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on tap

CALIFORNIA WATER ASSOCIATION

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For Instant CWA News:



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MESSAGE FROM THE PRESIDENT

Members of the California Water Association (CWA) had reason to celebrate after Governor Jerry Brown acted on the bills passed by the California Legislature when it went into its final recess on August 31. On September 22, Governor Brown signed the last of three bills sponsored by CWA in the 2016 California legislative session. All three bills strengthen customer benefits and protections in the Water Code and Public Utilities Code. Additionally, many of the revisions suggested by CWA on other significant bills involving water utility operations were accepted by the Legislature.

Despite the good news on the legislative front, the real world of local and statewide crises, including fires and continued drought management, continue to occupy our time and attention. CWA members have been responding to these local crises, while planning ahead for potential statewide and local emergencies. They also have continued educating customers on wise water use and improving newly acquired water districts to ensure the delivery of safe, reliable and high-quality water to Californians.

These topics and more are included in the following articles in this edition of *On Tap*:

- Governor's Action on CWA Bills Closes Legislative Session on an Exceptional Note for Member Companies and Their Customers
- CWA Safety, Security and Emergency Management Committee Actively Preparing for Local and Statewide Emergencies
- First Phase of Golden State Water's American River Pipeline Conveyance Project Complete
- Del Oro Water Company Improves Newly Acquired Water Districts
- Golden State Water's Customers Raise Water-Wise Awareness with #H2OMakeover Contest
- Water Company Executives Report on Supplier Diversity Progress at CPUC En Banc Hearing
- Fontana Water Company Dedicates New Recycled Water Infrastructure
- Cal Water Responds Swiftly to System Breach

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

Sincerely,

Greg Milleman
California Water Service Company
2015-2016 CWA President

LEGISLATIVE AND REGULATORY UPDATE

GOVERNOR'S ACTION ON CWA BILLS CLOSES LEGISLATIVE SESSION ON AN EXCEPTIONAL NOTE FOR MEMBER COMPANIES AND THEIR CUSTOMERS

As the two-year session of the California Legislature drew to a close on August 31, more than 5,000 proposed laws, resolutions and constitutional amendments either died or passed to Governor Brown's desk. Throughout the year, the California Water Association (CWA), with Nossaman LLP's senior policy advisors leading the way, monitored and weighed in on several bills on behalf of CWA's members and their customers. Their work resulted in an exceptional year in Sacramento for CWA. Here is a recap of the most significant bills, beginning with the three bills CWA successfully sponsored.



Assembly Bill 2874 (Beth Gaines) – Signed into law/chaptered on August 17, 2016. This bill requires groundwater sustainability agencies to notify the California Public Utilities Commission (CPUC) before imposing or increasing a fee pursuant to their authority related to a groundwater basin that includes the service area of a regulated water utility. This statute provides an important customer protection because the CPUC will be apprised at the outset of any Groundwater Sustainability Agency action that would affect customers' rates and bills.

Assembly Bill 1180 (Cristina Garcia) – Signed into law/chaptered on September 9, 2016. This bill will establish a pilot program for Class A water companies (those with more than 10,000 service connections) allowing them to forego imposing the processing fee on customers who pay their bills with credit or debit cards. Instead, the water companies can treat this cost as an operating expense and recover it in rates, just as they do for the costs of all other payment options.

Senate Bill 1456 (Cathleen Galgiani) – Signed into law/chaptered on September 22, 2016. For regulated water systems with fewer than 3,300 service connections that have Safe Drinking Water State Revolving Fund loans, this bill would apply the principal forgiveness provisions associated with capital improvements made to CPUC-regulated water utilities, a feature that was previously available only to government-owned water agencies. CWA worked closely with the State Water Resources Control Board on the bill and is pleased that the customers of its members' smaller districts will now benefit when the Board forgives the remaining principal on an SRF loan.

Senate Bill 62 (Hill) – Signed into law/chaptered on September 29, 2016. The bill would establish the Office of the Safety Advocate (OSA) within the CPUC to advocate for the continuous, cost-effective improvement of safety management and safety performance of public utilities. The bill also would require, among other things, the OSA to promote public utility safety by: advocating for risk-informed, cost-effective public utility safety management and infrastructure improvements and for the transparency of safety information.

