: Value:

Volume from own sources:	10	1,948.925	acre-ft/yr					acre-ft/yr
Water imported:	7	1,037.445	acre-ft/yr					acre-ft/yr
Water exported:	10		acre-ft/yr					acre-ft/yr

Enter negative % or value for under-registration
Enter positive % or value for over-registration

WATER SUPPLIED: 2,986.370 acre-ft/yr

AUTHORIZED CONSUMPTION

Click here: ? for help using option buttons below

				Pcnt:	Value:	
Billed metered:	10	2,498.053	acre-ft/yr			
Billed unmetered:	10	0.000	acre-ft/yr			
Unbilled metered:	10	0.000	acre-ft/yr			
Unbilled unmetered:	2	37.330	acre-ft/yr	1.25%		acre-ft/yr

Default option selected for Unbilled unmetered - a grading of 5 is applied but not displayed

AUTHORIZED CONSUMPTION: ? 2,535.383 acre-ft/yr

Use buttons to select percentage of water supplied **OR** value

WATER LOSSES (Water Supplied - Authorized Consumption)

450.987 acre-ft/yr

Apparent Losses

				Pcnt:	Value:	
Unauthorized consumption:		7.466	acre-ft/yr	0.25%		acre-ft/yr

Default option selected for unauthorized consumption - a grading of 5 is applied but not displayed

Customer metering inaccuracies:	9	0.000	acre-ft/yr			acre-ft/yr
Systematic data handling errors:	9	6.245	acre-ft/yr	0.25%		acre-ft/yr

Default option selected for Systematic data handling errors - a grading of 5 is applied but not displayed

Apparent Losses: ? 13.711 acre-ft/yr

Real Losses (Current Annual Real Losses or CARL)

Real Losses = Water Losses - Apparent Losses: ? 437.276 acre-ft/yr

WATER LOSSES: 450.987 acre-ft/yr

NON-REVENUE WATER

NON-REVENUE WATER: ? 488.316 acre-ft/yr

= Water Losses + Unbilled Metered + Unbilled Unmetered

SYSTEM DATA

Length of mains:	1	69.0	miles	
Number of active AND inactive service connections:	9	6,200		
Service connection density:		90	conn./mile main	

Are customer meters typically located at the curbstop or property line? Yes

Average length of customer service line: (length of service line, beyond the property boundary, that is the responsibility of the utility)

Average length of customer service line has been set to zero and a data grading score of 10 has been applied

Average operating pressure: 1 65.0 psi

COST DATA

Total annual cost of operating water system:	1	$6,012,867	$/Year	
Customer retail unit cost (applied to Apparent Losses):	10	$2.07	$/100 cubic feet (ccf)	
Variable production cost (applied to Real Losses):	1	$1,634.00	$/acre-ft	☐Use Customer Retail Unit Cost to value real losses

Retail costs are less than (or equal to) production costs; please review and correct if necessary

WATER AUDIT DATA VALIDITY SCORE:

*** YOUR SCORE IS: 71 out of 100 ***

A weighted scale for the components of consumption and water loss is included in the calculation of the Water Audit Data Validity Score

PRIORITY AREAS FOR ATTENTION:

Based on the information provided, audit accuracy can be improved by addressing the following components:

1: Total annual cost of operating water system
2: Variable production cost (applied to Real Losses)
3: Water imported

AWWA Free Water Audit Software: Water Balance

WAS v5.0

American Water Works Association.

Water Audit Report for:	City of Hollister	
Reporting Year:	2015	1/2015 - 1/2016
Data Validity Score:	71	

Water Exported *0.000*

Billed Water Exported

Own Sources (Adjusted for known errors) *1,948.925*

Water Supplied *2,986.370*

Water Imported *1,037.445*

Authorized Consumption *2,535.383*

Billed Authorized Consumption *2,498.053*

- **Billed Metered Consumption (water exported is removed)** *2,498.053*
- **Billed Unmetered Consumption** *0.000*

→ **Revenue Water** 2,498.053

Unbilled Authorized Consumption *37.330*

- **Unbilled Metered Consumption** *0.000*
- **Unbilled Unmetered Consumption** *37.330*

→ **Non-Revenue Water (NRW)** *488.316*

Water Losses *450.987*

Apparent Losses *13.711*

- **Unauthorized Consumption** *7.466*
- **Customer Metering Inaccuracies** *0.000*
- **Systematic Data Handling Errors** *6.245*

Real Losses *437.276*

- **Leakage on Transmission and/or Distribution Mains** *Not broken down*
- **Leakage and Overflows at Utility's Storage Tanks** *Not broken down*
- **Leakage on Service Connections** *Not broken down*

APPENDIX E – CLIMATE CHANGE VULNERABILITY ASSESSMENT

The Climate Change Vulnerability Assessment is taken from the Climate Change Handbook for Regional Water Planning, USEPA and DWR, 2011. The vulnerability assessment highlights those water-related resources that are important to a region and are sensitive to climate change.

I. Water Demand

☐ *Are there major industries that require cooling/process water in your planning region?*

- There are no major industries that require cooling water.

☒ *Does water use vary by more than 50% seasonally in parts of your region?*

- Seasonal water use, which is primarily outdoor water use, is expected to increase as average temperatures increase and droughts become more frequent.

☐ *Are crops grown in your region climate-sensitive? Would shifts in daily heat patterns, such as how long heat lingers before night-time cooling, be prohibitive for some crops?*

- The retailers do not provide any water to agricultural users.

☐ *Do groundwater supplies in your region lack resiliency after drought events?*

- Droughts are expected to become more frequent and more severe in the future. Droughts would result in additional groundwater production and decrease water levels in the short term. The basin can and has recovered from droughts lasting up to four years.

☒ *Are water use curtailment measures effective in your region?*

- The current drought and associated mandates, were effective reducing demand by 25 to 35 percent for Sunnyslope and Hollister

☐ *Are some instream flow requirements in your region either currently insufficient to support aquatic life, or occasionally unmet?*

- The San Benito River is ephemeral and does not have any in stream flow requirements. In addition, the river recharges groundwater over most of the basin increased groundwater production in the Hollister area is unlikely to significantly reduce flow

II. Water Supply

☒ *Does a portion of the water supply in your region come from snowmelt?*

- Snowmelt is expected to decrease as the climate warms. Water systems supplied by snowmelt are therefore potentially vulnerable to climate change.
- The retailers rely on imported CVP water that is supplied in part by snow melt.

☒ *Does part of your region rely on water diverted from the Delta, imported from the Colorado River, or imported from other climate-sensitive systems outside your region?*

- Some imported or transferred water supplies are sources from climate-sensitive watersheds, including water imported from the Delta.
- The retailers rely on imported CVP water that is supplied in part by the Delta system.

☐ *Does part of your region rely on coastal aquifers? Has salt intrusion been a problem in the past?*

☐ *Would your region have difficulty in storing carryover supply surpluses from year to year?*

- The basin has sufficient groundwater storage to potential store water as a reserve for droughts/ Systems that can store more water may be more resilient to droughts.

☐ *Has your region faced a drought in the past during which it failed to meet local water demands?*

- The region has handled the current multiple through municipal conservation and reliance on groundwater storage

☐ *Does your region have invasive species management issues at your facilities, along conveyance structures, or in habitat areas?*

III. Water Quality

☐ *Are increased wildfires a threat in your region? If so, does your region include reservoirs with fire-susceptible vegetation nearby which could pose a water quality concern from increased erosion?*

- Some areas are expected to become more vulnerable to wildfires over time. To identify whether this is the case for parts of your region, the California Public Interest Energy Research (PIER)Program has posted wildfire susceptibility projections as a Google Earth application at: *http://cal-adapt.org/fire/*. These projections are only the results of a single study and are not intended for analysis, but can aid in qualitatively answering this question. Read the application's disclaimers carefully to be aware of its limitations.

☐ *Does part of your region rely on surface water bodies with current or recurrent water quality issues related to eutrophication, such as low dissolved oxygen or algal blooms? Are there other water quality constituents potentially exacerbated by climate change?*

- Warming temperatures will result in lower dissolved oxygen levels in water bodies, which are exacerbated by algal blooms and in turn enhance eutrophication. Changes in streamflows may alter pollutant concentrations in water bodies.

☐ *Are seasonal low flows decreasing for some waterbodies in your region? If so, are the reduced low flows limiting the waterbodies' assimilative capacity?*

- In the future, low flow conditions are expected to be more extreme and last longer. This may result in higher pollutant concentrations where loadings increase or remain constant.

☐ *Are there beneficial uses designated for some water bodies in your region that cannot always be met due to water quality issues?*

- In the future, low flows are expected decrease, and to last longer. This may result in higher pollutant concentrations where loadings increase or remain constant.

☐ *Does part of your region currently observe water quality shifts during rain events that impact treatment facility operation?*

- While it is unclear how average precipitation will change with temperature, it is generally agreed that storm severity will probably increase. More intense, severe storms may lead to increased erosion, which will increase turbidity in surface waters. Areas that already observe water quality responses to rainstorm intensity may be especially vulnerable.

IV. Sea Level Rise

☐ *Has coastal erosion already been observed in your region?*

- Coastal erosion is expected to occur over the next century as sea levels rise.

☐ *Are there coastal structures, such as levees or breakwaters, in your region?*

- Coastal structures designed for a specific mean sea level may be impacted by sea level rise.

☐ *Is there significant coastal infrastructure, such as residences, recreation, water and wastewater treatment, tourism, and transportation) at less than six feet above mean sea level in your region?*

- Coastal flooding will become more common, and will impact a greater extent of property, as sea levels rise. Critical infrastructure in the coastal floodplain may be at risk.
- Digital elevation maps should be compared with locations of coastal infrastructure.

☐ *Are there climate-sensitive low-lying coastal habitats in your region?*

- Low-lying coastal habitats that are particularly vulnerable to climate change include estuaries and coastal wetlands that rely on a delicate balance of freshwater and salt water.

☐ *Are there areas in your region that currently flood during extreme high tides or storm surges?*

- Areas that are already experiencing flooding during storm surges and very high tides, are more likely to experience increased flooding as sea levels rise.

☐ *Is there land subsidence in the coastal areas of your region?*

- Land subsidence may compound the impacts of sea level rise.

☐ *Do tidal gauges along the coastal parts of your region show an increase over the past several decades?*

- Local sea level rise may be higher or lower than state, national, or continental projections.
- Planners can find information on local tidal gauges at *http://tidesandcurrents.noaa.gov/sltrends/sltrends_states.shtml?region=ca*

V. Flooding

☐ *Does critical infrastructure in your region lie within the 200-year floodplain? DWR's best available floodplain maps are available at: http://www.water.ca.gov/floodmgmt/lrafmo/fmb/fes/best_available_maps/*

- While it is unclear how average precipitation will change with temperature, it is generally agreed that storm severity will probably increase. More intense, severe storms may lead to higher peak flows and more severe floods.
- Refer to FEMA floodplain maps and any recent FEMA, US Army Corps of Engineers, or DWR studies that might help identify specific local vulnerabilities for your region. Other follow-up questions that might help answer this question:

    1. What public safety issues could be affected by increased flooding events or intensity? For example, evacuation routes, emergency personnel access, hospitals, water treatment and wastewater treatment plants, power generation plants and fire stations should be considered.
    2. Could key regional or economic functions be impacted from more frequent and/or intense flooding?

