SPECIAL MEETING
THURSDAY, NOVEMBER 21, 2019, 5:30 P.M.
COMMUNITY MEETING ROOM, 501 POLI STREET, VENTURA

Water Commission Purpose: Review and make advisory recommendations regarding water rates, water resources infrastructure projects in the five-year capital improvement program, the integrated water resources management plan, water supply options, the Urban Water Management Plan approval process, a water dedication and in-lieu fee requirement, and other water resource issues.

The public has the opportunity to address the Commission on any item appearing on the agenda. Persons wishing to address the Commission should fill out a "Speaker Form." If you wish to comment on an item and do not want to speak before the Commission, you may complete the "Comment" portion of the form. This form is located on the table at the entrance of the room. The Chairperson will acknowledge comments for the record.

The Water Commission has adopted Meeting Protocols and are available at www.venturawater.net. Evidence must be submitted to the Water Commission Secretary for agenda items provided they are compliant with the following specifications:

<table>
<thead>
<tr>
<th>Written Rebuttal Submissions</th>
<th>Written Day of Meeting Submissions</th>
<th>PowerPoint Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submittal Date &amp; Time</td>
<td>November 20, 2019 by noon</td>
<td>November 20, 2019 by noon</td>
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<tr>
<td>Page Limitation (single side equivalent)</td>
<td>10 pages maximum, including exhibits</td>
<td>2 page maximum, including exhibits</td>
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<td>Number of copies to be submitted</td>
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</table>

Pursuant to the Rules of Procedures, the Commission has adopted a 3 (three) minute speaking time per agenda item. The Commission may adjust the time limit if deemed appropriate.

ROLL CALL – WATER COMMISSION

PLEDGE OF ALLEGIANCE

1. MINUTES

RECOMMENDATION

Approve the minutes of the September 24, 2019 regular session.

SPEAKER

Staff: Susan Rungren, General Manager
2. **CAPITAL IMPROVEMENT PROJECT UPDATE**

Staff recommends the Water Commission receive an oral presentation and provide comments on the Water and Wastewater Projects included in the Draft 2020-2026 Capital Improvement Plan.

**SPEAKER**

Staff: Betsy Cooper, Assistant General Manager – Water Resources
Phil Nelson, Public Works Director

3. **CONSIDERATION OF ORDINANCE AMENDING CERTAIN BILLING PROCEDURES AND ADDING AN APPEAL PROCESS IN COMPLIANCE WITH THE WATER SHUTOFF PROTECTION ACT**

Staff recommends the Water Commission:

A. Receive this written report and oral presentation giving an overview of Senate Bill 998 Discontinuation of residential water service, the Water Shutoff Protection Act.

B. Consider and recommend that City Council adopt an Ordinance amending certain billing procedures and adding an appeal process in compliance with the Water Shutoff Protection Act.

**AN ORDINANCE OF THE COUNCIL OF THE CITY OF SAN BUENAVENTURA, CALIFORNIA, AMENDING SECTION 22.160.030 OF, AND ADDING SECTION 22.160.050 TO, THE SAN BUENAVENTURA MUNICIPAL CODE IN COMPLIANCE WITH THE WATER SHUTOFF PROTECTION ACT**

**SPEAKER**

Staff: Betsy Cooper, Assistant General Manager – Water Resources

4. **WATER CONSERVATION PROGRAMS UPDATE**

Staff recommends that the Water Commission receive this written report and oral update to Ventura Water’s Water Conservation Programs.

**SPEAKER**

Staff: Craig Jones, Management Analyst II
5. CANCEL UPCOMING REGULAR MEETING SCHEDULE

It is recommended that the Commission consider and approve cancelling the Water Commission Regular Meeting for December 2019.

SPEAKER

Staff: Susan Rungren, General Manager

PUBLIC COMMENT

COMMISSIONER COMMUNICATIONS

Per Government Code Section 54954.2(a), the Commissioner Communications section of the agenda provides the Water Commission the opportunity to ask a question for clarification, make a brief announcement, or make a brief report on his or her own activities.

GENERAL MANAGER REPORT

ADJOURNMENT

Administrative Reports relating to this agenda are available in the Ventura Water Office, 336 Sanjon Road, Ventura, during normal business hours as well as on the City’s Web Site – www.venturawater.net. Materials related to an agenda item submitted to the Ventura Water Department after distribution of the agenda packet are available for public review at the Ventura Water Office.

This agenda was posted on 11/18/19 at 5:30 p.m. in the City Clerk’s Office, on the City Hall Public Notices Board, and on the Internet.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact the Ventura Water Office at (805) 652-4587 or the California Relay Service at (866) 735-2929. Notification by 11/20/19 at 5:00 p.m. will enable the City to make reasonable arrangements for accessibility to this meeting.
REGULAR MEETING
TUESDAY, SEPTEMBER 24, 2019, 5:30 P.M.
COMMUNITY MEETING ROOM, 501 POLI STREET, VENTURA

Water Commission Purpose: Review and make advisory recommendations regarding water rates, water resources infrastructure projects in the five-year capital improvement program, the integrated water resources management plan, water supply options, the Urban Water Management Plan approval process, a water dedication and in-lieu fee requirement, and other water resource issues.

General Manager called the meeting to order at 5:30 p.m.

ROLL CALL – WATER COMMISSION

Present: Commissioners Clite, Feeney, Hubner, McCombs, McCord, and Burton.

Absent: Commissioner Mulligan.

PLEDGE OF ALLEGIANCE

WATER COMMISSION ITEMS

1. MINUTES

RECOMMENDATION

Approve the minutes of the August 27, 2019 regular session.

Members of the Public: None.

Commissioner Hubner moved to approve the recommendation with the revision to Agenda Item 6, that the second part of the recommendation be changed to reflect that Commissioner Hubner moved the motion not Commissioner Burton. Commissioner Feeney seconded the motion. The vote was as follows:

AYES: Commissioners Clite, Feeney, Hubner, McCombs, McCord and Burton.

NOES: None.
Commission Chair Burton declared the motion carried.

2. **VENTURA WATER SUPPLY PROJECTS FINAL ENVIRONMENTAL IMPACT REPORT CERTIFICATION AND PROJECT APPROVAL**

Staff recommends that the Water Commission recommend City Council:

a. Adopt a resolution certifying the Final Environmental Impact Report for the proposed Ventura Water Supply Projects.