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LEGISLATIVE AND REGULATORY UPDATE

**GOVERNOR'S ACTION ON CWA BILLS CLOSES
LEGISLATIVE SESSION ON AN EXCEPTIONAL NOTE
FOR MEMBER COMPANIES AND THEIR CUSTOMERS
...CONTINUED**

Senate Bill 215 (Leno) – Signed into law/chaptered on September 29, 2016. This bill proposes a suite of reforms of the rules, operations and procedures of the CPUC pertaining to the laws and rules related to ex-parte communications and criteria and the process for disqualification of CPUC commissioners to a proceeding. With significant amendments made to the bill, CWA removed its opposition.

Senate Bill 512 (Hill) – Signed into law/chaptered on September 29, 2016. This bill proposes reforms of the operations and governance of the CPUC, including requiring the CPUC to hold no fewer than six sessions per year in Sacramento; expand the information required in its annual report and work plan to the Legislature and governor; require specific information on its website; apply the Code of Ethics from the Administrative Procedures Act to administrative law judges; and more. CWA successfully worked with a coalition of utilities to remove the ability for consortiums of local agencies to receive intervenor compensation.

Senate Bill 661 (Hill) – Signed into law/chaptered on September 29, 2016. This bill would modify “call before you dig” laws governing excavations near subsurface installations. Among other things, the bill would enhance the existing enforcement powers of specified state entities, revise liability provisions that apply to the pre-excavation notification and subsurface installation marking requirements for operators and excavators and establish the California Underground Facilities Safe Excavation Board to enforce laws relating to the protection of underground infrastructure. CWA met with the governor’s office to express concerns about regulated water companies being treated differently than public water agencies with respect to investigation and enforcement of damage to subsurface installations. However, CWA understands the governor’s longer term objective is to reach equity between the two types of utilities.

Assembly Bill 1794 (Garcia) – Signed into law/chaptered on September 21, 2016. This bill requires the governance structure of the Central Basin Municipal Water District from five elected members of the Board of Directors to seven members, who are both appointed and elected. It also creates a technical advisory committee composed of five water purveyors. The bill allows the appointed board members to serve a four-year term, but not in consecutive years.

Senate Bill 814 (Hill) – Signed into law/chaptered on August 29, 2016. This bill declares that excessive water use by a residential customer during a state of emergency based on drought conditions is prohibited. It further requires urban retail water suppliers to establish a method identifying and restricting excessive water use.

CWA appreciates the efforts of its members who took the time to analyze these bills and testify on short notice at the hearings, as well as those of Jennifer Capitolo and Pamela Loomis, whose hard work and diligence paved the way for successful outcomes of all of these bills. 

THE QUALITY & SERVICE FOCUS

CWA SAFETY, SECURITY AND EMERGENCY MANAGEMENT COMMITTEE ACTIVELY PREPARING FOR LOCAL AND STATEWIDE EMERGENCIES

Formed in 2013, California Water Association's (CWA) Safety, Security and Emergency Management Committee (SS&EM) provides a venue for member companies to share best practices to enhance safety, security, safety compliance and emergency preparedness. As Chair of the SS&EM Committee and Manager of Security and Business Resiliency at [San Jose Water Company](#) (SJWC), Jim Wollbrinck is well acquainted with the saying, "you never want to exchange business cards **during** a disaster!" According to Wollbrinck, "Emergency management is all about partnerships where water companies come together to get to know each other, plan with each other and, most importantly, conduct exercises with each other **before** a crisis occurs to maximize positive outcomes."

The SS&EM Committee members are working together and with other organizations in the emergency management community, including the [California Water/Wastewater Agency Response Network](#) (CalWARN), the Bay Area Emergency and Security Information Collaborative (BAESIC) and the California-Nevada Section of the American Water Works Association's Security and Emergency Planning Committee.

