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on tap

CALIFORNIA WATER ASSOCIATION

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IN THIS ISSUE:

- Celebrating 75 Years of Working Together, Achieving Results at CWA's Annual Conference....2
- California Water Association Welcomes New Officers....6
- CWA Cites Public Interest in Claremont Decision....7
- California American Water Launches Pipeline Project on Monterey Peninsula....8
- Investor-Owned Water Companies Comment on Proposed Amendments to Water Quality Enforcement Policy....9
- California Water Service (Cal Water) Hosts 90th Birthday Celebration for the Public....10
- Lukins Brothers Water Company Featured in *Lake Tahoe News*....10
- CWA Member Companies Participate in High School Work Study Program....11
- California American Water Acquires Meadowbrook Water Company....12
- Cal Water's Chris Whitley and Golden State Water Company Earn Prestigious Awards at NAWC and AWWA CA-NV Annual Conferences....13
- *WaterWorld* Magazine Publishes CWA Article On Drought Management....14

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MESSAGE FROM THE PRESIDENT

There is much to be proud of as we reflect on California Water Association's (CWA) 2016 accomplishments. Topping the list is the enactment of three bills sponsored by CWA that were designed to (1) provide notice to water utilities and the California Public Utilities Commission when Groundwater Sustainability Agencies propose fee or rate increases, (2) enable customers to pay their bills with credit or debit cards without paying additional transaction fees, and (3) reduce pressure on rates for customers of small water companies in disadvantaged communities by adding a loan forgiveness component to loans from the state for capital improvements. Assembly Bill 2874, Assembly Bill 1180 and Senate Bill 1456 are now California law.

CWA and its members also provided technical input on pending legislation and proposed policy measures and regulations aimed at the water utility industry. At the same time, the investor-owned water companies (IOWCs) actively encouraged customers to continue conserving water during California's fifth drought year with creative campaigns and innovative communication efforts. IOWCs also responded quickly and effectively to system breaches and devastating wildfires throughout the state while preparing for potential local and statewide emergencies.

This edition of *On Tap* includes several articles spotlighting CWA's recent efforts to support its members in providing customers with safe, reliable and high-quality water. They include:

- Celebrating 75 Years of Working Together, Achieving Results at CWA's Annual Conference
- California Water Association Welcomes New Officers
- CWA Cites Public Interest in Claremont Decision
- California American Water Launches Pipeline Project on Monterey Peninsula
- Investor-Owned Water Companies Comment on Proposed Amendments to Water Quality Enforcement Policy
- California Water Service (Cal Water) Hosts 90th Birthday Celebration for the Public
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- *WaterWorld* Magazine Publishes CWA Article On Drought Management

To view *On Tap* in PDF format, click here, or access the online version on CWA's website at www.calwaterassn.com.

As we look ahead to 2017 and the challenges we inevitably will face, it's reassuring to know we're in this together. I want to thank all of you who dedicated your time and expertise in 2016 to make CWA the organization it is…effective, valued and respected.

Sincerely,

Greg Milleman

Greg Milleman
California Water Service
2015-2016 CWA President

For Instant CWA News:

California Water Association

CWA 75TH ANNIVERSARY

CELEBRATING 75 YEARS OF WORKING TOGETHER, ACHIEVING RESULTS AT CWA'S ANNUAL CONFERENCE

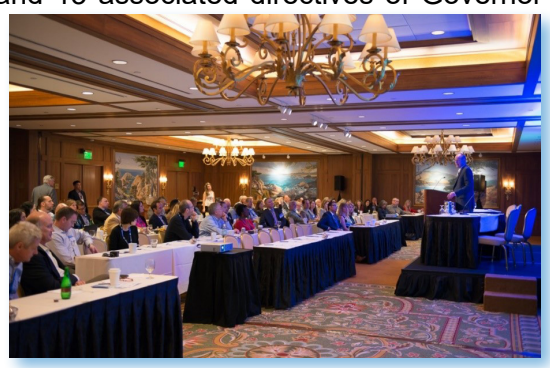
The California Water Association's (CWA) 2016 Annual Conference in Monterey on November 3 celebrated the association's diamond anniversary with the theme "75 Years of Working Together, Achieving Results." CWA 1st Vice President Lawrence Morales, President, East Pasadena Water Company, welcomed attendees and provided opening remarks on the big issues facing the water industry.