Commissioner Feeney moved to approve part a of the recommendation. Commissioner McCombs seconded the motion. The vote was as follows:

**AYES:** Commissioners Clite, Feeney, Hubner, McCombs, McCord and Burton.

**NOES:** None.

Commission Chair Burton declared the motion carried.

If recommendation A is approved, then City Council is asked to:

b. Adopt a resolution adopting Findings and a Statement of Overriding Considerations, adopting a Mitigation, Monitoring, and Reporting Program, and approving the Ventura Water Supply Projects.

Commissioner McCombs moved to approve part b of the recommendation. Commissioner Clite seconded the motion. The vote was as follows:

**AYES:** Commissioners Clite, Feeney, Hubner, McCombs, McCord and Burton.

**NOES:** None.

Commission Chair Burton declared the motion carried.

Members of the Public: Duane Georgeson and Burt Handy.

Meeting Intermission 7:05 p.m. to 7:18 p.m.

3. **AMENDMENT NO. 14 (CONTRACT EXTENSION AMENDMENT) TO THE WATER SUPPLY CONTRACT BETWEEN THE STATE OF CALIFORNIA DEPARTMENT OF WATER RESOURCES AND THE VENTURA COUNTY WATERSHED PROTECTION DISTRICT**

Staff recommends the Water Commission recommend that City Council adopt a resolution directing the Ventura County Watershed Protection District to approve
a Resolution Authorizing Amendment No. 14 (Contract Extension Amendment) to the Water Supply Contract between the State of California Department of Water Resources and the Ventura County Watershed Protection District.

Members of the Public: None.

Commissioner Hubner moved to approve recommendation. Commissioner Clite seconded the motion. The vote was as follows:

AYES: Commissioners Clite, Feeney, Hubner, McCombs, McCord and Burton.

NOES: None

4. RECOMMENDATION FOR UTILIZATION OF THE CITY’S STATE WATER ALLOCATION FOR 2019

Staff requests that the Water Commission make a recommendation to City Council regarding the Interim Utilization of the City’s State Water Allocation for 2019.

Members of the Public: Burt Handy.

Commissioner McCombs moved to approve the recommendation. Commissioner Feeney seconded the motion. The vote was as follows:

AYES: Commissioners Clite, Feeney, Hubner, McCombs, McCord and Burton.

NOES: None.

Commission Chair Burton declared the motion carried.

PUBLIC COMMENT: None.

COMMISSIONER COMMUNICATIONS
Commissioner Burton reported that he and Commissioner McCord attended the AdHoc meeting on September 17, 2019 at United Water Conservation District for the California WaterFix Project where two representatives from the State were very informative. Governor Newsom has resized the project down to one pipe which means they will need to restart the entire environmental process. The next meeting will be in October to assess the approvals of the contract amendment. Commissioner Hubner inquired what the new timeline will be for the project. Commissioner Burton responded that this process will take as long as the two-tunnel project. Commissioner Clite reported that she attended a County meeting regarding Sea Level rise.
GENERAL MANAGER REPORT

On September 9, 2019, City Council approved authorization to purchase a water truck to provide recycled water to streets, trees and parks. As well as awarded a contract for the Seward /Poli Pump Station Upgrade Project.

On September 16, 2019, City Council was presented with Ventura Water 201 Workshop discussing topics such as the City’s General Plan, Rates, the Urban Water Management Plan, Comprehensive Water Resources Report, Capital Improvement Projects and Rates.

In October Ventura Water will be presenting a Workshop on the Ventura Water Supply Projects Final Environmental Impact Report Certification and project approval as well as State Water Contract Extension and Utilization of the City’s State Water Allocation.

The request to inquire about removing the county’s name from the State Water Contract which was discussed during the State Water presentation.

In regard to Commissioner Hubner’s question on if the City is aware of the PFAS issues coming up the answer is that we are aware, and the City is part of Water Research Foundation study of PFAS compounds in wastewater (poly and perfluoroalkyl substances).

On the agenda for the Water Commission scheduled for October 22, 2019: SB998 regarding water shutoffs for low income residents and a water conservation update as well as the Water Commission meeting calendar for November and December.

ADJOURNMENT: 8:00 P.M.
To: Ventura Water Commission
From: Susan Rungren, Ventura Water General Manager
Subject: 2020-2026 Capital Improvement Plan

RECOMMENDATION

Staff recommends the Water Commission receive an oral presentation and provide comments on the Water and Wastewater Projects included in the Draft 2020-2026 Capital Improvement Plan.

DISCUSSION

The City’s Charter requires that a five-year Capital Improvement Plan (CIP) be adopted by City Council prior to April 1st of each year. The CIP is a six-year plan designed to coincide with the upcoming biennial budget and goes through an extensive citywide process every two years that identifies and prioritizes Ventura’s infrastructure needs over the next six years.

On August 27, 2019, the Water Commission received an oral presentation on the CIP process, the water and wastewater CIP accomplishments from this past year, and the projects proposed to be included in the 2020-2026 CIP. Since this time, projects have been prioritized, project costs estimated, and available funding evaluated. The draft CIP has been prepared, by the Public Works Department, and is scheduled to be submitted to City Council on January 13, 2020. A City Council Workshop is scheduled for February 24, 2020 and City Council approval for March 23, 2020.

This presentation will describe the water and wastewater projects that are proposed to be included in the CIP, those that have been identified as being funded or partially funded, as well as those projects identified as unfunded.

Attachment A includes the list of the water projects identified in the draft CIP, including project priority, estimated cost, and the proposed funding allocation per fiscal year. Attachment B includes a similar list of the wastewater projects.
The CIP is not a funding document, but rather a strategic planning framework that prioritizes the City's infrastructure needs. Every year in June, the capital budget is presented to City Council with identified planned funding sources to complete or make progress on projects for the upcoming fiscal year.

Ventura Water will be conducting a cost of service study in 2020 that will evaluate how to pay for the unfunded capital improvement projects. Revenues generated from rates will continue to fund self-sustaining operations, maintenance, reserves, as well as capital improvement projects for both water and wastewater.