Additionally, the SS&EM Committee is partnering on several significant projects such as working with BAESIC on field-level incident command training. Pioneered by California Water Service (Cal Water), this training was successfully used to train Cal Water's field staff and SJWC's Distribution System field staff in 2016. In conjunction with other trainings developed by East Bay Municipal Utilities District (EBMUD) and Alameda County Water District, the best aspects of the various programs have morphed into a "best-in-class" approach. One valuable benefit of the trainings is a common curriculum that allows utility members to attend one another's trainings and gain the same level of information.

An example of a successful joint effort is the Water Sector Specific Position (WSSP) led by CalWARN. Initiated in 2008, the collaboration resulted in documentation, which was adopted by the California Office of Emergency Services and used in two emergency activations – the [2010 El Mayor](#) and [2014 South Napa](#) earthquakes. Both activations demonstrated the value of CalWARN and the benefit to CWA in strengthening this partnership. Lessons learned from the earthquakes prompted CWA and CalWARN utilities to revise standard operating procedures and work with the California Specialized Training Institute to update training materials. The goal was to complete the materials and conduct the first of several statewide training sessions on September 1, 2016, in Petaluma, CA in advance of Yellow Command 2016, an emergency management exercise in the Bay Area.



Emergency management also is about communication and coordination. CalWARN and the SS&EM Committee soon will begin using the same application provided by [The Alliance for Community Solutions](#), which will enable CWA to conduct mass notifications to its members for situation status updates, resource requests and utility response coordination. By allowing members to register with both organizations at the same time, CWA and CalWARN will be able to maximize joint planning and activation efforts. Another capability of the application, which is being explored, is the ability for water utilities to connect with other utilities with similar

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THE QUALITY & SERVICE FOCUS

CWA SAFETY, SECURITY AND EMERGENCY MANAGEMENT COMMITTEE ACTIVELY PREPARING FOR LOCAL AND STATEWIDE EMERGENCIES
...CONTINUED

Supervisory Control and Data Application, treatment and disinfection processes in advance of an activation. By working under the WSSP standard operating procedures, CWA members will integrate seamlessly with the greater CalWARN and water-response community.

Emergency management planning, partnering and communicating are important; however, participating in planning exercises also is critical. According to Wollbrinck, “A plan without exercise is nothing more than a doorstep!” Through CWA’s partnership with CalWARN, members have participated in a variety of exercises. Recently, SJWC represented the water sector in Yellow Command 2016. This exercise gave CWA and CalWARN a glimpse into the expected operations at the state level during an emergency. Working closely with agencies, such as the California Energy Commission, California Highway Patrol, California National Guard, California General Services Agency, the Environmental Protection Agency, Federal Emergency Management Agency and the Army Corps of Engineers, CWA gained insights into resources the water sector can leverage through these agencies when needed.

One of the key items identified during the exercises was the need for emergency fuel supplies after a major disaster, as was the case after Hurricane Katrina and Superstorm Sandy. An earthquake on the north ends of the San Andreas and Hayward Faults would dwarf the impacts of Katrina and Sandy and severely affect the refineries concentrated in the Bay Area. Fuel supplies for the Bay Area, much of the Central Valley and the Reno-Sparks area in Nevada would be diminished. Consequently, CWA members are working on mitigating this problem by developing comprehensive emergency fuel plans and partnerships with key stakeholders, including local and regional emergency managers. The goal is to conduct exercises based on the emergency fuel plans to ensure water utilities can respond to and recover from an earthquake.



Also in the planning stages is the Haywired Scenario exercise, which will be conducted in spring 2018. This exercise will simulate a 7.05 earthquake on the Hayward Fault to prepare member agencies and critical infrastructure for a large-scale event. Additionally, research conducted by the United States Geological Survey, EBMUD and SJWC has shown the Haywired Scenario would result in thousands of leaks for the two water utilities as well as tens of thousands of leaks region wide. The research indicated repair materials from local and regional distributors would not meet the demands to recover from the earthquake. Planning is underway to identify solutions to this potentially massive problem. 🌍