CWA President Greg Milleman, Director of Field Operations, California Water Service (Cal Water), recapped highlights of CWA's work during the past 75 years. Among the accomplishments, Milleman shared successes on the regulatory and legislative fronts, drought management, communications, supplier diversity and more.

Outgoing CWA President Greg Milleman Accepting a Plaque of Appreciation from 2017-18 CWA President Lawrence Morales

Ethan Rarick, Associate Director, Institute of Governmental Studies, UC Berkeley, talked about what to expect after the November elections. He discussed the differences between the presidential candidates and discussed the election forecasts, the research behind the forecasts, presidential approval ratings and who will win the Senate.

CWA Executive Director Jack Hawks led the first panel of the day on "Long-Term Water-Use Efficiency Standards: What Should They Look Like? What Will They Look Like?" He was joined by Kamyar Guivetchi, Manager, Statewide Integrated Water Management, Department of Water Resources (DWR); Eric Oppenheimer, Chief Deputy Director, State Water Resources Control Board (SWRCB); Rami Kahlon, Director, Water Division, California Public Utilities Commission (CPUC); and Heather Cooley, Director, Water and Sustainability Program, Pacific Institute. The panelists discussed the four key components and 13 associated directives of Governor Brown's Executive Order B-37-16, "Making Conservation a California Way of Life." Five state agencies – DWR, SWRCB, CPUC, Dept. of Food & Agriculture, and the California Energy Commission are charged with implementing the directives.



Attendees at the 75th CWA Conference

A draft report containing the framework for implementation was issued in early December, and dozens of parties, including CWA, filed comments on December 19, 2016. Like most of the parties, CWA expressed general support for the framework and identified areas of concern. CWA also offered suggested edits to

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CELEBRATING 75 YEARS OF WORKING TOGETHER, ACHIEVING RESULTS AT CWA'S ANNUAL CONFERENCE...CONTINUED

the report on the water loss directive pertaining directly to investor-owned water utilities regulated by the California Public Utilities Commission. The comment letter can be found here.

Sue Mosburg, Program Manager, Sweetwater Authority and Chair, American Water Works Association (AWWA) CA-NV Section Water Loss Control Collaborative, followed the panel discussion with a presentation on "Implementing SB 555: Validated Water Loss Audits and Reporting." Given SB 555's focus on water loss control, Mosburg provided an overview of the bill's implications and how it will be implemented. She encouraged water utilities to take advantage of AWWA's free Water Audit Software and Water Loss Technical Assistance Program and provided details on the California Water Loss Control Collaborative.

Jim Wollbrinck, Manager of Security and Business Resiliency, San Jose Water Company, moderated the second panel, "Managing a Disaster in Real Time." Panelists included Adrienne Arnold, Emergency Planning and Security Analyst, San Francisco Public Utilities Commission (SFPUC); Eric Sabolsice, Coastal Division General Manager, California American Water (CAW); and Greg Milleman. Wollbrink gave an overview of real-time disaster management, and Sabolsice presented on CAW's response to the 2016 Soberanes Fire. CAW worked closely with Cal Fire, and was fortunate that no customers' homes or property were lost.

Cal Fire Responding to the Soberanes Fire

Filling Water Tenders at Fire Hydrants During the Soberanes Fire

Arnold discussed the destruction caused by the 2013 Rim Fire, which burned through the roof of SFPUC's Holm Powerhouse, destroyed multiple non-critical structures and various communications systems and damaged roads. She shared lessons from the fire, including the importance of maintaining redundant operational systems and documentation as well as planning in advance and continually communicating through all available channels.