Prepared by Betsy Cooper, Assistant General Manager, Water Resources, for:

Susan Rungren
Ventura Water General Manager

Attachments:

A. List of Water Projects identified in the Draft 2020-2026 CIP
B. List of Wastewater Projects identified in the Draft 2020-2026 CIP
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<th>2022-23</th>
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Total: 18 Water

Unfunded Pending: 18

Grand Total: 18

CITY OF SAN BUENAVENTURA
FY 2020-2026 CIP
02 - Projected UOF - Program Area, By Priority

Class: Unfunded Pending

Class=P; Project Area=Water
## Wastewater

**Project Area:** Wastewater  
**Class:** A  
**Priority:** 99  
**Project ID:** 96947  
**Project Title:** Harbor Force Main - San Pedro to Figueroa

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**Grand Total:** 23  
**Project Total:** 326,358,575
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<td>600,000</td>
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</tbody>
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**Total: 13 Wastewater**

**Unfunded Pending: 13**

**Grand Total: 13**

Class: Unfunded Pending

Program Area: Wastewater
STAFF REPORT

Date: November 14, 2019
Agenda Item No: 3
Meeting Date: November 21, 2019

To: Ventura Water Commission
From: Susan Rungren, Ventura Water General Manager
Subject: Consideration of Ordinance Amending Certain Billing Procedures and Adding an Appeal Process in Compliance with the Water Shutoff Protection Act

RECOMMENDATIONS

Staff recommends the Water Commission:

A. Receive this written report and oral presentation giving an overview of Senate Bill 998 Discontinuation of residential water service, the Water Shutoff Protection Act.

B. Consider and recommend that City Council adopt an Ordinance amending certain billing procedures and adding an appeal process in compliance with the Water Shutoff Protection Act.


BACKGROUND

On September 28, 2018, the Governor approved Senate Bill 998 Discontinuation of residential water service, entitled the Water Shutoff Protection Act (the Act) (Attachment A). This law requires the City (Ventura Water) to adopt a detailed written policy concerning residential service disconnection for non-payment, and make this policy available on the City’s website in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese. It further requires Ventura Water to annually report the number of disconnections of residential service for inability to pay on its website and to the State Water Resources Control Board.

The Act prohibits disconnection for nonpayment of any residential customer who has been delinquent less than 60 days, and requires Ventura Water to include an offer to discuss
alternative payment methods, deferred or amortized payments, extensions, and the appeals process with appropriate notice prior to disconnection.

The Act prohibits disconnection of customers that meet all of the following parameters: (1) they provide certification from a primary care provider that disconnection would pose a health and safety threat; (2) they demonstrate that they are financially unable to pay; and (3) they are willing to enter into an alternative payment arrangement. It also sets limits on reconnection charges if a customer demonstrates a household income below 200% of the federal poverty line.

**DISCUSSION**

Our comparison of the requirements in the Act against the San Buenaventura Municipal Code Section 22.160.030 shows that we are closely aligned with the Bill’s requirements, with the following exceptions:

1) The Act prevents the disconnection of water services for customers until a payment has been delinquent for at least 60 days; current City ordinance is at 55 days.

2) The Act prevents the disconnection of customers' meeting certain criteria; current City ordinance is silent on this point.

3) The Act requires Ventura Water to waive interest charges on delinquent bills and limit the amount of the reconnection fee for low income customers; current City ordinance is silent on this point.

4) In comparison to Ventura Water’s Customer Assistance Program (CAP) which sets a limit to 600 customers, the Act sets no limits to the number of customers receiving a reduction to their reconnection fees as long as they meet the financial requirement. NOTE: Ventura Water currently has 491 customers participating in the customer assistance program.

5) The Act requires Ventura Water to make the payment of bills appeals process available on the website; current City ordinance lacks a detailed appeals process.

Attached is a proposed Ordinance to make the City compliant with the requirements of the Act (Attachment B). A redline is also attached that reflects the changes that would be made to Chapter 22.160 of the San Buenaventura Municipal Code by amending Section 22.160.030 – Payment of Bills and adding Section 22.160.050 – Appeal process (Attachment C).

It is recommended that the Water Commission consider and recommend that City Council adopt the Ordinance amending certain billing procedures and adding an appeal process in
compliance with the Water Shutoff Protection Act. It is expected that City Council will consider the Ordinance in December 2019.

Ventura Water is currently reviewing internal processes against the requirements outlined in the Act and updating and/or implementing new processes where required, to be implemented by the Act’s compliance date of February 1, 2020.

Prepared by Terray McGee, Utility Billing Supervisor for:

[Signature]
Susan Rungren
Ventura Water General Manager

Attachments:

A. Text of Senate Bill 998 – The Water Shutoff Protection Act
B. Proposed Ordinance
C. Redline of Proposed Changes to Chapter 22.160 of the San Buenaventura Municipal Code
Senate Bill No. 998

CHAPTER 891

An act to add Chapter 6 (commencing with Section 116900) to Part 12 of Division 104 of the Health and Safety Code, relating to water.

[Approved by Governor September 28, 2018. Filed with Secretary of State September 28, 2018.]

LEGISLATIVE COUNSEL'S DIGEST

SB 998, Dodd. Discontinuation of residential water service: urban and community water systems.

Existing law, the California Safe Drinking Water Act, requires the State Water Resources Control Board to administer provisions relating to the regulation of drinking water to protect public health. Existing law declares it to be the established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.

Under existing law, the Public Utilities Commission has regulatory authority over public utilities, including water corporations. Existing law requires certain notice to be given before a water corporation, public utility district, municipal utility district, or a municipally owned or operated public utility furnishing water may terminate residential service for nonpayment of a delinquent account, as prescribed.

This bill would require an urban and community water system, defined as a public water system that supplies water to more than 200 service connections, to have a written policy on discontinuation of water service to certain types of residences for nonpayment available in prescribed languages. The bill would require the policy to include certain components, be available on the system’s Internet Web site, and be provided to customers in writing, upon request. The bill would provide for enforcement of these provisions, including making a violation of these provisions punishable by a civil penalty issued by the board in an amount not to exceed $1,000 for each day in which the violation occurs, and would require the enforcement moneys collected by the board to be deposited in the Safe Drinking Water Account. The bill would prohibit an urban and community water system from discontinuing residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. The bill would require an urban and community water system to contact the customer named on the account and provide the customer with the urban and community water system’s policy on discontinuation of residential service for nonpayment no less than 7 business days before discontinuation of residential service, as prescribed.