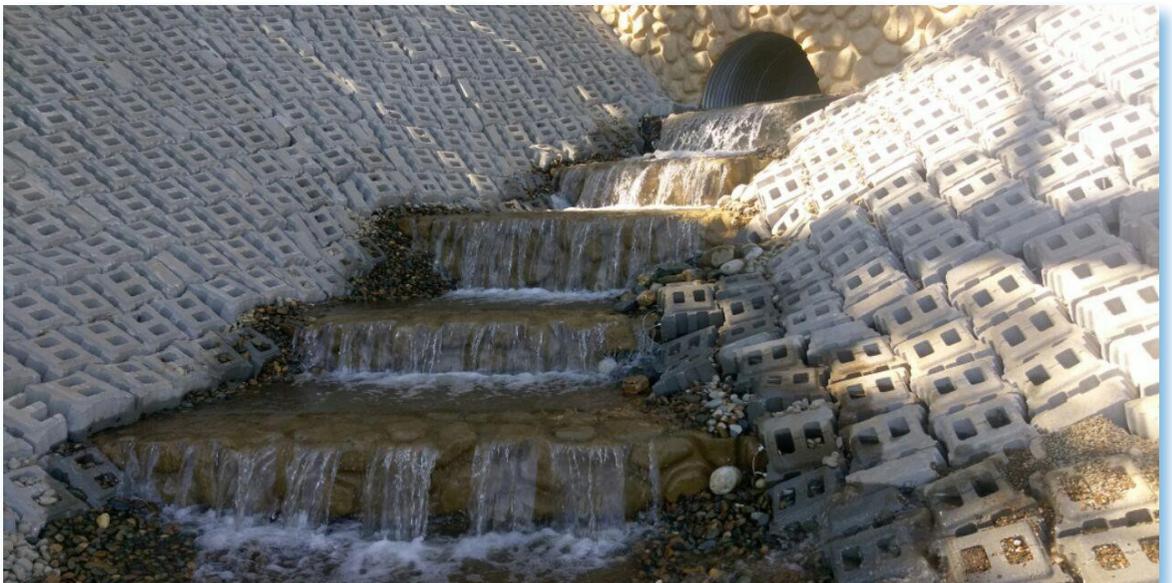
THE QUALITY & SERVICE FOCUS

FIRST PHASE OF GOLDEN STATE WATER’S AMERICAN RIVER PIPELINE CONVEYANCE PROJECT COMPLETE

After more than a year of construction to install approximately 7,400 feet of underground pipeline, the initial phase of the American River Pipeline Conveyance Project (Project) is complete. The Project, a collaborative effort by Golden State Water Company (Golden State Water), Aerojet Rocketdyne and Carmichael Water District, will provide replacement water supplies for Golden State Water’s customers in Gold River and portions of Rancho Cordova.

“Golden State Water’s Cordova System was severely impacted by the loss of several groundwater wells due to contamination, which resulted in a greater reliance on surface water,” said Paul Schubert, General Manager of Golden State Water’s Northern District. “This project is designed to capture remediated Aerojet Rocketdyne groundwater that is discharged into the American River and reintroduced into the water system, thereby augmenting regional water supplies.”

A dedication ceremony held on October 24, 2016, in Rancho Cordova, celebrated the completion of this historic Project. The new pipeline will be fully operational on January 1, 2017. In the meantime, Golden State Water and Carmichael Water District will perform ongoing testing and minor improvements to ensure water delivery is controlled and recorded appropriately.



MEMBER SPOTLIGHT

DEL ORO WATER COMPANY IMPROVES NEWLY ACQUIRED WATER DISTRICTS

With the enactment of Senate Bill 88 in mid-2015, the State Water Resources Control Board embarked on a program to require certain water systems that consistently fail to provide safe drinking water to consolidate with, or receive an extension of service from, another public water system. The consolidation can be physical or managerial. For many years, the Drinking Water Program, under the auspices of the State Board's Division of Drinking Water (DDW), has encouraged -- and will continue to encourage -- voluntary consolidations of public water systems.