☐ *Does part of your region lie within the Sacramento-San Joaquin Drainage District?*

- The SSJDD contains lands that are susceptible to overflows from the Sacramento and San Joaquin Rivers, and are a key focus of the Central Valley Flood Protection Plan. (*http://www.water.ca.gov/cvfmp/program.cfm*).

☐ *Does aging critical flood protection infrastructure exist in your region?*

- Levees and other flood protection facilities across the state of California are aging and in need of repair. Due to their overall lowered resiliency, these facilities may be particularly vulnerable to climate change impacts.
- DWR is evaluating more than 300 miles of levees in the San Joaquin and Sacramento Rivers Valleys and the Delta (*http://www.water.ca.gov/levees/*).

☐ *Have flood control facilities (such as impoundment structures) been insufficient in the past?*

- Reservoirs and other facilities with impoundment capacity may be insufficient for severe storms in the future. Facilities that have been insufficient in the past may be particularly vulnerable.

☐ *Are wildfires a concern in parts of your region?*

- Wildfires alter the landscape and soil conditions, increasing the risk of flooding within the burn and downstream areas. Some areas are expected to become more vulnerable to wildfires over time. To identify whether this is the case for parts of your region, the California Public Interest Energy Research Program (PIER) has posted wildfire susceptibility projections as a Google Earth application at: *http://cal-adapt.org/fire/*. These projections are the results of only a single study and are not intended for analysis, but can aid in qualitatively answering this question. Read the application's disclaimers carefully to be aware of its limitations.

VI. Ecosystem and Habitat Vulnerability

☐ *Does your region include inland or coastal aquatic habitats vulnerable to erosion and sedimentation issues?*

- Erosion is expected to increase with climate change, and sedimentation is expected to shift. Habitats sensitive to these events may be particularly vulnerable to climate change.

☐ *Does your region include estuarine habitats which rely on seasonal freshwater flow patterns?*

- Seasonal high and low flows, especially those originating from snowmelt, are already shifting in many locations.

☐ *Do climate-sensitive fauna or flora populations live in your region?*

- Some specific species are more sensitive to climate variations than others.

☐ *Do endangered or threatened species exist in your region? Are changes in species distribution already being observed in parts of your region?*

- Species that are already threatened or endangered may have a lowered capacity to adapt to climate change.

☐ *Does the region rely on aquatic or water-dependent habitats for recreation or other economic activities?*

- Economic values associated with natural habitat can influence prioritization.

☐ *Are there rivers in your region with quantified environmental flow requirements or known water quality/quantity stressors to aquatic life?*

- Constrained water quality and quantity requirements may be difficult to meet in the future.

☐ *Do estuaries, coastal dunes, wetlands, marshes, or exposed beaches exist in your region? If so, are coastal storms possible/frequent in your region?*

- Storm surges are expected to result in greater damage in the future due to sea level rise. This makes fragile coastal ecosystems vulnerable.

☐ *Does your region include one or more of the habitats described in the Endangered Species Coalition's Top 10 habitats vulnerable to climate change (http://www.itsgettinghotoutthere.org/)?*

- These ecosystems are particularly vulnerable to climate change.

☐ *Are there areas of fragmented estuarine, aquatic, or wetland wildlife habitat within your region? Are there movement corridors for species to naturally migrate? Are there infrastructure projects planned that might preclude species movement?*

- These ecosystems are particularly vulnerable to climate change.

VII. Hydropower

☐ *Is hydropower a source of electricity in your region?*

- As seasonal river flows shift, hydropower is expected to become less reliable in the future.

☐ *Are energy needs in your region expected to increase in the future? If so, are there future plans for hydropower generation facilities or conditions for hydropower generation in your region?*

- Energy needs are expected to increase in many locations as the climate warms. This increase in electricity demand may compound decreases in hydropower production, increasing its priority for a region.

APPENDIX F – SB 20X20 COMPLIANCE

TODD ENGINEERS

GROUNDWATER · WATER RESOURCES · HYDROGEOLOGY · ENVIRONMENTAL ENGINEERING

January 8, 2013

DRAFT MEMORANDUM

To: Jeff Cattaneo, San Benito County Water District

From: Iris Priestaf, Chad Taylor, and Maureen Reilly, Todd Engineers

Re: Revised Addendum to the 2010 Hollister Area Urban Water Management Plan (UWMP)

Introduction

The Department of Water Resources (DWR) has reviewed the 2010 Hollister Area Urban Water Management Plan (UWMP) and the staff member in charge of the review, Gwen Huff, has requested a specific revision of gross water use, baselines per capita daily use, and the per capita demand targets. In the UWMP, the Hollister Urban Area regional gross water use, baselines, and targets were calculated for Hollister and Sunnyslope separately and then the region's goals were presented as a weighted average of the two. However, DWR indicates that because the portion of Lessalt Water Treatment Plant that is delivered to Hollister and Sunnyslope was not monitored discretely for each service area, we cannot look at the two entities as separate providers but must combine their gross water use as a regional total.

Combining baseline water use

Gross water use includes all water into the system:

- groundwater -monitored at the point of production
- CVP imports to Lessalt treatment plant – total inflow metered, but Hollister and Sunnyslope individual portions are not
- unaccounted for water – losses, etc.

Total HUA water use in 2005 totaled 6.14 MGD or 6,871 AFY; total HUA water deliveries in 2005 totaled 6,791 AFY (UWMP Table 3-1). The difference between the gross water use (used in baseline calculations) and the water deliveries was 100 AFY of unaccounted for water, including system losses and leaks.

Revisions to the baseline water use and water use targets

Combining Hollister and Sunnyslope values and calculating the gross water use, baselines, and targets as a region will reduce the 10-year baseline by four gallons per person per day (gpcd) to 157 gpcd. Table 1 shows the baseline selected for the regional alliance and Table 2 shows the baseline period calculations for the Hollister Urban Area. The original UWMP reported a 10-year baseline of 161 gpcd (shown in Table 3); different baseline periods were selected for each Hollister and Sunnyslope to achieve the most favorable baseline. The 5-year range baseline remains the same as in the UWMP, because the same years were selected for Hollister and Sunnyslope (Table 4). Therefore, the minimum water use requirements remain the same, as they are based on the 5-year baseline.

The water demand targets are calculated as a percentage of baseline; purveyors must achieve 10 percent of the baseline water use by 2015 and 20 percent by 2020. The new targets are shown in Table 5 and the targets reported in the UWMP are shown in Table 6. The targets are reduced by 3.6 gpcd and 3.2 gpcd for 2015 and 2020 respectively.

Conclusion

Ms. Huff at DWR communicated that DWR will accept the numbers reported in the submitted UWMP if the new targets (based on the regional baseline rather than the weighted average of the supplier's baseline) were within a few GPCD of the reported regional gross water, baseline and target. Given that the difference in the baseline is four gpcd and the difference in the targets is less than four gcpd, it is our opinion that the UWMP does not need to be revised and the plan does not need to be re-adopted.

Table 1
Base Period Ranges

Base	Parameter	Value	Units
10- to 15-Year Base Period	2008 total water deliveries	6,460	*AFY*
	2008 total volume of delivered recycled water	0	*AFY*
	2008 recycled water as a percent of total deliveries	0	percent
	Number of years in base period[1]	10	years
	Year beginning base period range	1997	
	Year ending base period range[2]	2006	
5-Year Base Period	Number of years in base period	5	years
	Year beginning base period range	2003	
	Year ending base period range[3]	2007	

[1]If the 2008 recycled water percent is less than 10 percent, then the first base period is a continuous 10-year period. If the amount of recycled water delivered in 2008 is 10 percent or greater, the first base period is a continuous 10- to 15-year period.
[2]The ending year must be between December 31, 2004 and December 31, 2010.
[3]The ending year must be between December 31, 2007 and December 31, 2010.

Table 2
Base Daily Per Capita Water Use
Hollister Urban Area 10-Year Range

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	1996	32,341	4.92	152
Year 2	1997	35,114	5.79	165
Year 3	1998	35,948	5.18	144
Year 4	1999	38,157	5.69	149
Year 5	2000	39,092	6.44	165
Year 6	2001	40,157	6.37	159
Year 7	2002	40,661	6.60	162
Year 8	2003	40,464	6.52	161
Year 9	2004	40,369	6.55	162
Year 10	2005	40,307	6.14	152
			Base Daily Per Capita Water Use	157

Table 3 Base Daily Per Capita Water Use Reported in the 2010 UWMP		
Retailer	**Population** [1]	**Annual Daily Per Capita Water Use (gpcd)**
Hollister	23,254	149
Sunnyslope	15,838	178
Regional Alliance	**39,092**	**161**

1Population based on US Census 2000.

Table 4 Base Daily Per Capita Water Use Hollister Urban Area 5-Year Range				
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	2003	40,464	6.52	161
Year 2	2004	40,369	6.55	162
Year 3	2005	40,307	6.14	152
Year 4	2006	40,458	5.91	146
Year 5	2007	40,230	6.17	153
Base Daily Per Capita Water Use				155

Table 5 Baseline and Target Per Capita Water Use (gcpd)							
Retailer	**Population**	**Baseline Water Use**		**Minimum Water Use Reduction Requirement**		**Target Water Use**	
		10-year	**5-year**	**2015**	**2020**	**2015**	**2020**
HUA	39,092	157	155	152	147	**141.5**	**125.7**

Table 6 Reported in the 2010 UWMP Baseline and Target Per Capita Water Use (gcpd)							
Retailer	**Population**	**Baseline Water Use**		**Minimum Water Use Reduction Requirement**		**Target Water Use**	
		10-year	**5-year**	**2015**	**2020**	**2015**	**2020**
Hollister	23,254	149	137	140	130	135	120
Sunnyslope	15,838	178	182	176	173	161	143
HUA	39,092	161	155	154	147	**145.1**	**129.0**

SB X7-7 Table 0: Units of Measure Used in UWMP* *(select one from the drop down list)*
Acre Feet
**The unit of measure must be consistent with Table 2-3*
NOTES:

SB X7-7 Table-1: Baseline Period Ranges			
Baseline	**Parameter**	**Value**	**Units**
10- to 15-year baseline period	2008 total water deliveries	6,460	Acre Feet
	2008 total volume of delivered recycled water	0	Acre Feet
	2008 recycled water as a percent of total deliveries	0.00%	Percent
	Number of years in baseline period[1]	10	Years
	Year beginning baseline period range	1996	
	Year ending baseline period range[2]	2005	
5-year baseline period	Number of years in baseline period	5	Years
	Year beginning baseline period range	2003	
	Year ending baseline period range[3]	2007	

[1] If the 2008 recycled water percent is less than 10 percent, then the first baseline period is a continuous 10-year period. If the amount of recycled water delivered in 2008 is 10 percent or greater, the first baseline period is a continuous 10- to 15-year period.

[2] The ending year must be between December 31, 2004 and December 31, 2010.

[3] The ending year must be between December 31, 2007 and December 31, 2010.