Rim Fire

Rim Fire Structure Damage

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CELEBRATING 75 YEARS OF WORKING TOGETHER, ACHIEVING RESULTS AT CWA'S ANNUAL CONFERENCE...CONTINUED

Milleman described Cal Water's response and management approach to the devastating effects of the late June 2016 Erskine fire in four of its Kern River Valley service areas (bordering the southeast edge of Lake Isabella in Kern County, about 45 miles northeast of Bakersfield). Of particular note was activation of its Emergency Operations Center in Bakersfield and its Incident Command Center in Kern River Valley (the latter moving three times as the fire spread to its full 48,000-acre footprint). He described how Cal Water effectively and professionally addressed all of the priorities and challenges simultaneously – employee and customer safety, water supply and pressure, water quality, distribution of 4,000 cases of bottled water while service was being restored, and public information, ongoing communications and monetary/logistical assistance to customers.

CPUC Executive Director Timothy Sullivan provided a brief overview of the CPUC during his luncheon keynote address. He also shared operational reforms taking place such as tracking commission proceedings and advice letters, instituting leadership training, onboarding new employees and implementing a safety action plan and safety flag system.

Timothy Sullivan, Executive Director, California Public Utilities Commission

The afternoon panel on "California's Water Utility Consolidation Program: Water IOUs Doing Their Part" was moderated by Cindy Forbes, Deputy Director, Division of Drinking Water, SWRCB, and included panelists Audie Foster, Director of Northern Operations, California American Water, and Denise Kruger, Senior Vice President, Regulated Utilities, Golden State Water Company. Forbes summarized the state's mandatory water utility consolidation program, noting that it was one of the State Water Board's chief tools being utilized to implement the human right to water law, enacted in 2012, which states that "every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes." The program, which began in 2015, requires certain water systems (identified by the SWRCB) that consistently fail to provide safe drinking water to consolidate with, or receive an extension of service from, another public water system.

Cindy Forbes, Deputy Director, Division of Drinking Water, State Water Resources Control Board

Kruger and Foster discussed three of their companies' more challenging acquisitions: the Rural Water Company (950 service connections) in San Luis Obispo County (Golden State Water); Dunnigan Water Works (243 connections) and Oxbow Marina Mutual Water Company (90 connections) in Yolo and Sacramento Counties, respectively. The CPUC-regulated investor-owned water utilities have been doing their part without a consolidation order, having acquired or extended service to 13 small systems since 2012. Of these, 12 systems, totaling more than 4,000 service connections, were actually acquired, with an investment of more than $12.8 million.

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CWA 75TH ANNIVERSARY

CELEBRATING 75 YEARS OF WORKING TOGETHER, ACHIEVING RESULTS AT CWA'S ANNUAL CONFERENCE...CONTINUED

The conference concluded with closing remarks by CPUC Commissioner Catherine J. K. Sandoval, who discussed the CPUC's drought management policies and the regulated water companies' outstanding conservation performance in complying with the CPUC's and State Water Board's policies. She also discussed her proposed decision (since approved unanimously by the Commission) in the CPUC's "balanced rates" Order Instituting Rulemaking, which called for significant changes in rate design, sales forecasting and Advanced Metering Infrastructure deployment – all for the purpose of minimizing the unintended revenue consequences associated with the drought and inaccurate sales forecasts.