This bill would prohibit residential service from being discontinued under specified circumstances. The bill would require an urban and community
water system that discontinues residential service to provide the customer with information on how to restore service. The bill would require an urban and community water system to waive interest charges on delinquent bills for, and would limit the amount of a reconnection of service fee imposed on, a residential customer who demonstrates, as prescribed, to the urban and community water system household income below 200% of the federal poverty line. The bill would require an urban and community water system that furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit structure, mobilehome park, or permanent residential structure in a labor camp, and that the owner, manager, or operator of the dwelling, structure, or park is the customer of record, to make every good faith effort to inform the residential occupants by written notice that service will be terminated and that the residential occupants have the right to become customers, as specified. The bill would require an urban and community water system to report the number of annual discontinuations of residential service for inability to pay on its Internet Web site and to the board, and the bill would require the board to post on its Internet Web site the information reported. The bill would require an urban water supplier, as defined, or an urban and community water system regulated by the commission, to comply with the bill’s provisions on and after February 1, 2020, and any other urban and community water system to comply with the bill’s provisions on and after April 1, 2020. The bill would provide that the provisions of the bill are in addition to the provisions in existing law duplicative of the bill and that where the provisions are inconsistent, the provisions described in the bill apply.

The people of the State of California do enact as follows:

SECTION 1. The Legislature finds and declares as follows:
(a) All Californians have the right to safe, accessible, and affordable water as declared by Section 106.3 of the Water Code.
(b) It is the intent of the Legislature to minimize the number of Californians who lose access to water service due to inability to pay.
(c) Water service discontinuations threaten human health and well-being, and have disproportionate impact on infants, children, the elderly, low-income families, communities of color, people for whom English is a second language, physically disabled persons, and persons with life-threatening medical conditions.
(d) When there is a delinquent bill, all Californians, regardless of whether they pay a water bill directly, should be treated fairly, and fair treatment includes the ability to contest a bill, seek alternative payment schedules, and demonstrate medical need and severe economic hardship.
(e) The loss of water service causes tremendous hardship and undue stress, including increased health risks to vulnerable populations.
(f) It is the intent of the Legislature that this act provide additional procedural protections and expand upon the procedural safeguards contained
in the Public Utilities Code and Government Code as of January 1, 2018, relating to utility service disconnections.

SEC. 2. Chapter 6 (commencing with Section 116900) is added to Part 12 of Division 104 of the Health and Safety Code, to read:

CHAPTER 6. DISCONTINUATION OF RESIDENTIAL WATER SERVICE

116900. This chapter shall be known, and may be cited, as the Water Shutoff Protection Act.

116902. For the purposes of this chapter, the following definitions apply:
(a) “Board” means the State Water Resources Control Board.
(b) “Public water system” has the same meaning as defined in Section 116275.
(c) “Residential service” means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.
(d) “Urban and community water system” means a public water system that supplies water to more than 200 service connections.
(e) “Urban water supplier” has the same meaning as defined in Section 10617 of the Water Code.

116904. (a) An urban water supplier not regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020.
(b) An urban and community water system regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. The urban and community water system regulated by the Public Utilities Commission shall file advice letters with the commission to conform with this chapter.
(c) An urban and community water system not described in subdivision (a) or (b) shall comply with this chapter on and after April 1, 2020.

116906. (a) An urban and community water system shall have a written policy on discontinuation of residential service for nonpayment available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least 10 percent of the people residing in its service area. The policy shall include all of the following:
(1) A plan for deferred or reduced payments.
(2) Alternative payment schedules.
(3) A formal mechanism for a customer to contest or appeal a bill.
(4) A telephone number for a customer to contact to discuss options for averting discontinuation of residential service for nonpayment.
(b) The policy shall be available on the urban and community water system’s Internet Web site, if an Internet Web site exists. If an Internet Web site does not exist, the urban and community water system shall provide the policy to customers in writing, upon request.
(c) (1) The board may enforce the requirements of this section pursuant to Sections 116577, 116650, and 116655. The provisions of Section 116585
and Article 10 (commencing with Section 116700) of Chapter 4 apply to enforcement undertaken for a violation of this section.

(2) All moneys collected pursuant to this subdivision shall be deposited in the Safe Drinking Water Account established pursuant to Section 116590.

116908. (a) (1) (A) An urban and community water system shall not discontinue residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. No less than seven business days before discontinuation of residential service for nonpayment, an urban and community water system shall contact the customer named on the account by telephone or written notice.

(B) When the urban and community water system contacts the customer named on the account by telephone pursuant to subparagraph (A), it shall offer to provide in writing to the customer the urban and community water system’s policy on discontinuation of residential service for nonpayment. An urban and community water system shall offer to discuss options to avert discontinuation of residential service for nonpayment, including, but not limited to, alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal.

(C) When the urban and community water system contacts the customer named on the account by written notice pursuant to subparagraph (A), the written notice of payment delinquency and impending discontinuation shall be mailed to the customer of the residence to which the residential service is provided. If the customer’s address is not the address of the property to which residential service is provided, the notice also shall be sent to the address of the property to which residential service is provided, addressed to “Occupant.” The notice shall include, but is not limited to, all of the following information in a clear and legible format:

(i) The customer’s name and address.

(ii) The amount of the delinquency.

(iii) The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.

(iv) A description of the process to apply for an extension of time to pay the delinquent charges.

(v) A description of the procedure to petition for bill review and appeal.

(vi) A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges, consistent with the written policies provided pursuant to subdivision (a) of Section 116906.

(2) If the urban and community water system is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the urban and community water system shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and the urban and community water system’s policy for discontinuation of residential service for nonpayment.
(b) If an adult at the residence appeals the water bill to the urban and community water system or any other administrative or legal body to which such an appeal may be lawfully taken, the urban and community water system shall not discontinue residential service while the appeal is pending.

116910. (a) An urban and community water system shall not discontinue residential service for nonpayment if all of the following conditions are met:

(1) The customer, or a tenant of the customer, submits to the urban and community water system the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.

(2) The customer demonstrates that he or she is financially unable to pay for residential service within the urban and community water system’s normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system’s normal billing cycle if any member of the customer’s household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household’s annual income is less than 200 percent of the federal poverty level.

(3) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with the written policies provided pursuant to subdivision (a) of Section 116906, with respect to all delinquent charges.

(b) (1) If the conditions listed in subdivision (a) are met, the urban and community water system shall offer the customer one or more of the following options:

(A) Amortization of the unpaid balance.
(B) Participation in an alternative payment schedule.
(C) A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.
(D) Temporary deferral of payment.

(2) The urban and community water system may choose which of the payment options described in paragraph (1) the customer undertakes and may set the parameters of that payment option. Ordinarily, the repayment option offered should result in repayment of any remaining outstanding balance within 12 months. An urban and community water system may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case.