The new authority under SB 88 now allows it to mandate consolidation of water systems where appropriate. These statutory changes to the Health and Safety Code give DDW authority to mandate such consolidations or extension of service following a series of specific actions. For the past 15 months, DDW has issued letters to water systems to consolidate with, or seek an extension of service, from a public water system. The recipients of such letters have up to six months from the date the letter is issued to voluntarily consolidate with, or receive extension of service from, a public water system. To date, six such troubled systems have been identified for consolidation under this program.

Prior to the SB 88 program, and concurrently with its implementation, the California Public Utilities Commission (CPUC) regulated water companies were and are active with their own voluntary acquisition programs of small water systems that are deficient in technical, managerial or financial capacity and compliance. At least a dozen such acquisitions have occurred in the past two years by CWA member company utilities.

Among the most active has been Butte County-based Del Oro Water Company (Del Oro), which, in 2015, acquired the Black Butte, Buzztail and Traver Water Districts from various sellers. Additionally, Del Oro applied to the CPUC to acquire Benbow Water Company in Humboldt County and Larkspur Meadows in Tehama County. The response to Del Oro's acquisitions from the vast majority of the affected customers has been positive.

Since acquiring the systems, Del Oro has completed significant capital improvements ranging from installing new customer meters, flow meters and control panels to flushing entire systems and hydrants; cleaning or rerouting discharge piping; replacing controls, hydrants and pumps; painting pressure tanks, wells and hydrants; activating a new mainline extension and completely retrofitting a well and more. And in the Traver District, Del Oro addressed existing water quality issues and performed an audit to identify service connections that were not being properly billed. Del Oro also is searching for undocumented valves and pipelines and metering all service connections. Plans also are in the works to drill a back-up well in Black Butte to augment the one well, which is the sole existing water source for the district.

Located in Glenn County, Black Butte District was purchased when the owner passed away and his children did not want to operate a water district. Black Butte has 82 service connections serving an estimated 160 customers.



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MEMBER SPOTLIGHT

DEL ORO WATER COMPANY IMPROVES NEWLY ACQUIRED WATER DISTRICTS...CONTINUED

Buzztail District in Butte County previously was operated by the Buzztail Community Services District (BCSD). With continuously growing complexities and operating costs, BCSD opted to sell the water district to a larger company that could take advantage of internal expertise and economies of scale to operate the system efficiently and effectively. Buzztail has 35 service connections and serves approximately 65 customers.



Satellite view of Buzztail District.

Tulare County's Traver District formerly was operated by another investor-owned water company, which no longer wanted

to deal with the complexities of the CPUC and other government agencies. Traver has 191 service connections serving an estimated 400 customers.

The descendants of the owners of Benbow Water Company in Humboldt County and Larkspur Meadows in Tehama County, for which Del Oro has applications pending with the CPUC, decided to sell their assets. Benbow has 134 service connections and Larkspur Meadows has 37.

Del Oro has been intentional in making the transitions as smooth as possible for customers beginning with converting existing databases and handwritten ledgers to Del Oro's data system to ensure customers didn't experience disruptions in meter readings or billing cycles. From the start, Del Oro made communication a top priority by mailing detailed, personalized welcome letters to customers with a "How to Read Your New Bill" diagram and frequently asked questions. This information also was made available online at www.delorowater.com.

Additional benefits to customers include access to a call center with district-specific phone lines answered 24/7/365 as well as website access for account management, payment options, detailed billing and usage history and routine and emergency customer alerts. Del Oro's bill format offers significantly more detail and information than the customers' previous bills. Expert staff also is available 24/7/365 to respond to emergencies, and the majority of maintenance and repair work will now be completed in-house, eliminating the delay and cost of using contract labor. Most importantly, customers are receiving the benefit of economies of scale in purchasing supplies and shared administrative costs, which will help keep rates as low as possible. 

MEMBER SPOTLIGHT

GOLDEN STATE WATER'S CUSTOMERS RAISE WATER-WISE AWARENESS WITH #H2OMAKEOVER CONTEST



In early August, Golden State Water Company (GSWC) launched its #H2OMakeover contest to promote responsible water use by encouraging customers to share their water-saving tips. Customers submitted written tips, photos or videos by email or on Twitter using the hashtag #H2OMakeover.