CPUC Commissioner Catherine J. K. Sandoval Accepting the Carmel River Watershed Conservancy Award from Executive Director Lorin Letendre

CPUC Commissioner Catherine J. K. Sandoval Accepting the Monterey County Board of Supervisors' Resolution from CWA Executive Director Jack Hawks

Outgoing CWA President Greg Milleman and 2017-18 CWA President Lawrence Morales Accepting the California Assembly Resolution from Assembly Member Mark Stone (D-Santa Cruz) Honoring CWA on its 75th Anniversary

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CALIFORNIA WATER ASSOCIATION WELCOMES NEW OFFICERS

The California Water Association welcomes the following new officers who were elected at the November Board of Directors' meeting to serve two-year terms beginning January 1, 2017:

- **President:** Lawrence Morales, East Pasadena Water Company, President
- **First Vice President:** Keith Switzer, Golden State Water Company, Vice President of Regulatory Affairs
- **Second Vice President:** Evan Jacobs, California American Water, External Affairs Manager
- **Third Vice President:** Jeanne-Marie Bruno, Liberty Utilities, Vice President and General Manager
- **General Secretary/Treasurer:** Joel Reiker, San Gabriel Valley Water Company, Vice President of Regulatory Affairs
- **Immediate Past President:** Greg Milleman, California Water Service, Director of Field Operations

Members at Large include:

- Timothy Guster, Great Oaks Water Company, Vice President and General Counsel
- Palle Jensen, San Jose Water Company, Senior Vice President
- Robert Kelly, Suburban Water Systems, Vice President of Regulatory Affairs
- R.W. Nicholson, San Gabriel Valley Water Company, President
- Kevin Tilden, California American Water, Vice President of External Affairs
- Paul Townsley, California Water Service, Vice President of Regulatory Matters and Corporate Affairs

CWA CITES PUBLIC INTEREST IN CLAREMONT DECISION

The County of Los Angeles Superior Court ("the Court") issued its final decision December 9, 2016, rejecting the City of Claremont's (the "City") attempt to seize the Claremont water system by eminent domain in a legal case between Golden State Water Company ("GSWC") and the City. In December 2014, the City initiated legal action to acquire the water system by filing a complaint against GSWC. The trial to determine the City's right to seize the water system by eminent domain concluded in August 2016. GSWC serves approximately 11,000 customers in Claremont.

Among the many conclusions made by the Court in its 41-page decision was recognition of GSWC's excellent record of water quality and service reliability. The decision stated, "The Court will dismiss the complaint because Golden State has proven that the City's plans for operation of the Claremont water system do not provide adequate assurance that it will maintain water quality, safety and reliability in the Claremont service area at the level now provided by Golden State."

Commenting on the final decision, Robert J. Sprowls, GSWC President and Chief Executive Officer, said, "Since 1929, Golden State Water has provided high-quality water to residents and businesses in the City of Claremont, so we were pleased that when the facts were considered, the judge ruled in our favor," said Sprowls. "From the outset of the trial, we have maintained that the City's claims were without merit and continued to demonstrate that Golden State Water has operated transparently and in the best interest of the community. We look forward to continue serving this community like we've done for over eight decades, and are equally committed to being a strong community partner in its future," Sprowls continued.

The California Water Association, in its statement, said, "The Court's decision is a victory for the public interest and common sense. Takeover advocates promise lower rates and cost savings when encouraging local governments to attempt an eminent domain takeover of a privately owned, regulated public water utility. In this case, those promises turned out to be false, and the Court's decision affirms that sound public policy should side with the professional water utilities best positioned to provide safe, reliable drinking water service to local communities."

"Investor-owned water utilities have a long track record of providing reliable, high-quality water at a reasonable cost with top-notch customer service. Many have served California communities for generations and have been strong leaders in the effort to conserve during the drought. This is a proud legacy that CWA looks forward to continuing."

THE QUALITY & SERVICE FOCUS

CALIFORNIA AMERICAN WATER LAUNCHES PIPELINE PROJECT ON MONTEREY PENINSULA

On October 17, representatives from California American Water (CAW), Monterey Peninsula Water Management District and Monterey Regional Water Pollution Control Agency joined local elected officials to launch the $50 million Monterey Peninsula pipeline project. Running from Seaside to Pacific Grove, the seven-mile pipeline will transport water from the Pure Water Monterey groundwater replenishment project and aquifer storage recovery project to Peninsula customers. Pipeline construction is expected to start in November and will help comply with the state's cease and desist order on pumping water from the Carmel River.