NOTES:

SB X7-7 Table 2: Method for Population Estimates	
Method Used to Determine Population (may check more than one)	
☐	**1. Department of Finance** (DOF) DOF Table E-8 (1990 - 2000) and (2000-2010) and DOF Table E-5 (2011 - 2015) when available
☐	**2. Persons-per-Connection Method**
☑	**3. DWR Population Tool**
☐	**4. Other** DWR recommends pre-review
NOTES:	

SB X7-7 Table 3: Service Area Population		
Year		**Population**
10 to 15 Year Baseline Population		
Year 1	1996	32,597
Year 2	1997	35,120
Year 3	1998	35,972
Year 4	1999	38,200
Year 5	2000	39,134
Year 6	2001	40,165
Year 7	2002	40,655
Year 8	2003	40,488
Year 9	2004	40,399
Year 10	2005	40,343
Year 11		
Year 12		
Year 13		
Year 14		
Year 15		
5 Year Baseline Population		
Year 1	2003	40,488
Year 2	2004	40,399
Year 3	2005	40,343
Year 4	2006	40,549
Year 5	2007	40,284
2015 Compliance Year Population		
2015		42,642

NOTES: The populations for Hollister and Sunnyslope were calculated speeratly then added together.

SB X7-7 Table 4: Annual Gross Water Use *								
	Baseline Year *Fm SB X7-7 Table 3*	**Volume Into Distribution System** *Fm SB X7-7 Table(s) 4-A*	**Deductions**					**Annual Gross Water Use**
			Exported Water	Change in Dist. System Storage (+/-)	Indirect Recycled Water *Fm SB X7-7 Table 4-B*	Water Delivered for Agricultural Use	Process Water *Fm SB X7-7 Table(s) 4-D*	
10 to 15 Year Baseline - Gross Water Use								
Year 1	1996	5,525			0		0	5,525
Year 2	1997	6,486			0		0	6,486
Year 3	1998	5,798			0		0	5,798
Year 4	1999	6,378			0		0	6,378
Year 5	2000	7,235			0		0	7,235
Year 6	2001	7,141			0		0	7,141
Year 7	2002	7,397			0		0	7,397
Year 8	2003	7,301			0		0	7,301
Year 9	2004	7,356			0		0	7,356
Year 10	2005	7,052			0		0	7,052
Year 11	0	0			0		0	0
Year 12	0	0			0		0	0
Year 13	0	0			0		0	0
Year 14	0	0			0		0	0
Year 15	0	0			0		0	0
10 - 15 year baseline average gross water use								**4,511**
5 Year Baseline - Gross Water Use								
Year 1	2003	7,301			0		0	7,301
Year 2	2004	7,356			0		0	7,356
Year 3	2005	6,872			0		0	6,872
Year 4	2006	6,625			0		0	6,625
Year 5	2007	6,906			0		0	6,906
5 year baseline average gross water use								**7,012**
2015 Compliance Year - Gross Water Use								
2015		4,941			0		0	4,941
* NOTE that the units of measure must remain consistent throughout the UWMP, as reported in Table 2-3								
NOTES:								

SB X7-7 Table 4-A: Volume Entering the Distribution System(s)

Complete one table for each source.

Name of Source	CVP Water
This water source is:	
☐	The supplier's own water source
☑	A purchased or imported source

Baseline Year *Fm SB X7-7 Table 3*		Volume Entering Distribution System	Meter Error Adjustment* *Optional (+/-)*	Corrected Volume Entering Distribution System
10 to 15 Year Baseline - Water into Distribution System				
Year 1	1996			0
Year 2	1997			0
Year 3	1998			0
Year 4	1999			0
Year 5	2000			0
Year 6	2001			0
Year 7	2002	21		21
Year 8	2003	2494		2,494
Year 9	2004	2101		2,101
Year 10	2005	1975		1,975
Year 11	0			0
Year 12	0			0
Year 13	0			0
Year 14	0			0
Year 15	0			0
5 Year Baseline - Water into Distribution System				
Year 1	2003	2494		2,494
Year 2	2004	2101		2,101
Year 3	2005	1795		1,795
Year 4	2006	1872		1,872
Year 5	2007	1476		1,476
2015 Compliance Year - Water into Distribution System				
2015		1714		1,714

** Meter Error Adjustment - See guidance in Methodology 1, Step 3 of Methodologies Document*

NOTES:

SB X7-7 Table 4-A: Volume Entering the Distribution				
Name of Source	COH WELLS			
This water source is:				
☑	The supplier's own water source			
☐	A purchased or imported source			
Baseline Year *Fm SB X7-7 Table 3*		Volume Entering Distribution System	Meter Error Adjustment* *Optional (+/-)*	Corrected Volume Entering Distribution System
10 to 15 Year Baseline - Water into Distribution System				
Year 1	1996	3386		3,386
Year 2	1997	3848		3,848
Year 3	1998	3441		3,441
Year 4	1999	3558		3,558
Year 5	2000	4021		4,021
Year 6	2001	3851		3,851
Year 7	2002	4120		4,120
Year 8	2003	2754		2,754
Year 9	2004	2865		2,865
Year 10	2005	3240		3,240
Year 11	0			0
Year 12	0			0
Year 13	0			0
Year 14	0			0
Year 15	0			0
5 Year Baseline - Water into Distribution System				
Year 1	2003	2754		2,754
Year 2	2004	2865		2,865
Year 3	2005	3240		3,240
Year 4	2006	2620		2,620
Year 5	2007	3025		3,025
2015 Compliance Year - Water into Distribution System				
2015		1949		1,949
** Meter Error Adjustment - See guidance in Methodology 1, Step 3 of Methodologies Document*				
NOTES:				

SB X7-7 Table 4-A: Volume Entering the Distribution				
Name of Source	SSCWD Wells			
This water source is:				
☑	The supplier's own water source			
☐	A purchased or imported source			
Baseline Year *Fm SB X7-7 Table 3*		Volume Entering Distribution System	Meter Error Adjustment* *Optional (+/-)*	Corrected Volume Entering Distribution System
10 to 15 Year Baseline - Water into Distribution System				
Year 1	1996	2139		2,139
Year 2	1997	2638		2,638
Year 3	1998	2357		2,357
Year 4	1999	2820		2,820
Year 5	2000	3214		3,214
Year 6	2001	3290		3,290
Year 7	2002	3256		3,256
Year 8	2003	2053		2,053
Year 9	2004	2390		2,390
Year 10	2005	1837		1,837
Year 11	0			0
Year 12	0			0
Year 13	0			0
Year 14	0			0
Year 15	0			0
5 Year Baseline - Water into Distribution System				
Year 1	2003	2053		2,053
Year 2	2004	2390		2,390
Year 3	2005	1837		1,837
Year 4	2006	2133		2,133
Year 5	2007	2405		2,405
2015 Compliance Year - Water into Distribution System				
2015		1278		1,278
** Meter Error Adjustment - See guidance in Methodology 1, Step 3 of Methodologies Document*				
NOTES:				

SB X7-7 Table 4-B: Indirect Recycled Water Use Deduction *(For use only by agencies that are deducting indirect recycled water)*

Baseline Year *Fm SB X7-7 Table 3*		Surface Reservoir Augmentation					Groundwater Recharge			**Total Deductible Volume of Indirect Recycled Water Entering the Distribution System**
		Volume Discharged from Reservoir for Distribution System Delivery	Percent Recycled Water	Recycled Water Delivered to Treatment Plant	Transmission/ Treatment Loss	Recycled Volume Entering Distribution System from Surface Reservoir Augmentation	Recycled Water Pumped by Utility*	Transmission/ Treatment Losses	Recycled Volume Entering Distribution System from Groundwater Recharge	
10-15 Year Baseline - Indirect Recycled Water Use										
Year 1	1996			0		0			0	0
Year 2	1997			0		0			0	0
Year 3	1998			0		0			0	0
Year 4	1999			0		0			0	0
Year 5	2000			0		0			0	0
Year 6	2001			0		0			0	0
Year 7	2002			0		0			0	0
Year 8	2003			0		0			0	0
Year 9	2004			0		0			0	0
Year 10	2005			0		0			0	0
Year 11	0			0		0			0	0
Year 12	0			0		0			0	0
Year 13	0			0		0			0	0
Year 14	0			0		0			0	0
Year 15	0			0		0			0	0
5 Year Baseline - Indirect Recycled Water Use										
Year 1	2003			0		0			0	0
Year 2	2004			0		0			0	0
Year 3	2005			0		0			0	0
Year 4	2006			0		0			0	0
Year 5	2007			0		0			0	0
2015 Compliance - Indirect Recycled Water Use										
2015				0		0			0	0

**Suppliers will provide supplemental sheets to document the calculation for their input into "Recycled Water Pumped by Utility". The volume reported in this cell must be less than total groundwater pumped - See Methodology 1, Step 8, section 2.c.*

NOTES:

SB X7-7 Table 4-C: Process Water Deduction Eligibility *(For use only by agencies that are deducting process water) Choose Only One*	
☐	**Criteria 1**- Industrial water use is equal to or greater than 12% of gross water use. Complete SB X7-7 Table 4-C.1
☐	**Criteria 2** - Industrial water use is equal to or greater than 15 GPCD. Complete SB X7-7 Table 4-C.2
☐	**Criteria 3** - Non-industrial use is equal to or less than 120 GPCD. Complete SB X7-7 Table 4-C.3
☐	**Criteria 4** - Disadvantaged Community. Complete SB x7-7 Table 4-C.4
NOTES:	

SB X7-7 Table 5: Gallons Per Capita Per Day (GPCD)				
Baseline Year *Fm SB X7-7 Table 3*		Service Area Population *Fm SB X7-7 Table 3*	Annual Gross Water Use *Fm SB X7-7 Table 4*	Daily Per Capita Water Use (GPCD)
10 to 15 Year Baseline GPCD				
Year 1	1996	32,597	5,525	151
Year 2	1997	35,120	6,486	165
Year 3	1998	35,972	5,798	144
Year 4	1999	38,200	6,378	149
Year 5	2000	39,134	7,235	165
Year 6	2001	40,165	7,141	159
Year 7	2002	40,655	7,397	162
Year 8	2003	40,488	7,301	161
Year 9	2004	40,399	7,356	163
Year 10	2005	40,343	7,052	156
Year 11	0	0	0	
Year 12	0	0	0	
Year 13	0	0	0	
Year 14	0	0	0	
Year 15	0	0	0	
10-15 Year Average Baseline GPCD				**157**
5 Year Baseline GPCD				
Baseline Year *Fm SB X7-7 Table 3*		Service Area Population *Fm SB X7-7 Table 3*	Gross Water Use *Fm SB X7-7 Table 4*	Daily Per Capita Water Use
Year 1	2003	40,488	7,301	161
Year 2	2004	40,399	7,356	163
Year 3	2005	40,343	6,872	152
Year 4	2006	40,549	6,625	146
Year 5	2007	40,284	6,906	153
5 Year Average Baseline GPCD				**155**
2015 Compliance Year GPCD				
2015		42,642	4,941	103
NOTES:				

SB X7-7 Table 6: Gallons per Capita per Day *Summary From Table SB X7-7 Table 5*	
10-15 Year Baseline GPCD	157
5 Year Baseline GPCD	155
2015 Compliance Year GPCD	103
NOTES:	

SB X7-7 Table 7: 2020 Target Method *Select Only One*		
Target Method		Supporting Documentation
☑	Method 1	SB X7-7 Table 7A
☐	Method 2	SB X7-7 Tables 7B, 7C, and 7D *Contact DWR for these tables*
☐	Method 3	SB X7-7 Table 7-E
☐	Method 4	Method 4 Calculator
NOTES:		