In an online poll at www.gswater.com, all GSWC customers had the opportunity to cast their votes from the five most creative tips selected by GSWC staff. The winner, Brooke in Apply Valley, was announced on September 2, 2016, and will receive an indoor conservation makeover consisting of up to two high-efficiency toilets, showerheads and features (faucet aerators, etc.), including installation. Brooke's winning tip encouraged customers to perform a monthly irrigation system audit.

In her entry, Brooke noted, "So much water is lost due to poor distribution, wrong sprinkler sizes, incorrect sprinkler direction and broken irrigation. In addition to lost water, if there is not proper irrigation distribution, the health of the trees, plants, shrubs and groundcover will suffer. Using the test mode of the automatic sprinkler system and physically checking each control box, valve and head monthly will save money, landscaping and water run-off."

Tips from the finalists included taking five-minute showers from Dayna in Clearlake; using an inline shut-off at the showerhead to stop water flow when soaping your body from Robert in Westmont; adjusting water time/frequency to best fit each plant's needs with minimal irrigation from Yanjie in Cypress; and collecting rinse water in plastic containers when doing dishes to water outdoor plants from Shyamala in Simi Valley.

"We are always seeking fun, innovative ways to engage with and educate customers regarding the importance of using water wisely and efficiently," said GSWC Water-Use Efficiency Manager Edwin DeLeon in a press release. "We hope the #H2OMakeover contest will raise awareness that simple changes can make a big impact."

GSWC shared the customer's conservation tips on its [website](http://www.gswater.com), [Twitter](#) and other social media channels. 

TOP WATER- SAVING TIPS!

#H2OMAKEOVER FINALISTS

Thank you to all those who participated in the Golden State Water Company #H2OMakeover contest
HERE ARE TIPS FROM OUR FINALISTS!

- 1** Perform a monthly audit on irrigation systems. So much water is lost due to poor distribution, wrong sprinkler size, incorrect sprinkler direction and broken irrigation. In addition to lost water, if there is not proper irrigation distribution, the health of the trees, plants, shrubs and ground cover will suffer. Using the test mode of the automatic sprinkler system and physically checking each control box, each valve, and each head monthly will save money, save the landscaping, save water from running off.
BROOKE C, APPLE VALLEY WINNER


- Take five minute showers**
2 DAYNA C, CLEARLAKE

Use an inline shut off at the showerhead, this will stop the water flow when **3** soaping your body.
ROBERT W, WESTMONT


- Adjust water** **4** time/frequency that best fit plant's needs with minimal irrigation.
YANJIE C, CYPRESS


- I have four 1-gallon plastic milk containers on my kitchen counter. Every time I hand wash dishes, I collect the water used for the final rinse of the dishes into these containers. When each gallon container is full, I add 1 teaspoon of Miracle-Gro powder, and 1 teaspoon of Epsom Salt. I then water my plants in my yard. Voila! I have the healthiest plants and the best blooms.
SHYAMALA K, SIMI VALLEY



www.gswater.com

POINTS OF INTEREST

WATER COMPANY EXECUTIVES REPORT ON SUPPLIER DIVERSITY PROGRESS AT CPUC EN BANC HEARING



For the first time in the 14-year history of its annual Diversity En Banc hearing, the California Public Utilities Commission (CPUC) hosted a panel of senior executives on September 21, 2016, from its regulated water utilities, who reported on their partnerships with certified minority vendors, suppliers and consultants during 2015.

With the theme, “Supplier Diversity: Success Through Leadership and Synergy,” the En Banc featured a summary of all utilities’ performance and the annual report to the Legislature on compliance with General Order 156 (GO 156), the CPUC regulation that governs utility procurement of goods, services and fuel from Women-, Minority-, Disabled Veteran- and LGBT-owned Business Enterprises.

In GO 156, the CPUC encourages investor-owned utilities to purchase 21.5 percent in goods and services from diverse firms (15 percent from minority owned firms, 5 percent from women-owned firms and 1.5 from percent disabled veteran-owned firms). In 2015, the program was extended to include lesbian, gay, bisexual and/or transgender businesses per Assembly Bill 1678 (Gordon).