CAW Vice President of Operations Richard Svindland (left) with Monterey Peninsula Elected Officials and Agency Representatives at the Project's Groundbreaking Ceremony

CAW President Rob MacLean noted in a press release, "The pipeline construction represents the first tangible step in bringing a new source of water supply to the area. Special recognition is owed to the residents of the Monterey Peninsula who have done their part by becoming one of the lowest-per-capita water users in the country and who have showed tremendous patience while this complex process played out."

(L-R) Bill Kampe, Mayor of Pacific Grove; Libby Downey, Monterey Councilwoman; Rich Svindland, CAW Vice President of Operations; Dave Stoldt, General Manager, Monterey Peninsula Water Management District; and Paul Sciuto, General Manager, Monterey Peninsula Regional Water Pollution Control Agency

Pacific Grove Mayor and Monterey Peninsula Regional Water Authority President Bill Kampe praised the collaborative efforts of CAW and local governments, while Seaside Mayor Ralph Rubio said the project is a "great example of private and public agencies working together toward a common and beneficial goal." Monterey Mayor Clyde Roberson explained that "while there may be some traffic impacts, it's a small price to pay for what will be a permanent fix to our long-term water needs."

Monterey Peninsula Water Management District General Manager Dave Stoldt summed up the collaborative nature of the project, "We're entering an era where we can think regionally (about water). This pipeline is a partnership. This is a story of effective regional collaboration to solve a common problem that is both sustainable and cost-effective."

For project updates and a timeline, visit www.watersupplyproject.org.

Monterey Peninsula Water Management District General Manager Dave Stoldt Addressing Attendees at the Groundbreaking Ceremony

LEGISLATIVE AND REGULATORY UPDATE

INVESTOR-OWNED WATER COMPANIES COMMENT ON PROPOSED AMENDMENTS TO WATER QUALITY ENFORCEMENT POLICY

In October, the California Water Association (CWA), Cal Water and San Jose Water Company submitted comment letters to the State Water Resources Control Board (SWRCB) on the Draft 2016 Water Quality Enforcement Policy (Policy). The intent of the Policy, which amends the 2010 version, is to "protect and enhance the quality of the waters of the state by defining an enforcement process that addresses water quality problems in the most firm, fair, efficient, effective and consistent manner." While CWA supported the intent of the proposed amendments, the letter outlined three general areas of concern:

1. CWA emphasized that the Policy "creates a substantial risk of enforcement against drinking water systems for their relatively low-threat discharges" since it focuses on publicly owned treatment works and does not address some of the issues specific to potable water.
2. The Policy "should be modified to better incentivize drinking water systems to: engage in robust clean-up and collaboration efforts; behave not only reasonably and non-negligently, but proactively; establish an excellent historical record with respect to implementation of and compliance with applicable permits and waste discharge requirements; and to invest in and implement state-of-the-art discharge management practices that exceed industry practices for certain types of discharges."
3. The Policy should be modified to consider the critical public services provided to the wide range of consumers served by CWA drinking water system members, including customers in disadvantaged and small communities that do not have alternative water supplies.

To read the comment letters in their entirety, click on the following links: California Water Association, California Water Service, and San Jose Water Company.

MEMBER SPOTLIGHT

CAL WATER HOSTS 90TH BIRTHDAY CELEBRATION FOR THE PUBLIC

On October 30, California Water Service (Cal Water) celebrated its 90th birthday by hosting an afternoon of fun and entertainment for the public at the Visalia Convention Center. With more than 2,000 celebrants, the event featured song and dance performances by local youth groups, carnival games, free hotdogs and root-beer floats, a costume contest with prizes for kids and a vintage car show. Cal Water also paid homage to local 90-year-olds who attended the event.

To honor its commitment to find homes for rescued dogs and cats, Cal Water presented a donation to the Valley Oak SPCA, which brought adoptable animals to the event.