(3) Residential service may be discontinued no sooner than 5 business days after the urban and community water system posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:
(A) The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more.

(B) While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential service charges for 60 days or more.

116912. An urban and community water system that discontinues residential service for nonpayment shall provide the customer with information on how to restore residential service.

116914. (a) For a residential customer who demonstrates to an urban and community water system household income below 200 percent of the federal poverty line, the urban and community water system shall do both of the following:

(1) Set a reconnection of service fee for reconnection during normal operating hours at fifty dollars ($50), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. For the reconnection of residential service during nonoperational hours, an urban and community water system shall set a reconnection of service fee at one hundred fifty dollars ($150), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(2) Waive interest charges on delinquent bills once every 12 months.

(b) An urban and community water system shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household’s annual income is less than 200 percent of the federal poverty level.

116916. (a) This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

(b) If an urban and community water system furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp as defined in Section 17008, and the owner, manager, or operator of the dwelling, structure, or park is the customer of record, the urban and community water system shall make every good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become
customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

(c) The urban and community water system is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the urban and community water system’s rules and tariffs. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the urban and community water system, or if there is a physical means legally available to the urban and community water system of selectively terminating service to those residential occupants who have not met the requirements of the urban and community water system’s rules and tariffs, the urban and community water system shall make service available to those residential occupants who have met those requirements.

(d) If prior service for a period of time is a condition for establishing credit with the urban and community water system, residence and proof of prompt payment of rent or other credit obligation acceptable to the urban and community water system for that period of time is a satisfactory equivalent.

(e) Any residential occupant who becomes a customer of the urban and community water system pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the urban and community water system for those services during the preceding payment period.

(f) In the case of a detached single-family dwelling, the urban and community water system may do any of the following:

1. Give notice of termination at least seven days prior to the proposed termination.
2. In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

116918. An urban and community water system shall report the number of annual discontinuations of residential service for inability to pay on the urban and community water system’s Internet Web site, if an Internet Web site exists, and to the board. The board shall post on its Internet Web site the information reported.

116920. (a) The Attorney General, at the request of the board or upon his or her own motion, may bring an action in state court to restrain by temporary or permanent injunction the use of any method, act, or practice declared in this chapter to be unlawful.
(b) For an urban and community water system regulated by the Public Utilities Commission, the commission may bring an action in state court to restrain by temporary or permanent injunction the use by an urban and community water system regulated by the commission of any method, act, or practice declared in this chapter to be unlawful.

116922. All written notices required under this chapter shall be provided in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by 10 percent or more of the customers in the urban and community water system’s service area.

116924. Where provisions of existing law are duplicative of this chapter, compliance with one shall be deemed compliance with the other. Where those provisions are inconsistent, the provisions of this chapter shall apply. Nothing in this chapter shall be construed to limit or restrict the procedural safeguards against the disconnection of residential water service existing as of December 31, 2018.

116926. This chapter does not apply to the termination of a service connection by an urban and community water system due to an unauthorized action of a customer.
ORDINANCE NO. 2019-________

AN ORDINANCE OF THE COUNCIL OF THE
CITY OF SAN BUENAVENTURA,
CALIFORNIA, AMENDING SECTION
22.160.030 OF, AND ADDING SECTION
22.160.050 TO, THE SAN BUENAVENTURA
MUNICIPAL CODE IN COMPLIANCE WITH
THE WATER SHUTOFF PROTECTION ACT

The Council of the City of San Buenaventura does ordain as follows:

Section 1. Section 22.160.030 of Chapter 22.160 of the San Buenaventura Municipal Code is amended in its entirety to read as follows:

"Sec. 22.160.030. - Payment of bills.

A. Generally. Bill for all charges for water sold, furnished, supplied or delivered by Ventura Water shall be due and payable at City Hall upon the date of mailing of the bill.

If not paid 19 days thereafter, the bill shall be deemed delinquent. If not paid within 30 days after the date of mailing to the customer, a ten-percent late payment assessment will be applied to all delinquent accounts, at which time a notice of delinquency and intent to discontinue service will be mailed to the customer of record.

Every notice of termination of service shall include all of the information required in Public Utilities Code Section 10010.1(d). If payment is not received within 20 days from the mailing of the notice of delinquency and impending termination, a ten-day notice of intent to terminate water service will be delivered to the residence and placed in a
conspicuous location at the premises. Charges, as specified in appendix A, will be applied to the customer's account.

Service will then be discontinued if payment has not been received or arrangements made to pay the delinquent bill. If payment is not made within the specified time as identified above or for any other reason relating to nonpayment of an outstanding bill or charge, including the return of a check for nonsufficient funds, a service charge as specified in appendix A shall be charged and due and payable with respect to each time service is discontinued.

In the event the customer, or a tenant of the customer submits certification from a primary care provider, as defined in Welfare and Institutions Code Section 14088, that the discontinuation of service will be life threatening or pose a serious threat to the health and safety of any resident of the premises where water service is provided, the City will not discontinue the service if the customer agrees to enter into an amortization agreement.

The City will waive interest charges on delinquent bills once every 12 months for low income customers as defined in Health and Safety Code Section 116914(b), including, but not limited to, if the customer declares that the household's annual income is less than 200 percent of the federal poverty line.

If a residence is served by an individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, or mobilehome park, and the owner, manager, or operator is the customer of record, the City will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off.

Any customer having initiated a complaint or request for an investigation within five days of receiving the disputed bill, or who has, before termination of service, made a request for an extension of the payment period of
a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall be given an opportunity for review of the complaint or request for investigation.

The review shall include consideration of whether the customer shall be permitted to amortize any unpaid balance of delinquent account over a reasonable time not to exceed 12 months. No termination of service shall be effected for any customer complying in full with the amortization agreement. If the customer fails to comply with the amortization, the city shall discontinue service at the premises.

Should an account not be paid in full by the 60th day after the mailing date on the original bill, an additional penalty assessment shall be added as specified in appendix A.

Any debt older than 75 days may be assigned to a collection agency. Any fees or interest charged by the collection agency will be added to the debt and become part of the total due.

Except as provided in Section 10009 of the Public Utilities Code, where water has been shut off, service shall not be restored until all required payments (including, without limitations, arrearage, penalties, and service charges) have been paid in full.

Partial payments shall be credited to sewer charges, if any, with any balance being credited to water charges.