At the hearing in South San Francisco, the CPUC reported that the companies participating in its supplier diversity program hit a new milestone of procuring more than \$8.9 billion in goods and services in 2015 from diverse business enterprises, principally from the huge energy and telecommunications utilities serving millions of people in California.

The En Banc also featured a panel of association executives representing various diverse business entities, moderated by retired Assembly Member Gwen Moore (who authored the original legislation establishing GO 156 in 1988), titled “The Diverse Community perspective on General Order 156.” Among the points made was the need for utilities to maintain direct contact with contractors and subcontractors as evolutionary changes continue in the procurement market to make it more efficient.

The En Banc also featured success stories and case histories from the suppliers themselves, including former Secretary of Housing and Urban Development (1993-1997) Henry Cisneros, who is now a partner in the investment banking firm, Siebert Cisneros Shank & Co. LLC.

- Commissioner Liane Randolph moderated the water industry panel, which comprised:
- Andy Gere, President and Chief Operating Officer, San Jose Water Company;
- Robert MacLean, President, California American Water;
- Robert Nicholson, President, San Gabriel Valley Water Company;
- Elissa Ouyang, Chief Procurement and Lead Continuous Improvement Officer, California Water Service;
- Richard Rich, General Manager, Suburban Water Systems;
- Greg Sorenson, President, Liberty Utilities – California (Park and Apple Valley Ranchos Water); and
- Robert Sprowls, President and CEO, Golden State Water Company.

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POINTS OF INTEREST

WATER COMPANY EXECUTIVES REPORT ON SUPPLIER DIVERSITY PROGRESS AT CPUC EN BANC HEARING...CONTINUED

These officials covered the following in their remarks:

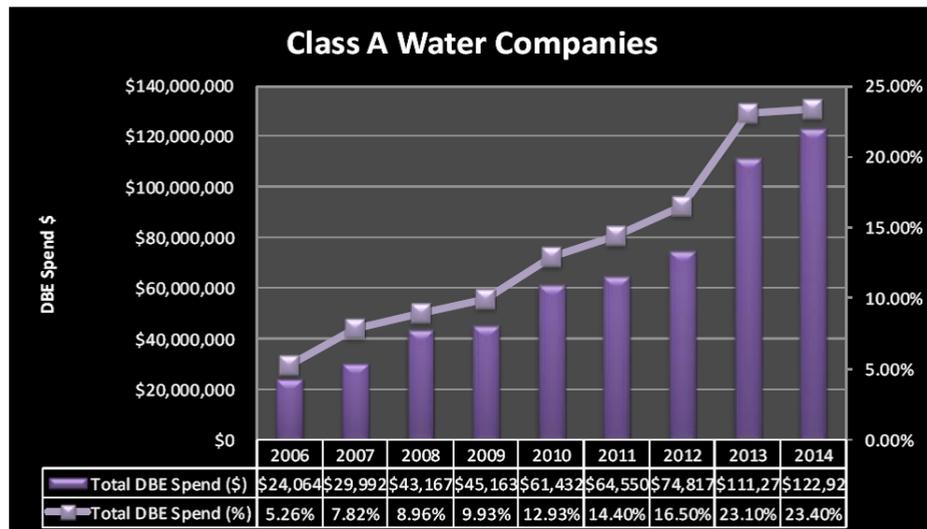
1. Supplier Diversity Sustainability
2. The Future of Supplier Diversity
3. Supplier Diversity Program Challenges
4. Progress in Capacity Building and Technical Assistance

They answered questions that dealt with contracting opportunities, benefits of their particular programs in their local communities, plans for growth of their programs, opportunities for diverse business enterprises in future water infrastructure investment and challenges with incorporating new diverse vendors into their utility's supply chain.

Although the energy and telecommunications utilities have been under GO 156 for nearly 30 years, it wasn't until 2011 that the water companies were brought into the program (from 2005-2011, the companies voluntarily created and conducted supplier diversity programs). And 2015 marked the third straight year that the water utilities, combined, achieved compliance with the overall goal of GO 156. 