SB X7-7 Table 7-A: Target Method 1 20% Reduction	
10-15 Year Baseline GPCD	2020 Target GPCD
157	126
NOTES:	

SB X7-7 Table 7-F: Confirm Minimum Reduction for 2020 Target			
5 Year Baseline GPCD *From SB X7-7 Table 5*	Maximum 2020 Target*	Calculated 2020 Target *Fm Appropriate Target Table*	Confirmed 2020 Target
155	147	126	126
** Maximum 2020 Target is 95% of the 5 Year Baseline GPCD*			
NOTES:			

SB X7-7 Table 8: 2015 Interim Target GPCD		
Confirmed 2020 Target *Fm SB X7-7 Table 7-F*	10-15 year Baseline GPCD *Fm SB X7-7 Table 5*	2015 Interim Target GPCD
126	157	142
NOTES:		

SB X7-7 Table 9: 2015 Compliance								
Actual 2015 GPCD	2015 Interim Target GPCD	Optional Adjustments *(in GPCD)*					2015 GPCD *(Adjusted if applicable)*	Did Supplier Achieve Targeted Reduction for 2015?
		Extraordinary Events	Weather Normalization	Economic Adjustment	TOTAL Adjustments	Adjusted 2015 GPCD		
103	142	*From Methodology 8 (Optional)*	*From Methodology 8 (Optional)*	*From Methodology 8 (Optional)*	0	103	103	YES
NOTES:								

APPENDIX G – WATER SHORTAGE CONTINGECY PLAN

TODD GROUNDWATER

March 29, 2016

MEMORANDUM

To: Shawn Novak, San Benito County Water District

From: Maureen Reilly, PE

Re: Water Shortage Contingency Plan (WSCP)

The Urban Water Management Plan requires agencies to document their Water Shortage Contingency Plan (WSCP). The current Hollister Urban Area (HUA) plan is a general plan and does not provide detailed prohibitions and limits for end users in the area. Mindful of recent drought conditions, we recommend that a new WSCP be developed and approved by each agency, in parallel with the UWMP process.

The following is a recommended four-stage rationing plan with voluntary and mandatory rationing depending on the severity of the water supply shortage. This water shortage response was based in part on the Sunnyslope *No Water Waste* Ordinance No. 45 and was first documented for the HUA as part of the 2000 UWMP. Due to recent drought conditions and state mandated water demand reduction, the prohibited uses and restrictions were refined and expanded. In order to support consistency within the greater Pajaro River region, the Santa Clara County Model Water Conservation Ordinance has been used as a template and is included as Attachment A. This WSCP is draft and intended for review by each agency: City of Hollister, Sunnyslope County Water District, and San Benito County Water District.

DECLARATION OF SHORTAGE CONDITIONS

The Water Supply Shortage conditions may be declared by Resolution of any one of the agencies and adopted at a regular or special public meeting held in accordance with state law Procedures for Determination/Notification of Water Supply Shortage. The mandatory conservation requirements applicable to the level of Water Supply Shortage conditions will take effect immediately after the shortage level is declared.

Causes of supply shortages could include but are not limited to:

- reduced CVP allocations
- groundwater levels declining at a critical rate or reaching a critical level
- drought with reduced runoff and recharge from precipitation
- infrastructure failure (e.g., failed well, ruptured tank, severed pipeline)

- water quality impacts
- natural disasters interrupting supply.

A declaration of shortage would be justified through description of the causes, including one or more of the above, and depending on the shortage severity (e.g., rapidity of onset, magnitude, potential duration) would indicate a stage of action (see below). Each stage includes a required amount of demand reduction; however, the supply shortage itself does not have to be quantified. This allows timely response and provides flexibility to decision makers.

STAGES OF ACTION

The four stages are responsive to the severity of a supply reduction and expressed in terms of an appropriate reduction in demand. We recommend description of the stages as a percent demand reduction regardless of the cause of the shortage.

The table below shows the four stages of action, the desired demand reduction, and a summary of actions.

Stage	Program	Demand Reduction	Summary of actions
1	Voluntary	Up to 15 %	• Restrictions on outdoor irrigation to avoid waste • Fix Leaks
2	Mandatory	Up to 25 %	• Stage 1 activities become mandatory • The operation of non-recirculating decorative fountains using potable water is restricted • No refilling of swimming pools
3	Mandatory	Up to 35 %	• Continue Stage 1-2 activities • No irrigation with 48 hours of rainfall • No new landscaping or plantings installed between May and October • Leaks must be fixed within 48 hours
4	Mandatory	Above 50%	• Continue Stage 1-3 activities • Irrigation of outdoor landscaping with potable water is forbidden at all times • Leaks must be fixed within 24 hours

PROHIBITIONS AND LIMITATIONS BY STAGE

Stage 1

The first stage applies voluntary rationing to reach the demand reduction goal of 15 percent.

1.1. Recommended Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water is discouraged between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time.

1.2. Recommended Limit on Watering Duration: Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is recommended to be limited to no more than three days a week with a duration of fifteen (15) minutes watering per water day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low- flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard. The use of recycled water is exempt from this prohibition.

1.3. Eliminate Excessive Water Flow or Runoff: Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch is strongly discouraged.

1.4. Discourage Washing Down Hard or Paved Surfaces: Washing down hard or paved surfaces, including but not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys, is discouraged except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, a low- volume, high-pressure cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom.

1.5. Fix Leaks, Breaks or Malfunctions: Excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing or distribution system for any period of time after such escape of water should have reasonably been discovered and corrected are encouraged to be corrected as soon as practical.

1.6. Recirculating Water for Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water features that uses recirculated water is encouraged.

1.7. Washing Vehicles: Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not is discouraged, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. Washing vehicles at commercial conveyor car wash systems with re-circulating water systems is recommended.

1.8. Drinking Water Served Upon Request: Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are encouraged to providing drinking water to any person only when expressly requested.

1.9. Commercial Lodging Establishments Encouraged to Provide Guests Option to Decline Daily Linen Services: Hotels, motels and other commercial lodging establishments are encouraged to provide customers the option of not having

towels and linen laundered daily. Commercial lodging establishments are encouraged to prominently display notice of this option in each bathroom using clear and easily understood language.

1.10. Installation of Single Pass Cooling Systems: Installation of single pass cooling systems is discouraged in buildings requesting new water service.

1.11. Installation of Non-recirculating Water System in Commercial Car Wash and Laundry Systems: Installation of non-recirculating water systems is discouraged in new commercial conveyor car wash and new commercial laundry systems.

1.12. Restaurants Encouraged to Use Water Conserving Dish Wash Spray Valves: Food preparation establishments, such as restaurants or cafes, are encouraged to use water conserving dish wash spray valves.

1.13. Commercial Car Wash Systems: All commercial conveyor car wash systems are encouraged to install operational re-circulating water systems.

1.14. Pool Covers: It is recommended that all existing pools use a pool cover or solar blanket to reduce water loss due to evaporation.

Stage 2

The second stage seeks a 25 percent reduction of future supplies, and uses restricted building permits, mandatory rationing, and reduction by customer types. Stage 2 continues the voluntary reductions in Stage 1. In addition, the following reduction requirements become mandatory:

2.1. Limits on Watering Hours: Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time on any day, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. The use of recycled water is exempt from this prohibition.

2.2. Limit on Watering Duration: Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes watering per designated water day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard. The use of recycled water is exempt from this prohibition.

2.3. Limits on Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to three days per week from April through October. The watering days are designated depending upon house address (odd house and no house address Monday, Wednesday, and Friday, even house address Tuesday, Thursday, and Saturday). During the months of November through

March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week (odd house and no house address - Monday, even house address - Tuesday). This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.

2.4. No Excessive Water Flow or Runoff: The application of water is prohibited to outdoor landscapes in a manner that causes runoff such that water flows onto adjacent property, non- irrigated areas, private and public walkways, driveway, street, alley, gutter, ditch, parking lots, or structures.

2.5. No Washing Down Hard or Paved Surfaces: Washing down hard or paved surfaces is prohibited, including but not limited to buildings, structures, sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys.

2.6. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification by the city unless other arrangements are made with the city.

2.7. Recirculating Water Required for Water Fountains and Decorative Water Features: Operating a water fountain or other decorative water feature that does not use recirculated water is prohibited.

2.8. Limits on Washing Vehicles: Using water to wash or clean a vehicle is prohibited, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.

2.9. Drinking Water Served Upon Request Only: Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.

2.10. Commercial Lodging Establishments Must Provide Guests Option to Decline Daily Linen Services: Hotels, motels and other commercial lodging establishments must provide customers the option of not having towels and linen laundered daily. Commercial lodging establishments must prominently display notice of this option in each bathroom using clear and easily understood language.

2.11. No Installation of Single Pass Cooling Systems: Installation of single pass cooling systems is prohibited in buildings requesting new water service.

2.12. No Installation of Non-re-circulating in Commercial Car Wash and Laundry Systems: Installation of non-re-circulating water systems is prohibited in new commercial conveyor car wash and new commercial laundry systems.

2.13. Commercial Car Wash Systems: Within one year of passage of this Ordinance, all commercial conveyor car wash systems must have installed operational re-circulating water systems, or must have secured a waiver of this requirement from the city.

2.14. Pool Covers and Refilling of Existing Pools: All new pools shall be required to have a pool cover or solar blanket to reduce water loss through evaporation. Refilling of existing private pools is prohibited, except to maintain water levels, unless the pool is in imminent danger of failure.

Stage 3

Stage 3 aims for a 35 percent reduction. It allows the agencies to restrict water uses to priority needs and the prohibited or limited uses of water become more restrictive.

3.1. Limits on Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to two days per week from April through October. The watering days are designated depending upon house address (odd house and no house address - Monday and Thursday, even house address - Tuesday, and Friday). During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week (odd house and no house address - Monday, even house address - Tuesday). This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. Use of recycled water for irrigation is exempt from these restrictions.

3.2. Irrigating Within 48 Hours of Rainfall: The applications of potable water to outdoor landscapes during and within 48 hours following measurable rainfall is prohibited.

3.3. Irrigation outside Newly Constructed Homes: The irrigation with potable water outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission is prohibited.

3.4. Installation of New Turf: Adding new turf landscaping is prohibited.

3.5. Prohibition against Watering Turf in Medians: The irrigation with potable water of ornamental turf on public street medians, including roundabouts is prohibited.

3.6. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired

within forty- eight (48) hours of notification by the city unless other arrangements are made with the city.

3.7. Limits on Filling Ornamental Lakes or Ponds: Filling or re-filling ornamental lakes or ponds with potable water is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to declaration of a supply shortage level under this section.

3.8. New Pools. Installation and filling of new private pools are prohibited,

3.9. Drought Water Rates: Each agency may consider adopting rate structures and other pricing mechanisms to maximize water conservation. These rates should be consistent with Prop218 requirements.

3.10. Any of the HUA agencies reserve the right to restrict water use for priority uses.

Stage 4

The final stage seeks a 50 percent reduction and adds flow restrictions and a per capita allotment by customer type. The prohibited or limited uses of water in the previous stages are continued or made more restrictive.