Whenever a consumer has been overcharged or undercharged for water or sewer service for any reason, required retroactive adjustment will be made for a maximum period of two years from the date that the error is first determined by the city. Any overpayment to be adjusted shall be credited to the next or succeeding bills, unless other arrangements are requested and agreed upon.

B. Opening, transferring or changing of service accounts.

A service charge, as specified in appendix A, shall be
charged for opening a water service account, transferring a water service account, or changing water service account information.

Same day service, except in an emergency situation, to have water turned on or off during customary business hours (7:00 a.m. to 4:30 p.m., Monday through Friday, closed alternate Fridays) shall result in a charge as specified in appendix A. To have the water turned on or off at any time after hours (this includes weekends and city-observed holiday), the charge shall be as specified in appendix A.

C. Removal of meter and reinstallation. In the event a customer turns on or permits or causes water service to be turned on after water service has been turned off for non-payment or noncompliance, Ventura Water shall again turn off the service and remove the meter. The customer shall pay a charge as specified in appendix A in addition to other amounts due, before water service is restored."

Section 2. Section 22.160.050 is added to Chapter 22.160 of the San Buenaventura Municipal Code to read as follows:

"Sec. 22.160.050. - Appeal process.

Any customer who does not agree with a bill for their account pursuant to this Chapter shall have the right to appeal as follows:

The appeal must be in writing, legible, and received by the General Manager within 15 calendar days of the bill submitted to the customer. The written request for appeal consideration shall include:

A. A description of the reason for the appeal; and,
B. Evidence supporting the appeal; and,
C. A suggestion for resolution of the dispute, if any.

Within 15 calendar days of receipt of the written appeal, the General Manager will notify the customer of
confirmation of receipt of the appeal and a timeline for the General Manager's written independent determination of the disputed bill.

The General Manager's determination may be appealed in writing to the City Manager within 15 calendar days of the mailing of the General Manager's determination. The appeal of the General Manager's determination shall be heard and considered by the City Manager at a time and place set by the City Manager within 30 calendar days from the City Manager's receipt of an appeal, but no public hearing is required. The City Manager shall provide to the Applicant notice of the time and place for the appeal hearing at the address listed in the appeal filed by the Applicant. The City Manager may, in his or her discretion, affirm, reverse, or modify the determination accordingly. The City Manager's decision shall be final."

Section 3. Severability.

If any section, subsection, sentence, clause, or phrase of this ordinance is for any reason held to be invalid or unconstitutional by a decision of any court of competent jurisdiction, such decision will not affect the validity of the remaining portions of this ordinance. The City Council declares that it would have passed this ordinance and each and every section, subsection, sentence, clause, or phrase not declared invalid or unconstitutional without regard to whether any portion of the ordinance would be subsequently declared invalid or unconstitutional.

Section 4. CEQA Findings.

EXEMPTION FROM CALIFORNIA ENVIRONMENTAL QUALITY ACT. The City Council further finds that the enactment of this ordinance is determined to be exempt under Section 15061(b)(3) of the of Title 14 of the California Code of Regulations (the "State CEQA Guidelines") in that the its adoption merely implements an administrative process that will not foreseeably result in construction activities or other physical activities, either directly or indirectly. It can
therefore be foreseen that the enactment of this ordinance does not have the potential to result in significant effects on the environment.

PASSED and ADOPTED this ____ day of December 2019.

Matt LaVere, Mayor

ATTEST:

ANTOINETTE M. MANN, MMC, CRM
CITY CLERK

APPROVED AS TO FORM
Gregory G. Diaz, City Attorney

By: ________________________ 11/14/19
Miles P. Hogan
Assistant City Attorney II

Date
Chapter 22.160 - Water Service Rates and Charges

Sec. 22.160.010. - Rates.

A. *Applicability.* The rates set out in this chapter shall be charged for all water sold, supplied, distributed or transported by the city for all bills prepared after the effective dates, without proration, except as may be established by contract or elsewhere provided in this Code.

B. *Inside and outside city limits.* All rates for meters and water sold, supplied, distributed or transmitted to customers within or outside the city limits, unless otherwise herein specified, are specified in appendix A, as adopted by [and attached to] Ordinance No. 2014-006 on May 19, 2014, and as the same may hereinafter be amended by ordinance of the city council, (hereinafter "appendix A").

C. *Billing.* Billing shall be on a bimonthly basis. A service charge shall be made for each account in each billing period and for each partial billing period for new customers or customers terminating service as specified in appendix A.

D. *Service determination.* The charges for service types shall be determined as follows:

1. Single-family residential, MIII, untreated water, reclaimed, nonresidential and fireline water customers shall be charged as specified in appendix A.

2. Multiple-family residential customers shall be charged by dividing the total number of dwelling units in that customer's complex into the total amount of water used for the billing period; a charge for the resulting average quantity of water used per dwelling unit is then calculated in the same manner as is done for single-family
residential dwelling units.

3. During city council declared water shortage events, the rates shall be charged as specified in chapter 22.171 of this Code.

E. **Pass-through charges.** The rates charged for all water supplied by the city shall be established by ordinance of the city council. Each customer receiving water service is liable for payment for such service at the rates so specified in appendix A.

   The city council authorizes the imposition of future water rate increases when the water rates, pumping charges, or other utility charges for water purchased or used by the city, increase as a result of increased charges to the city from other agencies. Such increases shall be derived from and limited solely to the increases in the rates, pumping charges, or other utility charges that the city pays for the water purchased or used.

   The general manager shall provide written notice to the city council and customers of any such rate increases not less than 30 days before the effective date of the rate increases. Any such notice may be provided in the city's regular billing statements.

   This pass-through authority shall be of no further force and effect five years after the effective date of Ordinance No. 2012-016.

F. **Billing adjustments.** Billing adjustments may be made by the Ventura Water General Manager or designee once every five years for a premises in cases of abnormal high water usage. To qualify for a billing adjustment, a premises' water usage must be more than twice the two-year water consumption average for that premises as calculated by
Ventura Water. If the abnormal high water usage is caused by one or more leaks, the leak(s) must be corrected prior to any billing adjustment. Any billing adjustment shall be made in accordance with policies established by Ventura Water.

Sec. 22.160.020. - Private fire lines.

A. *Inside or outside city limits.* Billing shall be on a bimonthly basis. The rate for standby water service, and any water consumed by private fire lines within the area serviced by Ventura Water and exclusively for fire protection, whether such lines be connected with automatic sprinkling systems or to hose attachments, shall be as specified in appendix A.