**Charting Progress With the Class A Water Companies
Nine Years of Increased WMDVBE Spend**



POINTS OF INTEREST

FONTANA WATER COMPANY DEDICATES NEW RECYCLED WATER INFRASTRUCTURE



Fontana Water Company, the City of Fontana and the Inland Empire Utilities Agency (IEUA) gathered at the Oak Park Elementary School in Fontana with local residents and civic leaders to celebrate the beginning of recycled water deliveries in the area. While the new system is just beginning to serve the area, when completed, it will be able to deliver up to 2,000 acre feet of water per year (about 326,000 gallons).

“This is a big deal for a booming city like Fontana, because without water, the whole city stops growing,” said Fontana Mayor Acquanetta Warren. “We have all worked hard to makes this project happen, and now we need to get more people connected to these purple pipes.”

High-quality recycled water is provided by IEUA’s water treatment plant, and although it can’t be used for drinking or other human consumption, for every gallon of recycled water that is used to irrigate the park, a gallon of fresh water will be available to homes or business. IEUA began providing recycled water in the 1970s as a low-cost alternative to potable water for large irrigation customers. In the past 10 years, IEUA has emphasized the need to expand and utilize recycled water more efficiently to improve the sustainability of the region’s water supply.

“This is the same as finding a new source of water,” said Michael Whitehead, Chairman and CEO of San Gabriel Valley Water Company, which owns the Fontana Water Company. “Investing in recycled water is one of the most important steps we can take to stretch our water supplies and make sure people can get the water they need well into the future. We made this project one of our top priorities, and I’m very happy to see it come to fruition here.”



Company President Bob Nicholson (l) and Chairman and CEO Mike Whitehead receive a congratulatory California State Assembly Resolution from Assembly Member Cheryl Brown.

The project is a joint venture between Fontana Water Company, the city of Fontana, and IEUA. The City owns the water rights to the recycled water. IEUA treats the water and sends it to Fontana Water Company, which then moves it through its new recycled water distribution system to end users. The recycled water distribution system includes 52,753 feet of new purple pipe. Eventually, the first phase will serve eight city parks as they become permitted by the State Water Resources Control Board.

“This important project will benefit the greater Fontana community in a number of ways,” said State Senator Connie M. Leyva. “The city will look even more beautiful and use less water, while taking pressure off the state water system by reducing the need for imported water.”

“This is such an important step for the future of our community,” said Assembly Member Cheryl Brown. “This project and future expansions will make sure we continue to grow and improve the quality of life here, no matter how much drought Mother Nature throws at us.”



POINTS OF INTEREST

CAL WATER RESPONDS SWIFTLY TO SYSTEM BREACH

On July 26, 2016, California Water Service (Cal Water) issued a do-not-drink advisory for 200 customers in a small portion of Palos Verdes Estates after a small storage tank was found to be compromised. While initial tests results were normal, Cal Water issued the precautionary advisory asking customers to refrain from using water for cooking and drinking until the system could be flushed, adjusted and retested. Cal Water staff notified customers by hand-delivered notices, telephone calls and email as well as updates on the company website and through social media.

In the advisory, District Manager Dan Armendariz cautioned, “Until further notice, we ask customers in this area to please use bottled water for drinking and cooking. Customers may save receipts during this time for reimbursement by Cal Water. We apologize for this inconvenience. Protecting our customers’ health and safety is our highest priority.”

Two days after the incident, Cal Water lifted the do-not-drink advisory after introducing an alternate source of high-quality water into the system and conducting water quality tests. The investigation is ongoing, and Cal Water has augmented security measures at remote sites. 📷

CORRECTION:

In the July-August edition of *On Tap* in the article titled “CPUC Adopts Revised Drought Emergency Regulation,” the section cited in the sentence, “5. Class C and D water utilities to comply with reporting requirements in Section 864 (g)2 of the Regulation” should have read Section 865 (g)2. The section was listed incorrectly in the California Public Utilities Commission’s original resolution.