4.1. No Watering or Irrigating. Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to recycled water.

- a. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device;
- b. Maintenance of existing landscape necessary for fire protection;
- c. Maintenance of existing landscape for soil erosion control;
- d. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
- e. Maintenance of landscape within active public parks and playing fields, day care centers, golf course greens, and school grounds, provided that such irrigation does not exceed two (2) days per week for no more than fifteen (15) minutes watering per designated water day per station and is prohibited between the hours of 9:00 a.m. and 5:00 p.m. Pacific Standard/Daylight Savings Time.
- f. Actively irrigated environmental mitigation projects.

4.2. Obligation to Fix Leaks, Breaks or Malfunctions. All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty four (24) hours of notification by the city unless other arrangements are made with the city.

4.3. Limits on New Potable Water Service: Upon declaration of a Level 4 Water Shortage Emergency condition, the agency may limit the issuance of new potable water

services, temporary meters and/or statements of immediate ability to serve or provide potable water service (such as, can and will-serve letters, certificates, or letters of availability), except under the following circumstances:

a. A valid, unexpired building permit has been issued for the project; or
b. The project is necessary to protect the public health, safety, and welfare; or
c. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the agency providing service.
d. This provision does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less.

4.4. Limits on Building Permits. Upon declaration of a Stage 4 Water Supply Shortage Emergency condition, the City Administrator is authorized to implement a program in his or her discretion to limit or withhold the issuance of building permits which require new or expanded water service, except to protect the public health, safety and welfare, or in cases which meet the city's adopted conservation offset requirements.

4.5. No New Annexations. Upon the declaration of Stage 4, the agencies may suspend consideration of annexations to its service area. This subsection does not apply to boundary corrections and annexations that will not result in any immediate increased use of water.

4.6. Each of the HUA agencies reserves the right to restrict flow in water lines.

HARDSHIP WAIVER (APPLICABLE AT ANY STAGE)

A person or property can apply for a waiver to the requirements in the WSCP. The written request must be submitted to one of the HUA agencies with supporting documentation (photographs, maps, drawings, and any other information as appropriate). The waiver may be granted or conditionally granted only upon a written finding of the existence of facts demonstrating an undue hardship to a person using water or to property upon which water is used. The Agency that receives the waiver must act upon any completed application no later than ten days after submittal and may approve, conditionally approve, or deny the waiver. The applicant requesting the waiver must be promptly notified in writing of any action taken.

ENFORCEMENT (APPLICABLE AT ANY STAGE)

-
- First Violation - written notice with an opportunity to correct violation.
- Second Violation - $100 penalty for a violation within 12 months of First Violation.
- Third Violation - $250 penalty for a violation within 12 months of Second Violation.

- Fourth Violation - $500 penalty and installation of a flow restrictor at the water meter at the customer's expense for each and every violation within 12 months of a Third Violation.

Subsequent Violations: Any willful violation occurring subsequent to the issuance of the second written warning will constitute a misdemeanor and may be referred to the City/County District Attorney's office for prosecution pursuant. Misdemeanor convictions could include imprisonment and/or fines. The length of time for imprisonment and the magnitude of the fine vary between Hollister and Sunnyslope. If water service is disconnected, it will be restored only upon payment of a reconnection charge. These penalties apply at any time but are likely to be more closely adhered to during drought periods.

Willful Violations

In addition to fines, the City, Sunnyslope or the District, after written notice, may install a flow restrictor device or discontinue service to consumers who willfully violate provisions of this WSCP.

APPENDIX H – WATER SHORTAGE EMERGENCY RESPONSE

Included on attached CD

APPENDIX I – SBCWD ORDINANCE NO. 2015-04

RESOLUTION NO. 2015-04

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SAN BENITO COUNTY WATER DISTRICT DECLARING A WATER SHORTAGE EMERGENCY AND IMPLEMENTING THE DISTRICT'S WATER SHORTAGE CONTINGENCY PLANS

The San Benito County Water District Board of Directors does hereby resolve as follows:

PURSUANT to California Water Code Section 350 et seq., the Board of Directors has conducted duly noticed public hearings to establish the criteria under which a water shortage emergency may be declared.

WHEREAS,
The District is a water purveyor to the City of Hollister and the Sunnyslope County Water District for municipal purposes and to agricultural customers in San Benito County for irrigation purposes; and

WHEREAS,
Much of California experienced record dry conditions in January 2014 through January 2015, registering historic lows on the Northern Sierra, Upper Sacramento River and San Joaquin precipitation indices; and

WHEREAS,
The Governor of the State of California, in accordance with the authority vested in him by the state Constitution and statutes, including the California Emergency Services Act, and in particular, section 8625 of the California Government Code proclaimed a State of Emergency to exist in the State of California due to current drought conditions; and

WHEREAS,
The District receives water from the Central Valley Project (CVP) as a federal contractor and it has been projected by the Bureau of Reclamation that south of the Delta contractors will receive a zero allocation for agricultural water users and Municipal and Industrial (M&I) customers will only receive 25% of historical allocations this year;

WHEREAS,
The demand for water service is not expected to lessen;

WHEREAS,
As stated in the Hollister Urban Area Water Management Plan 2010, when the combined total amount of water supply available to the District from all sources falls at or below the Stage II triggering levels, the District will declare a water

shortage emergency. The water supply would not be adequate to meet the ordinary demands and requirements of water consumers without depleting the District's water supply to the extent that there may be insufficient water for human consumption, sanitation, fire protection, and environmental requirements. These conditions are likely to exist until precipitation and inflow dramatically increases.

NOW, THEREFORE, BE IT RESOLVED AND ORDERED by the Board of Directors of the San Benito County Water District that a water shortage emergency condition exists that threatens the adequacy of the water supply, until the water supply is deemed adequate. The Board of Directors hereby implements the following interim Water Shortage Contingency Plan.

1. Interim Overuse Policies Applicable to Agricultural and M&I San Felipe Customers (Contract and Small Parcel): Overuse of water will result in a reduction of water available to other users who are entitled to their allocation and will require that the District locate and purchase water on the open market to compensate for the overused water. If an Agricultural or M&I customer overuses their applicable water allocation, the District shall discontinue water service by closing the customer's valve. The customer will be billed their applicable water rate and power rate for usage in addition to a minimum regulatory conservation charge up to $2,000/Acre-Foot). This charge is not imposed upon a parcel as an incident of property ownership but is a regulatory charge on water users who choose to overuse water allocations. The charge is intended to recover the District's costs for locating and purchasing water in the open market to back-fill the District's supplies so that other District customers' allocations will not be impacted.

2. Changing Account Service Type**:** Customers will not be allowed to change account service type. However, the District has the discretion to authorize changing of account service type when such is deemed justified under the circumstances.

3. Transfer of Water from Agricultural Contract Customers to Agricultural Small Parcel Customers: Agricultural Contract customers will be allowed to transfer 2014-2015 rescheduled water and 2015-2016 water to small parcel customers. Transfers will only be allowed to agricultural small parcel customers with permanent crops (e.g. trees and vines) who meet either of the following criteria: 1) parcels are designated "high boron", 2) customer has no access to well water.

4. Voluntary Conservation: While the conditions at present warrant a Stage II action, the District is initially implementing a Stage I voluntary conservation action with a Demand Reduction Goal of 20 percent. As the District continues to

monitor the water supply and conditions, the Board may choose to modify the action level.

5. Miscellaneous**:** Any and all provisions of the Water User's Handbook that are in conflict with the provisions of this Resolution are hereby suspended during the term of this interim Resolution. This Resolution shall be reviewed periodically but not later than the first meeting in March, 2016, to determine whether a water shortage condition and emergency exists and whether the policies set forth herein should continue in effect. In the event a court of law determines that any provision of this Resolution is invalid, such determination shall not invalidate the remaining provisions of this Resolution.

BE IT FURTHER RESOLVED that the Board of Directors shall periodically conduct proceedings to determine additional restrictions and regulations which may be necessary to safeguard the adequacy of the water supply for domestic, sanitation, fire protection, and environmental requirements.

BE IT FURTHER RESOLVED that the President of the Board is authorized to sign this Resolution on behalf of this Board and District.

PASSED AND ADOPTED by the Board of Directors of the San Benito County Water District this 1st day of April, 2015, by the following vote:

AYES: DIRECTORS: Tonascia, Flores, Tobias, Bettencourt & Huenemann

NOES: DIRECTORS: None

ABSENT: DIRECTORS: None

ABSTAIN: DIRECTORS: None

/s/Joseph A. Tonascia
Joseph A. Tonascia
President

ATTEST: */s/Sara Singleton*
Sara Singleton
Assistant Manager

APPENDIX J – WATER CONSERVATION PLAN

Included on attached CD

FINAL

WATER CONSERVATION PLAN

Adopted by Board of Supervisors - July 7, 1992
Resolution 92-82

SAN BENITO COUNTY
PLANNING DEPARTMENT

APPENDIX K – RETAILER RATES

Sunnyslope County Water District
Summary of Rates & Fees

Sunnyslope County Water District is committed to providing the best quality service for the least possible cost. The District's rate structure is designed to be sufficient enough to cover the cost of operations, maintenance, administration, and capital improvement projects for the water and wastewater systems.

Water Rates, Effective December 21, 2015:

The District assesses a monthly service charge based on water meter size, plus a monthly consumption rate based on the amount of water consumed. The monthly consumption rates for single-family residential customers are an inclining block with three tiers, while non-single-family customers are charged one rate for all water consumption. The current water rates were approved by the Board of Directors on August 6, 2013 by Ordinance No, 73 and took effect on December 21, 2015.

Customer Class of Service	Monthly 5/8"–3/4"–1" Meter Service Charge *	Monthly Single-Family Consumption Charge (per 100 cu ft)	Monthly Non-Single Family Consumption Charge (per 100 cu ft)
Inside District and SBCWD Zone 3	$ 25.41		
Tier 1: First 1000 cu ft		$ 2.47	
Tier 2: 1100 – 2000 cu ft		$ 3.67	
Tier 3: Over 2100 cu ft		$ 5.45	
All water consumption			$ 3.29
Inside District and Outside SBCWD Zone 3	$ 25.41		
Tier 1: First 1000 cu ft		$ 2.53	
Tier 2: 1100 – 2000 cu ft		$ 3.73	
Tier 3: Over 2100 cu ft		$ 5.51	
All water consumption			$ 3.35

* For the monthly service charge rates on other meter sizes and fire service meters, call the District office at (831) 637-4670.

In 2013, the average single-family customer in the District used 1,584 cubic ft. (cu. ft.) of water per month. March was the lowest month with an average of 852 cu. ft. and July was the highest month with an average of 2,441 cu. ft.

Examples of Monthly Water Charges for Various Quantities of Water Used, based on Inside District Rates for a single-family residence with a 5/8", 3/4", or 1" meter as shown above:

Cu. Ft. Used	Amount Billed
1200	$ 57.45
1700	$ 75.80
2000	$ 86.81

Cu. Ft. Used	Amount Billed
2500	$ 114.06
3000	$ 141.31
3500	$ 168.56

Sunnyslope County Water District
Summary of Rates & Fees

Cu. Ft. Used	Amount Billed
4000	$ 195.81
4500	$ 223.06
5000	$ 250.31
5500	$ 277.56
6000	$ 304.81

Cu. Ft. Used	Amount Billed
6500	$ 332.06
7000	$ 359.31
8000	$ 413.81
10000	$ 522.81
12000	$ 631.81

Sewer Rates, Effective December 21, 2014:

The District currently charges residential sewer customers a monthly service charge plus a monthly volume charge based on the average amount of water consumed** for household purposes. Non-residential sewer customers are assessed a volume charge based on metered water usage. The current sewer rates were approved by the Board of Directors on August 6, 2013 by Ordinance No. 74 and took effect on December 21, 2014. The sewer rates were amended to put a cap on average winter water use in drought years by Ordinance No. 71, and took effect May 3, 2012.