Cal Water was grateful for the partners and entertainers who helped with the celebration, including Kiwanis, Joey's Jumping Castle, A&W Root Beer, the Bethlehem Center, ImagineU Museum, the Visalia Police and Fire Departments, Character Counts, the Valley Oaks Chapter of the SPCA, Kids Edition, Ruby Slipper Performing Arts Academy, Visalia Independent Charter High School, the International Agri-Center and the Visalia Rawhide.

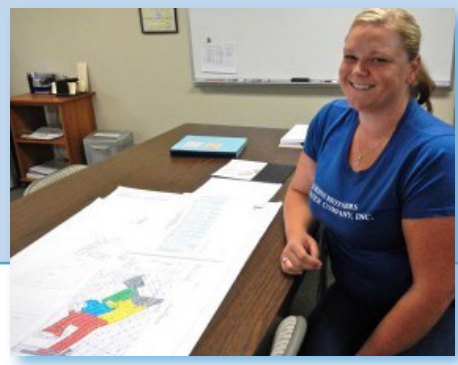
Best Costume Winner

Cal Water Staff Handing Out Popcorn

Dance Performance by Local Youth

LUKINS BROTHERS WATER COMPANY FEATURED IN *LAKE TAHOE NEWS*

Check out this *Lake Tahoe News* article about California Water Association member **Lukins Brothers Water Company!**


Jennifer Lukins

CWA MEMBER COMPANIES PARTICIPATE IN HIGH SCHOOL WORK STUDY PROGRAM

San Jose Water Company (SJWC) and California Water Service (Cal Water) are participating in Cristo Rey San José Jesuit High School's Corporate Work Study Program for the 2016-2017 academic year. Working in teams of four, the students job- share one full-time position with each student working five full days a month without missing any academic classes.

The interns at Cal Water will train with the utility's information technology, facilities, human resources and communications departments. Those working at SJWC will support the Information Governance Initiative by working on records management projects at two locations.

The Corporate Work Study Program helps students fund a portion of their tuition while empowering them to work, learn, lead and succeed.

Cal Water President and CEO Martin A. Kropelnicki noted in a press release, "This project is consistent with our purpose to improve the quality of life for our customers, communities, employees, and stockholders. We are excited to offer these students valuable, real-world experience and training in these fields and help them grow to become future leaders."

San Jose Water Students

Cal Water Students

CALIFORNIA AMERICAN WATER ACQUIRES MEADOWBROOK WATER COMPANY

On December 1, 2016, the California Public Utilities Commission (CPUC) approved California American Water's (CAW) acquisition of Meadowbrook Water Company for $4 million. CAW will begin serving the Merced County water system's approximately 1,650 water connections in 2017.

In a recent press release, CAW's Director of Northern California Operations S. Audie Foster said, "I am pleased to welcome Meadowbrook Water Company customers and am eager to introduce them to our conservation program that features rebates, free services and devices. Through this acquisition, we will be able to provide customers with safe and reliable water services at a reasonable rate."

CAL WATER'S CHRIS WHITLEY AND GOLDEN STATE WATER COMPANY EARN PRESTIGIOUS AWARDS AT NAWC AND AWWA CA-NV ANNUAL CONFERENCES

At its October Water Summit in San Diego, the National Association of Water Companies (NAWC) selected Chris Whitley, California Water Service (Cal Water), as the winner of this year's Living Water Award and Golden State Water Company (Golden State Water) for the 2016 NAWC Management Innovation Award and the Larry C. Larson Safety Award.

The Living Water Awards "give private water industry professionals an opportunity to acknowledge and applaud their colleagues who are 'living water' through their extraordinary dedication and commitment." Whitley, Local Manager of Cal Water's Kern River Valley and Antelope Valley Districts, was nominated for his exceptional leadership in acting quickly, calmly and efficiently during the deadly Erskine Fire in June that devastated the Kern County community in which he lives and works. His response helped to ensure the health and safety of thousands of residents. Whitely manually turned off meters at burned homes to ensure adequate water supplies for firefighters and arranged Cal Water relief crews to provide safe, reliable drinking water to customers affected by the fire. Whitley also distributed $23,000 in gift cards to fire victims through Cal Water's philanthropic giving program and helped raise more than $40,000 for the Erskine Fire relief fund.