Sec. 22.160.030. - Payment of bills.

A. *Generally.* Bill for all charges for water sold, furnished, supplied or delivered by Ventura Water shall be due and payable at City Hall upon the date of mailing of the bill.

If not paid 19 days thereafter, the bill shall be deemed delinquent. If not paid within 30 days after the date of mailing to the customer, a ten-percent late payment assessment will be applied to all delinquent accounts, at which time a notice of delinquency and intent to discontinue service will be mailed to the customer of record.

Every notice of termination of service shall include all of the information required in Public Utilities Code Section 10010.1(d). If payment is not received within 45 days after the mailing of the notice of delinquency and impending termination, a ten-day notice of intent to terminate water service will be delivered to the residence and placed in a conspicuous location at the premises. Charges, as specified in appendix A, will be applied to the customer’s account.

Service will then be discontinued if payment has not been received or arrangements made to pay the delinquent bill. If
payment is not made within the specified time as identified above or for any other reason relating to nonpayment of an outstanding bill or charge, including the return of a check for nonsufficient funds, a service charge as specified in appendix A shall be charged and due and payable with respect to each time service is discontinued.

In the event the customer, or a tenant of the customer submits certification from a primary care provider, as defined in Welfare and Institutions Code Section 14088, that the discontinuation of service will be life threatening or pose a serious threat to the health and safety of any resident of the premises where water service is provided, the City will not discontinue the service if the customer agrees to enter into an amortization agreement.

The City will waive interest charges on delinquent bills once every 12 months for low income customers as defined in Health and Safety Code Section 116914(b), including, but not limited to, if the customer declares that the household’s annual income is less than 200 percent of the federal poverty line.

If a residence is served by an individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, or mobilehome park, and the owner, manager, or operator is the customer of record, the City will make a reasonable, good faith effort to inform the occupants, by means of written notice, when the water service account is in arrears and subject to disconnection at least 10 days before water service is shut off.

Any customer having initiated a complaint or request for an investigation within five days of receiving the disputed bill, or who has, before termination of service, made a request for an extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall be given an opportunity for review of the complaint or request for investigation.

The review shall include consideration of whether the customer shall be permitted to amortize any unpaid balance of delinquent account over a reasonable time not to exceed 12
months. No termination of service shall be effected for any customer complying in full with the amortization agreement. If the customer fails to comply with the amortization, the city shall discontinue service at the premises.

Should an account not be paid in full by the 60th day after the mailing date on the original bill, an additional penalty assessment shall be added as specified in appendix A.

Any debt older than 75 days may be assigned to a collection agency. Any fees or interest charged by the collection agency will be added to the debt and become part of the total due.

Except as provided in Section 10009 of the Public Utilities Code, where water has been shut off, service shall not be restored until all required payments (including, without limitations, arrearage, penalties, and service charges) have been paid in full.

Partial payments shall be credited to sewer charges, if any, with any balance being credited to water charges.

Whenever a consumer has been overcharged or undercharged for water or sewer service for any reason, required retroactive adjustment will be made for a maximum period of two years from the date that the error is first determined by the city. Any overpayment to be adjusted shall be credited to the next or succeeding bills, unless other arrangements are requested and agreed upon.

B. Opening, transferring or changing of service accounts. A service charge, as specified in appendix A, shall be charged for opening a water service account, transferring a water service account, or changing water service account information.

Same day service, except in an emergency situation, to have water turned on or off during customary business hours (7:00 a.m. to 4:30 p.m., Monday through Friday, closed alternate Fridays) shall result in a charge a specified in appendix A. To have the water turned on or off at any time after hours (this includes weekends and city-observed holiday), the charge shall be as specified in appendix A.
c. *Removal of meter and reinstallation.* In the event a customer turns on the water service or permits or causes water service to be turned on after water service has been turned off for non-payment or noncompliance, Ventura Water shall again turn off the service and remove the meter. The customer shall pay a charge as specified in appendix A in addition to other amounts due, before water service is restored.

**Sec. 22.160.040. - Application of funds.**

Funds received from the collection of charges and rentals for water shall be deposited by the Ventura Water General Manager with the city treasury in the water fund. Funds from the water fund shall be available, upon appropriation by the city council, for the payment of the cost and expense of acquisition, construction, reconstruction, maintenance and operation of water facilities.

**Sec. 22.160.050. - Appeal process.**

Any customer who does not agree with a bill for their account pursuant to this Chapter shall have the right to appeal as follows:

The appeal must be in writing, legible, and received by the General Manager within 15 calendar days of the bill submitted to the customer. The written request for appeal consideration shall include:

- A description of the reason for the appeal; and,
- Evidence supporting the appeal; and,
- A suggestion for resolution of the dispute, if any.

Within 15 calendar days of receipt of the written appeal, the General Manager will notify the customer of confirmation of receipt of the appeal and a timeline for the General Manager's written independent determination of the disputed bill.

The General Manager's determination may be appealed in writing to the City Manager within 15 calendar days of the
mailing of the General Manager's determination. The appeal of the General Manager's determination shall be heard and considered by the City Manager at a time and place set by the City Manager within 30 calendar days from the City Manager's receipt of an appeal, but no public hearing is required. The City Manager shall provide to the Applicant notice of the time and place for the appeal hearing at the address listed in the appeal filed by the Applicant. The City Manager may, in his or her discretion, affirm, reverse, or modify the determination accordingly. The City Manager's decision shall be final.
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To: Ventura Water Commission

From: Susan Rungren, Ventura Water General Manager

Subject: Water Conservation Programs Update

RECOMMENDATIONS

Staff recommends that the Water Commission receive this written report and oral update to Ventura Water’s Water Conservation Programs.

PREVIOUS MEETINGS

March 9, 2015, the City Council approved the proposed landscape incentive plan, authorized the Ventura Water General Manager to initiate contracts to help administer the Program, and authorized the increase of appropriations by $770,000 to implement the Program.

June 29, 2015, the City Council authorized a Professional Services Agreement with WaterWise Consulting to act as the third-party administrator for the Water Wise Incentive Program and the application for Proposition 84 Grant Funds.

February 23, 2016, the Water Commission received and approved staff recommendations for the Water Wise 2.0 Incentive Program including advisory approval to make retroactive payouts for projects completed under the 2015 Water Wise Incentive Program.