Customer Classification	Monthly Sewer Rates
Single-Family Residential Dwelling (SFR)	$ 95.93 plus $ 5.64 per HCF **
Multiple-Family Residential Dwelling (MFR)	$ 72.98 per unit, plus $ 5.64 per HCF **
Cottages, Motels, Trailer Parks, Laundries, etc.	$ 9.20 per HCF of metered water use
Commercial and Industrial	$ 12.14 per HCF of metered water use

HCF – Hundreds of Cubic Feet (based on metered water usage)

** The consumption charge of $5.64 per HCF for single- and multi-family dwellings is charged based on the average winter water usage for February and March, and is updated each April. In drought years, as determined by the Board of Directors, customers whose average winter water usage increased by 4 or more HCF for February and March over the prior year, will have their increase capped at the prior year average plus 4 HCF.

Capacity Charges, Effective July 1, 2015

The water and sewer capacity charges (connection fees) were approved by the Board of Directors on August 6, 2013, by Ordinance No. 75. The current charges became effective July 1, 2015. The capacity charges can be adjusted by the Board of Directors annually by reference to the Engineering News Record (ENR) index.

Water Capacity Charges ***

Meter Size	Water Meter Capacity Charge	Meter Installation	Total
5/8”–3/4”–1”	$ 10,200.00	$ 405.00	$ 10,605.00
1 1/2”	$ 20,425.00	$ 685.00	$ 21,110.00
2”	$ 32,675.00	$ 880.00	$ 33,555.00

*** To get capacity and meter installation charges on other meter sizes for water and/or fire service, please call the District office at (831) 637-4670.

Sewer Capacity Charges

Sunnyslope County Water District
Summary of Rates & Fees

Customer Classification	Sewer Capacity Charge	Installation Fee	Total
Single-Family Residential	$ 18,400.00	$ 25.00	$ 18,425.00
Multi-Family Residential	$ 13,500.00 per unit	$ 25.00 ea.	
2-Family Unit	$ 27,600.00	$ 50.00	$ 27,650.00
3-Family Unit	$ 41,400.00	$ 75.00	$ 41,475.00
Cottages, Motels, Trailer Parks, Laundries, etc	$ TBD	$ TBD	$ TBD
Commercial and Industrial	$ TBD	$ TBD	$ TBD

TBD –Sewer capacity charges are to be determined by the District Engineer.

Miscellaneous Rates and Fees, Effective January 19, 2007 and July 1, 2008:

The miscellaneous rates and fees were approved by the Board of Directors in February, 2015, by Resolution No. 536, and took effect on February 18, 2015.

Deposits Required (Refundable after 3 years of good payment history)**:**			
Total Deposit	**Water Deposit**	**Sewer Customer of:**	**Sewer Deposit**
$ 400.00	$ 125.00	Sunnyslope	$ 275.00
$ 300.00	$ 125.00	City of Hollister	$ 175.00
$ 800.00	**Fire Hydrant Deposit**		
Delinquent Account Penalty:			
Late Fee of 10.0% (basic one-time penalty), PLUS 0.5% continuing penalty on unpaid balance			
Miscellaneous Fees:			
$ 175.00	**Call-Out Fee** — Charged when District staff is called out to turn water on or off after normal working hours.		
$ 50.00	**Reconnection Fee** — Charged when water service is shut-off for non-payment and must be paid before water service is re-started.		
$ 30.00	**Returned Check (or ACH) Fee** — Charged when a payment is returned by the bank as uncollected for any reason.		
$ 10.00	**Administrative Collection Fee** — Charged when a shut-off notice or door hanger delivery is processed on a past due account.		
$ 50.00	**Property Lien Filing Fee** — Charged when the District files a lien for a balance due on a delinquent account.		

City of HOLLISTER CALIFORNIA

Follow Us on...

Utility Billing

- Administrative Services
  - Finance
    - Financial Reports
    - Utility Billing Information
    - Dog License
  - Human Resources
    - Job Descriptions
    - Salary Schedule

Water Service

To start new water services in the City limits, we require a $75.00 water deposit and a $75.00 sewer deposit. These deposits will be refunded when the account is closed or at the end of three years.

Current Water Rate Information, as of January 1, 2016.

Meter Service Charge	**Consumption Charge**
	Monthly Service
Meter Size / Charge No HFC Allocation	**Single Family Residential**
5/8" - $10.41 (Most Single Family Residential	$2.64 - 0 to 9 hcf
Dwellings have 5/8" meters)	$4.34 - 10 to 15 hcf
3/4" - $10.41	$4.97 - over 15 hcf
1" - $22.05	
1-1/2" - $41.26	All Other Classes
2" - $61.83	$3.43 for every hcf
3" - $121.80	

4" - $181.79

6" - $361.76

8" - $558.86

Download Water/Sewer Utilities Form below to Start or Stop Water or Sewer service. Please complete the form and return it to Finance Utility Payment Center for processing at 339 Fifth Street.

Start/Stop Water Service Form

ACH Auto-Pay Form

ACH Auto-Pay Form - Spanish Version

Application for Senior Discount on Water/Sewer Bill

Online Utility Bill Payment

Click on the link above to pay your Utility Bill Online using Visa or MasterCard. (A $1.25 Processing Fee is charged by (ECH) Electronic Clearing House). Dog Licenses CANNOT be paid by using Utility Bill Pay Online. Currently Dog License Payments are NOT available online.

Sewer Service

Sewer services and street sweeping for customers in the City of Hollister receiving water service from Sunnyslope water department. No deposit is required for this service. (Sewer fee will change every July).

This service includes:

Sewer Fiscal Year 2010/2011 New Sewer Rate Schedule

Customer Class	Previous Rate / Monthly	Current Rate / Monthly	Quantity Charge Per HCF
Single Family Residential	$78.48	$86.32	$---
Multi-Family Residential	$68.41	$75.25	$---
Mobile Homes	$48.00	$52.80	$---
Commercial/ Industrial (Low Strength)	$36.93	$40.62	$---
Commercial/ Industrial (Mod Strength)	$68.60	$75.45	$9.05
Industrial (High Strength)	$266.85	$293.54	$16.80
Elementary & Middle Schools (per Pupil)	$2.86	$3.14	$---
High Schools (per Pupil)	$2.86	$3.14	$---

Street Sweeping	$2.40

Follow Us on....

APPENDIX L – PUBLIC OUTREACH

Pilot Landscape Irrigation Hardware Rebate Program
Eligible Products and Program Requirements

From the Water Resources Association of San Benito County (WRASBC)

Over 50 percent of residential water is used for landscape purposes.
Of this amount, 50 percent is wasted due to overwatering or inefficient equipment.

The WRASBC is offering a 50% rebate (up to $100) for the purchase and installation of the following specific landscape irrigation hardware devices* that assist in conserving water. Labor costs to install these devices and taxes are not eligible to be rebated, only the following materials:

Hose timers: (Only Models Listed) Ideal for use with drip irrigation systems, soaker hoses and hose end sprinklers, a hose timer will shut off your sprinklers after a preset duration to conserve water and prevent overwatering. Just turn your water spigot on and set the timer.

Qualifying models for hose timers:

Claber - Rain Jet 'Video 2' Digital Available at: Ewing Irrigation in Gilroy	Claber - Rain Jet 'Logica' Rotary Knob Available at: Ewing Irrigation in Gilroy	Orbit – Green Thumb Digital or Rotary Knob Available at Ace or True Value Hardware in Hollister	Aquastar Available at: Brigantino Irrigation - Hollister

Rain sensors (Only Models Listed): A rain sensor is an irrigation shutoff device that prevents an automatic irrigation or sprinkler system from turning on during and after a rain storm. These devices override a scheduled irrigation when a water collection cup or sensor on the shutoff device detects water. (Available in wireless or hard wired versions).

Qualifying models for rain sensors:

Clik Hunter wireless Rain Sensor Available at: Ewing Irrigation – Gilroy Brigantino Irrigation - Hollister	Mini-Clik Hunter wired Rain Sensor Available at: Ewing Irrigation – Gilroy Brigantino Irrigation - Hollister	Toro –Wired Rain Sensor Available at True Value Hardware – Hollister Ewing Irrigation - Gilroy	Toro –Wireless Rain Sensor Available at True Value Hardware – Hollister Ewing Irrigation - Gilroy

Rotator nozzles (Hunter Industries Only): This is the perfect sprinkler for situations dealing with odd shaped areas or heavy soil conditions, like our local clay soils, that cause water run-off with normal pop-up sprinklers. MP Rotator sprinklers provide even watering to the lawn or garden area more slowly to allow the water to be absorbed by the soil.

Qualifying models for rotator nozzles and sprinkler body with pressure regulator:

MP1000 MP2000 MP3000 Available at Ewing Irrigation – Gilroy OR at Brigantino Irrigation - Hollister	MP Hunter MPR40 Sprinkler Body The MPR40 Sprinkler Body Built-in regulator set at 40 PSI • Factory-installed drain check valve

***Qualifying Landscape Irrigation Hardware is subject to change without notice**

The WRASBC has negotiated special pricing for their customers with Ewing Irrigation in Gilroy. They are a distributor for Hunter Industries. Their address and phone number is: 7170 Forest Street Gilroy, CA 95020 (408) 848-5515. Directions: From Highway 101: go to the 10th Street Exit. Make a left at the light at the end of the off-ramp. Then go to Chestnut Street and turn right. Take the 1st left onto East 9th Street. Take the 1st right onto Forest Street proceed to 7170 Forest Street. Reference Job Number 99182 to receive your discount.

Steps to Receive Your Rebate

Step 1: Make an appointment for a "**Pre-Qualification Inspection"** site visit with the Water Resources Association of San Benito County (WRASBC), **CALL 637-4378.** The pre-inspection will determine what landscape irrigation hardware can be used for your landscape area. You will be given a rebate application form stating what items you are qualified to purchase from the following landscape irrigation hardware: **MP Rotators, rain sensor or hose timer.**

Step 2: Purchase and install pre-qualified landscape irrigation hardware from a list of specific models that qualify under this program. A list of these products will be provided to you by the WRASBC representative during the Pre-Qualification Inspection. ALL hardware must be installed within **60 days** of the date of the Pre-Qualification Inspection.

Step 3: After installing landscape irrigation hardware call for a final "**Post-Installation Inspection**" appointment within **60 days** of the date of the **Pre-Qualification Inspection, CALL 637-4378.** A Water Resources Association representative will do a site visit to confirm approved landscape hardware is installed and develop an irrigation schedule for you to follow. Sales receipts are required for all rebates. If you have a contractor install landscape irrigation hardware ask for a separate invoice for materials stating: "Labor billed separately."

Step 4: Fill out the Pilot Landscape Hardware Rebate Application Form that was given to you at the time of the Pre-Qualification Inspection. Include the following: receipt for landscape irrigation hardware and a copy of your water bill. A Water Resources Association representative will collect these documents at the time of the **Post-Installation Inspection**. You will receive a 50% rebate on what you purchased up to $100 total (materials only – no labor or tax).