The 2016 NAWC Management Innovation Award, which recognizes water companies for their pioneering and industry-changing ideas, was presented to Golden State Water for its "*Collaborative Conservation Education Campaign*." To counteract "drought fatigue," Golden State Water developed the extensive outreach effort to keep customers engaged and committed to meeting conservation targets while sharing their successes and ideas with others. The campaign included interactive contests, website forums and videos highlighting customers who have made conservation a way of life. As a result, water use drastically decreased, conservation targets were met throughout the service areas and customers reengaged with wise water-use practices.

Golden State Water also received the Larry C. Larson Safety Award from the California–Nevada Section of the American Water Works Association during its annual conference in October. Golden State Water was recognized for its commitment to making employees' health and safety a main priority and maintaining high morale among employees to provide a more proficient and productive workforce.

"There is nothing more important than the safety and well-being of our employees," said Golden State Water President and CEO Robert Sprowls. "Golden State Water takes great pride in training our employees and reducing the potential for accidents. We know the criteria for this award are stringent. To be recognized in this category speaks volumes about the hard work and preparation employees at Golden State Water put in to ensure a safe environment for all."

The award-winners were joined at the summit by David Henry, Cal Water's Director of Technical Services, who participated on the Water, Communication and Energy Utility Integration panel moderated by Commissioner Catherine J. K. Sandoval, California Public Utilities Commission.

Robert Sprowls, Golden State Water President and CEO, accepting the NAWC Management Innovation Award, along with Denise Kruger, Golden State Water Senior Vice President of Regulated Utilities

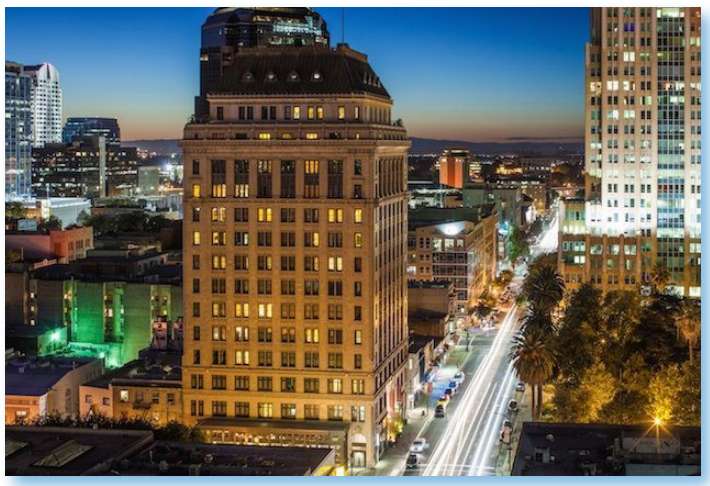
Brandy Hancocks, Golden State Water, Environmental, Health & Safety Compliance Manager accepting the Larry C. Larson Safety Award

POINTS OF INTEREST

WATERWORLD MAGAZINE PUBLISHES CWA ARTICLE ON DROUGHT MANAGEMENT

The California Water Association's (CWA) article, "Lessons Learned from California's Investor-Owned Water Utilities," appeared in the December 2016 edition of *WaterWorld* magazine. The article outlined several innovative approaches CWA member companies have employed to comply with Governor Brown's April 2015 Executive Order mandating a 25-percent reduction in water use between June 2015 and March 2016, as compared with the same months in 2013. The article also includes steps the water utilities are taking to prepare for the future while working closely with the California Public Utilities Commission on conservation regulations.

SAVE THE DATE!

California Water Association's 2017 Spring Conference

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