June 6, 2016, the City Council authorized a Professional Services Agreement with WaterWise Consulting to act as the third-party administrator for the City of Ventura’s Water Wise 2.0 Incentive Program.

July 17, 2017, the City Council authorized a Professional Services Agreement with WaterWise Consulting, Inc. to act as the third-party administrator for a the Regional Water Wise Incentive Program and approved the Memorandum of Understanding (MOU) with Casitas Municipal Water District and the City of Santa Paula in order to fully implement the Proposition 84 Integrated Regional Water Management Grant requirements.
March 19, 2018, the City Council authorized a Professional Service Agreement with WaterWise Consulting, Inc. to act as the third-party administrator for the City of Ventura’s Irrigation Retrofit Program.

August 5, 2019, the City Council authorized a Professional Service Agreement with WaterWise Consulting, Inc. to act as the third party administrator for the City of Ventura’s Instant Hot Water Recirculating Systems Program.

BACKGROUND

In 2015 City Council approved the Water Shortage Event Contingency Plan and Emergency Response Plan per the requirements of the Urban Water Management Act. This plan identified many city deliverables, one of which is to provide customers incentives to implement water efficient practices to reduce outdoor and indoor water use. In 2016 Executive Order B-37-16 instructed State agencies to help Californians adopt permanent changes to use water more wisely through a framework that promotes efficient use of the State’s water resources in all communities, whether conditions are wet or dry, and prepares the State for longer and more severe drought cycles that are predicted to mark the future.

In the fifth consecutive year of a Stage 3 Water Shortage event, investing in customer-based water efficiency programs and providing water saving incentives remains a priority for the City.

Despite a rainy winter, the City of Ventura’s local water sources continue to be challenged by prolonged drought conditions, environmental, regulatory, operational and legal constraints necessitating conservation to become a way of life. Since declaring a Stage 3 Water Shortage Event in 2015, Ventura residents have done an outstanding job meeting and exceeding the conservation requirement of reducing usage by 20 percent. In 2018, Ventura Water customers reduced their water consumption by an annual average of 23 percent when compared to pre-drought years and to date in 2019 by an average of 26 percent.

Since 2015 the City’s Water Wise Turf Replacement Program has provided cash rebates to customers who replace their lawns with low water use landscapes. To date, 734 projects have been completed with approximately 665,507 square feet of turf removed for an estimated project water savings of 44 acre feet per year (AFY) or 14,193,933 gallons annually.

In June 2018, staff launched an Irrigation Retrofit Program that provides professional installation and formal training of weather-based irrigation controllers and high efficiency sprinkler nozzles at no cost to the customer. The program continues to have tremendous participation. To date, over 600 controllers have been installed for an estimated water savings of approximately 25 AFY or 8,100,000 gallons and over 9,276 high efficiency sprinkler nozzles for an estimated water savings of 51 AFY or 16,637,526 gallons annually for a combined water savings of 76 AFY.
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New Indoor Programs

In an effort to expand and encourage water savings opportunities indoors Ventura Water staff identified a simple solution to water waste while waiting for water to warm up – Instant Hot Water Recirculating Systems. In the average home, if hot water is used 10 times per day, 31 gallons of water is wasted running faucets/showers while waiting for hot water. In a year this equates to 11,461 gallons of water wasted per household.

The Instant Hot Water Recirculating Systems Program offers qualifying customers a free recirculating hot water pump, a small appliance that works in conjunction with existing hot water plumbing to provide hot water quickly to plumbing fixtures. Unheated water left in the plumbing line is recirculated back to the hot water heater as opposed to running down the drain. Recirculating hot water pumps are estimated to save up to 15,000 gallons a year per residential household for an estimated program savings of 7 AFY or 2,292,200 gallons annually.

WaterWise Consulting Inc., Ventura Water’s third party consultant, processes customer applications, conducts pre-inspections and provides qualifying customers a free recirculating hot water pump. Under the program customers are given 45 days to install the unit and are encouraged to hire a licensed plumber. No City Building & Safety permit is required for installation and WaterWise ensures program compliance by requiring participants to submit a photo for proof of installation. The program was authorized by City Council in August and officially launched in September 2019. To date over 50 percent of program funds are reserved with over 230 applications received.

Additionally, in August staff added two more indoor water saving rebate incentives. Qualifying customers are eligible to receive a $100 rebate for the purchase of a high efficiency toilet with a gallon per flush (GPF) rating of 1.1 or less and $150 for the purchase of a high efficiency washing machine with a factor of 3.7 or less. Customers that have purchased a high efficiency toilet or washing machine on or after January 1, 2019 are eligible. To date over 60 rebate applications have been received. To apply for Ventura Water’s water efficiency programs and rebates visit [www.venturawater.net](http://www.venturawater.net).
Program Communications and Advertising

Ventura Water continues to employ multiple media outreach strategies to better engage and inform customers of water efficiency program rebates and incentives. While maintaining traditional communication methods like social media, bill inserts and the monthly Pipeline E-newsletter, one of the more successful methods for connecting customers with water saving rebates and incentives is the free in-home water surveys. Typically triggered by high water usage, customers can request a free survey by telephone or online to better understand how they can lower their water usage in and around their residence or business. The surveys serve the purpose of identifying leaks, areas of excessive consumption and opportunities for efficiency improvements. The surveys are an extremely effective form of advertising and the personal interaction ensures customers better understand rebate programs and incentives that fit their specific needs. In addition to educating and equipping customers to be more water efficient, the surveys help to dispel misinformation. Since 2014, over 700 customers have participated.

Education and Outreach

Ventura Water continues to promote water conservation as a way of life through comprehensive education and outreach opportunities. Ventura Water offers classroom presentations and field trip opportunities to Kindergarten through 12th grade students. Ventura Water’s Green Schools Program offers grade specific lesson plans that focus on local water resources, water conservation, water treatment and more. During the 2018-2019 school year the program reached approximately 5,800 students in over 234 classrooms. Additionally, Ventura Water continues to partner with the MERITO Foundation, a local non-profit organization, to provide meaningful watershed experiences to multicultural youth in the City of Ventura. The partnership brings over 500 students a year through the Ventura Water Reclamation Facility for a day of hands-on, field-based learning. Lastly, Ventura Water’s outreach team provides education and free water efficient devices at more than 20 community events throughout the year.

Prepared by Craig Jones, Management Analyst II:

[Signature]

Susan Rungren
Ventura Water General Manager