Eligibility Requirements

1. The Applicant applying for the rebate(s) must be a water customer of the City of Hollister, the City of San Juan Bautista or the Sunnyslope County Water District.
2. Only Pre-Qualified residents shall qualify for a rebate.
3. The purchase and installation of the landscape irrigation hardware must be installed within 60 days of the date of the Pre-Qualification Inspection. Only specific landscape irrigation hardware qualifies. A list of these products / models will be provided by the WRASBC representative at the time of the Pre-Qualification Inspection.
4. A rebate form will be given to you at the time of the **"Pre-Qualification Inspection"**. A representative from the WRASBC will pick this rebate form up from you, along with a copy of the sales receipt for the purchase of the irrigation hardware and water bill for your property during the **"Post-Installation Inspection"**.
5. Applicant must attach a legible copy of a valid, dated sales receipt to the rebate application to qualify along with a copy of your water bill.
6. Rebates shall be on a one-time basis per address and not to exceed $100 (materials only).
7. A Water Conservation staff member will conduct a Post-Installation Inspection of the property to verify installation within 60 days of the date of the Pre-Qualification Inspection. Your rebate application, sales receipt and water bill will be collected by a Water Resources Association representative at this time.
8. Note: Rebate amounts and specified products are subject to change without prior notice and based upon availability of funds and manufacturers products. This rebate program will expire when funds are depleted.
9. The applicant agrees to hold the Water Resources Association of San Benito County and its agents harmless for any liability for damages which arise from participating in this program.
10. Allow 6-8 weeks for processing AFTER Post Installation Inspection to receive your rebate.

Volume 11 Issue 2

Spring/Summer 2015

Water Conservation Update

Don't flush this!

When you use your toilet, shower, washing machine or dishwasher, wastewater leaves your home through pipes that connect to the city sewer system.

Anyone who uses the city sewer system should be responsible for what they flush or pour down drains.

Basically, the only thing you should ever flush down a toilet is human waste (urine and feces) and toilet paper. Here is a list of some things to keep out of the toilet.

- disposable diapers
- tampons and tampon applicators
- sanitary napkins
- cotton balls and swabs
- mini or maxi pads
- condoms
- cleaning wipes of any kind. Even those labeled "flushable".
- facial tissue
- bandages and bandage wrappings
- automotive fluids, paint, solvents, sealants and thinners poisons and hazardous waste

Unused Medications

- Do not flush unused medications down the toilet. You can safely dispose of medications in the garbage, or take medications to an approved prescription drug take-back site

Fats, Oils and Grease (FOG)

- Grease in sewer pipes causes sewer maintenance problems for property owners and the city. Never pour grease in your sink drain and try to use your garbage disposal less.

DROUGHT UPDATE
NEW EMERGENCY WATER CONSERVATION REGULATIONS

California is entering a fourth year of severe drought. The State Water Resources Control Board recently adopted expanded emergency regulations to safeguard the state's remaining water supplies. Locally, our main water supply is derived from groundwater. It is not being naturally replenished by rainfall during the drought. In addition, our imported water has been dramatically cutback due to the lack of rainfall and snowpack.

We need to stretch our water supply as much as possible! All customers are urgently asked to make every effort to conserve water and abide by the following regulations and restrictions. Otherwise, our community may face even more drastic reductions in water use. All customers are mandated to reduce water consumption by 25% **compared to their water use in 2013**. The WRASBC can assist you! (see back page)

OUTDOOR WATER RESTRICTIONS

- Landscape watering shall be limited and restricted to no more than two (2) days per week. Odd numbered addresses are hereby restricted to watering on Tuesdays and Saturdays. Even numbered addresses are herby restricted to watering on Wednesdays and Sundays.
- No watering of landscaping between the hours of 9am and 5pm by means other than drip irrigation or hand watering with a quick acting positive shut off nozzle.
- No washing down sidewalks, driveways, or other hardscape surfaces.
- No watering landscape in a manner that causes runoff to adjacent property, non-irrigated areas, private and public walkways, roadways, or parking lots.
- No washing of cars without the use of a quick acting , positive shutoff nozzle.
- No operation of decorative fountains or other water features unless the water is recirculated.

GENERAL

- Leaks, breaks and malfunctions of irrigation systems and plumbing equipment causing waste of water shall be repaired and corrected within a reasonable amount of time as determined by the District Manager of Sunnyslope County Water District or the City Manager of the City of Hollister.

PROHIBITONS AFFECTING COMMERCIAL BUSINESSES

- Restaurants and other food service establishments can only serve water on request;
- Operators of hotels and motels must provide guests with the option of choosing not to have towels and linens laundered daily and prominently display notice of this option.

- **<u>Penalties for violating the outdoor water restrictions shall be</u>:**
- **First Violation** - written notice with an opportunity to correct violation.
- **Second Violation** - $100 penalty for a violation within 12 months of First Violation.
- **Third Violation** - $250 penalty for a violation within 12 months of Second Violation.
- **Fourth Violation** - $500 penalty and installation of a flow restrictor at the water meter at the customer's expense for each and every violation within 12 months of a Third Violation.

The WRASBC has free signage for restaurants and hotels

Water Resources Association
San Benito County
30 Mansfield Road
Hollister, CA 95023
(831) 637-4378
www.wrasbc.org

Representing the City of Hollister, the City of San Juan Bautista, Sunnyslope County Water District, and San Benito County Water District.

WRASBC FREE Services & Rebates:

Turf Removal Rebate

LOCAL FUNDING DEPLETED FOR TURF REMOVAL REBATE AS OF 8/1/15
STATE FUNDING IS AVALABLE GO TO:
SAVEOURWATERREBATES.COM

Landscape Hardware Rebates

The Water Resources Association has rebates on hose timers, rain sensors and MP Rotator irrigation nozzles and sprinkler bodies with pressure regulators. 50% rebate (up to $100) on qualifying products.

Free Water Wise Landscape Plans

The Water Resources Association has FREE water wise landscape plans. Three different garden design
concepts ($500 value). Installing a water wise garden will save water and money, plus they require less maintenance time.

Home Water Survey (Our most popular service!)

The Survey includes: irrigation check, suggested watering schedule, leak check, showerheads and faucet aerators, high-quality hose nozzle, water softener assistance

Water Softener Assistance and Rebate Program

Have a WRASBC technician inspect and check your water softener to make sure it is set properly for hardness levels. Rebates are available for those customers transitioning to an offsite regeneration service or demolishing their self-regulating water softener that uses salt or potassium. Rebates: $250-$300

High Efficiency Clothes Washer Rebates

These washers use half as much water as traditional top loading clothes washers. These machines also use less detergent and help us protect our groundwater supplies. Energy Star ® rated clothes washers qualify. Rebate: $100

Toilet Program (Free Toilets or Rebates)

Customers that have toilets that are 1992 or older qualify. These older toilets use from 3.5—7 gallons of water for each flush. New toilets flush from 1.28—1.6 gallons per flush. The Water Resources Association has free toilets or a $75 rebate is available when you purchase your own.

Green Business Certification:

The WRASBC is working together with the San Benito County Chamber of Commerce, San Benito County Integrated Waste Management and PG&E to assist, recognize and promote businesses and government agencies that volunteer to operate in a more environmentally responsible way.

Additional Programs:

A Water Conservation Specialist is available to give presentations at schools, Service Clubs & local community organizations. Learn about the Water Cycle, our local water supply and water issues locally / state-wide. Fieldtrips to the reclamation plant and water treatment plant can also be arranged.

*** Special Rules & Conditions apply, call for details. Rebates are subject to available funds**

Water Resources Association of San Benito County
(831) 637-4378—www.wrasbc.org

Water Resources Association San Benito County (WRASBC)
P.O. Box 899, 30 Mansfield Road, Hollister, CA 95024-0899

(831) 637-4378

TOILET REBATE PROGRAM

Program Overview: WRASBC offers a rebate program to eliminate pre-1992, 3.5 – 7 gallons per flush toilets with new Low Flow 1.28 gallons per flush toilets. This rebate is for replacing toilets that were manufactured prior to 1992 which are date stamped into the porcelain either in the inside part of the lid on the tank, or on the sidewall inside the tank. Your toilet is NOT eligible if it says "1.6 gpf" behind the toilet seat where the manufacturer's logo is usually found

Eligibility: Eligible residents of San Benito County are those who have water service through the City of Hollister, City of San Juan Bautista, Sunnyslope Water District or reside in CSA 31 (Stonegate). Customers served by private wells are not eligible.

Rebate: There are two types of rebates. (A) The WRASBC offers a free Low Flow Toilet in exchange for your old pre-1992 toilet. Participants have 45 days to return old toilet after receiving free one; or (B) you can apply for a $75 rebate if you choose to purchase your own toilet (an additional $10 will be paid if you return your old toilet to the WRASBC for recycling). These rebates are limited to the number of bathrooms in your household with pre-1992 toilets and cannot be used for a new house or bathroom addition. This rebate applies only to purchases within the last six months. **All rebate programs are subject to available funds.**

Instructions:

A. How to Apply for a Free Toilet:

1. Call to schedule an appointment to pick up a free toilet at the WRASBC
2. Complete Program Application (this form can be filled out at time of toilet pick up).
3. Your water account number and a picture ID need to be presented at time of pick up.
4. Return your old toilet for recycling and toilet age verification to WRASBC on Mondays through Fridays, 8:00 – 5:00 (closed noon to 1:00). If you cannot return the toilet, call the WRASBC and make arrangements to have the toilet picked up for recycling. If your old toilet does not meet the age verification pre-1992 requirement, you will be charged $125 for the toilet on your next water provider utility bill. **Old toilet(s) must be returned within 45 days after the new toilet is picked up.**

B. How to Apply for a $75 Toilet Rebate:

1. Complete Rebate Program Application (including a W-9 form). Incomplete applications will not be processed
2. Attach copy of your current water bill
3. Attach the original receipt of your toilet purchase(s). Original receipts will not be returned
4. Return your old toilet to WRASBC on Mondays through Fridays, 8:00 – 5:00 (closed noon to 1:00). An additional $10 will be paid if you return your old toilet to the WRASBC for recycling and toilet age verification. If your old toilet does not meet the age verification pre-1992 requirement, your rebate application will be denied.

Inspection(s): No pre-inspection or post-inspection is required, however, WRASBC will verify that your old toilet is pre-1992 to meet the rebate program requirements. A pre-inspection is required for free toilets/toilet rebates of 3 or more.

Upon completion of all requirements of the rebate program, you will receive your rebate within 30-45 days

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(831) 637-4378

WASHER REBATE PROGRAM

Program Overview: WRASBC offers a rebate program to replace clothes washers that are not ENERGY STAR® rated with new High Efficiency ENERGY STAR® labeled washers that use 50% less energy and 40% less water than older top loading machines. ENERGY STAR® washers can save 13,000 gallons of water per year per household and send less waste water through our local sewer system(s).

Eligibility: Eligible residents of San Benito County are those who have water service through the City of Hollister, City of San Juan Bautista, Sunnyslope Water District or reside in CSA 31 (Stonegate). Customers served by private wells are not eligible.

Rebate: The WRASBC offers a $100 rebate when you purchase an ENERGY STAR® clothes washer. This rebate is limited to one clothes washer per household. This rebate applies only to purchases within the last six months. **All rebate programs are subject to available funds.**

Instructions on How to Apply:

1. Complete Rebate Program Application. Incomplete applications will not be processed
2. Attach copy of your current water bill
3. Attach the original receipt of your ENERGY STAR® clothes washer purchase(s). Original receipts will not be returned
4. Call the WRASBC to schedule an on-site post-inspection to verify that your new washer has been installed. At that time a FREE Home Water Checkup will be included to provide free showerheads, toilet and faucet kits at NO CHARGE. Paperwork can be picked up at post inspection

Inspection(s): Post-inspection: An on-site post-inspection will be required to verify washer installation. A FREE Home Water Checkup will be included at the time of inspection with free showerheads, toilet and faucet kits offered at NO CHARGE.

Upon completion of all requirements of the rebate program, you will receive your rebate within 30-45 days

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(831) 637-4378

WATER SOFTENER REBATE PROGRAM

Program Overview: WRASBC offers two different rebate program options for the elimination or replacement of water softener. Most Water Softeners use roughly 75 gallons of water during regeneration. Waste water from Water Softeners contains high levels of sodium (salt and/or potassium) which makes it much more costly to recycle the water and negatively affects the groundwater aquifers.

Eligibility: Eligible residents of San Benito County are those who have water service through the City of Hollister, City of San Juan Bautista, Sunnyslope Water District or reside in CSA 31 (Stonegate). Customers served by private wells are not eligible.

Rebate: The WRASBC offers two different rebates for those who currently have a water softener:

Option 1 is a $250 rebate to eliminate any type of water softener and switch to an offsite regeneration service. Customers must submit proof by providing a copy of the 1-year minimum contract; or

Option 2 is a $300 rebate if you demolish your old, self-regulating Water Softener that uses salt/potassium, with a salt-free Water Conditioner, or remove it entirely and do not replace it. This rebate is limited to one Water Softener per household.

This rebate applies only to purchases within the last six months. **All rebate programs are subject to available funds.**

How to Apply for Option 1 – Contracting for Outside Regeneration Service ($250 rebate):

1. Call to schedule a pre-inspection BEFORE you remove your old water softener (your old water softener cannot be removed before pre-inspection). The WRASBC technician will bring a rebate form and W-9 form for you to fill out.
2. After pre-inspection, remove your old water softener and make arrangements with water softener regeneration service to install new unit.
3 Call the WRASBC to schedule a post inspection. The WRASBC technician will pick up your rebate form, copy of your minimum1-year service agreement and completed W-9 form.

How to Apply for Option 2 - Demolition of Water Softener with No Replacement ($300 rebate):

1. Call to schedule a pre-inspection BEFORE you remove your old water softener (your old water softener cannot be removed before pre-inspection). The WRASBC technician will bring a rebate form and W-9 form for you to fill out.
2. After pre-inspection, remove your old Water Softener as instructed by WRASBC representative within 120 days
3. Call the WRASBC to (1) schedule an on-site post-inspection to verify that your old Water Softener has been demolished (valves protruding from the wall have been capped off or a pipe must be soldered from one valve to the other creating a loop); OR (2) verify that you have installed a new salt-free alternative Water Conditioner. The WRASBC technician will pick up your completed rebate application & W-9 form at this time

Inspection(s): Pre-inspection: An on-site pre-inspection is required for both options. Prior to removing your old Water Softener, you must have a pre-inspection by a WRASBC representative who will explain the procedures for both options in detail as described above.

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Upon completion of all requirements of the rebate program, you will receive your rebate within 30-45 days

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(831) 637-4378

LANDSCAPE IRRIGATION HARDWARE REBATE PROGRAM

Program Overview: WRASBC offers a rebate program to purchase new/replacement landscape irrigation hardware/equipment to reduce the amount of water waste. The program includes MP Rotators by Hunter Industries, and Hose Timers and/or Rain Sensors which are on the list provided by WRASBC. The goal is to water early in the morning to minimize evaporation, never water faster than the ground can absorb the water, and adjust sprinklers to avoid watering the sidewalks and driveways.

Eligibility: Eligible residents of San Benito County are those who have water service through the City of Hollister, City of San Juan Bautista, Sunnyslope Water District or reside in CSA 31 (Stonegate). Customers served by private wells are not eligible.

Rebate: The WRASBC offers a maximum of $100 rebate for materials purchased per household. This program provides a 50% rebate on your purchase price of hardware (excluding labor), up to a maximum of $100 rebate. This rebate applies only to purchases within the last six months. **All rebate programs are subject to available funds.**

How to Apply:

1. Complete Rebate Program Application. Incomplete applications will not be processed.
2. Attach copy of your current water bill
3. Call the WRASBC to schedule an on-site pre-inspection
4. After pre-inspection, purchase and install the pre-qualified hardware from the list provided by the WRASBC within 60 days of the pre-inspection
5. Call the WRASBC to schedule an on-site post-inspection to verify that hardware has been installed correctly. The WRASBC representative will also develop an irrigation schedule for you to follow

Inspection(s): Pre-inspection: A pre-inspection is required to determine what hardware can be used for your landscape area and what items you are qualified to purchase from the WRASBC-approved list.

Post-inspection: After you have purchased and installed the hardware within 60 days of the pre-inspection, call WRASBC to schedule an on-site post-inspection to confirm that the hardware is installed.

Upon completion of all requirements of the rebate program, you will receive your rebate within 30-45 days

LOCAL FUNDS DEPLETED – STATE PROGRAM IS BEING OFFERED
STATE PROGRAM HAS DIFERENT TERMS
Go to: www.saveourwaterrebates.com

(831) 637-4378

TURF REMOVAL REBATE PROGRAM

Program Overview: The WRASBC is offering a program to reduce or limit turf in residential areas. Turf can use up to 80" of water per year. On an average, San Benito County receives 11-13" of rain per year. This program provides an incentive for people to remove turf and plant drought tolerant or native plants that use much less water and are more appropriate for our climate. It will also increase water use efficiency, reduce run off leaving the properties, and foster water-saving practices. In addition to our local program, there is a State program (information available at www.saveourwaterrebates.com.

Eligibility: Eligible homeowners of the property (where the turf removal will take place) in San Benito County are those who have water service through the City of Hollister, City of San Juan Bautista, Sunnyslope Water District or reside in CSA 31 (Stonegate). Customers served by private wells are not eligible.

Rebate: Effective July 1, 2015, the WRASBC offers a rebate of $1.00 per square foot to replace eligible lawn areas (minimum of 100 sq ft up to a maximum of 1,000 sq ft). The minimum rebate is $100 and the maximum rebate is $1,000. **THIS REBATE REQUIRES WRASBC PRE-APPROVAL**. Customers may remove more turf area than is covered by the rebate program, but the per site minimum/maximum amounts still apply. Once installed, the irrigation system must not create runoff, overspray or misting. Turf may not be re-installed while you maintain ownership of the property. **If turf is reinstalled during that time, the entire rebate amount must be refunded**. The WRASBC is solely responsible for determining program eligibility at its discretion and may reject or limit applications at any time for any reason. Landscape that has died or turned brown is considered a qualifying project as long as it is not removed before WRASBC approves it. **All rebate programs are subject to available funds.**

The lawn must be replaced with:

(1) Low-water use, climate-appropriate plants; and/or
(2) Permeable hardscape (pavers or other materials (crushed granite, decorative stone, mulch, etc.) that allows water to pass-through to the soil; and/or
(3) Leak-free, drip irrigation if used in the converted area, must be low volume drip, micro-spray or bubbler and free of malfunctions

Non-Qualifying Turf Projects:

(1) Projects that have been started without obtaining a pre-approval letter from WRASBC
(2) No evidence of a previously maintained turf area.
(3) New construction does not qualify as the Turf Removal Program is aimed at encouraging retrofitting of existing landscapes
(4) Use of non-qualifying materials which include but are not limited to the following: artificial turf, seed, sod, vegetable gardens, vineyards, high water use plants, lawn ornaments, impervious surfaces, cement, dirt, decking, curbing, hot tubs, pools, building extensions, retaining walls, sheds, trellises, playground materials and fences

ALERT: To retain your rebate eligibility, DO NOT INSTALL HIGH-WATER-USE PLANTS in your converted landscape. Only low or moderate water use species are acceptable. High water use plant species are those listed as needing "Regular Water" or "Ample Water" in the *Sunset Western Garden Book* and those classified as High (H) water use on

the WUCOLS (Water Use Classification of Landscape Species) website. See WRASBC Fact Sheet "Low-Water/Drought Resistant Plant List and Resources."

How to Apply:

1. Complete Rebate Program Application. Incomplete applications will not be processed.

2. Attach copy of your current water bill.

3. Call the WRASBC to schedule an on-site pre-inspection or email the Program Manager at snovack@sbcwd.com. During the pre-inspection, your turf area will be measured. You may either have a materials list ready at the time of the pre-inspection or the plan can be submitted by mail or in person after the pre-inspection. The plan needs to show what plants, irrigation system (if needed) and hardscape materials you plan to install in the area where the turf will be removed. The Water Conservation Fact Sheet entitled, "Low-Water/Drought Resistant Plant List and Resources" is available for assist you in preparing your materials list from the WRASBC. Materials list should include major plant materials to be installed (trees, shrubs, groundcover), and hardscape (gravel, stones, rocks, pebbles), etc.

4. After the pre-inspection and submission of your materials list, WRASBC will review your list and send you an Approval Letter. After you receive the Approval Letter, remove the lawn area and install your project according to the approved materials list and program guidelines. You are responsible to remove your own turf. Projects must be completed within 120 days of the pre-approval letter. Extensions can be provided on a case by case basis, if requested. However, funds are limited and an extension doesn't reserve or guarantee funds will be available when your project is completed.

5. Call the WRASBC to schedule an on-site post-inspection. The post-inspection must take place within 120 days of receiving the Approval Letter.

Note: The applicant is solely responsible for complying with any and all laws, regulations, policies, conditions, covenants and restriction that may apply and for any and all liabilities arising out of a conversion project. Applicants are encouraged to consult with applicable covenants, conditions and restrictions (CC&Rs) or neighborhood Homeowner's Association (HOA) regulations that may apply to an anticipated conversion project prior to requesting a pre-inspection with the WRASBC. Applicants must also comply with all state and local laws relating to landscape maintenance. The quality, maintenance and appearance of the conversion are the exclusive responsibility of the applicant.

Inspections: **Pre-inspection is required**: Landscape areas to be converted must be currently maintained and irrigated, HOWEVER BROWN GRASS IS OK. At this time, your turf area will be measured. You may either have a materials list ready at the time of the pre-inspection or the plan can be submitted by mail or in person after the pre-inspection. The list needs to show what plants, irrigation system (if needed) and hardscape materials you plan to install in the area where the turf will be removed. The Water Conservation Fact Sheet entitled, "Low-Water/Drought Resistant Plant List and Resources" is available for assist you in preparing your plan from the WRASBC.

Post-inspection is required: The WRASBC will schedule an on-site post inspection to verify that the lawn area has been removed and your project was installed according to your approved landscape plans and in accordance with program guidelines.

Upon completion of all requirements of the rebate program, you will receive your rebate within 30-45 days