

9

DEMAND MANAGEMENT MEASURES

9.1 INTRODUCTION

Urban Water Management Planning Act Requirement:

CWC 10631 (f)(A)...The narrative shall describe the water demand management measure that the supplier plans to implement to achieve its water use targets pursuant to Section 10608.20.

(B) The narrative pursuant to this paragraph shall include descriptions of the following water demand management measures: (i) Water waste prevention ordinances. (ii) Metering. (iii) Conservation pricing. (iv) Public education and outreach. (v) Programs to assess and manage distribution system real loss. (vi) Water Conservation program coordination and staffing support. (vii) Other demand management measures that have a significant impact on water use as measured in gallons per capita per day, including innovative measures, if implemented.

Triunfo Sanitation District / Oak Park Water Services (District) regularly reports on water conservation techniques to reduce the total demand of water throughout the District. The District has committed itself to the gallons per capita-day (GPCD) compliance targets (since SBx7-7) and to advance progress on the “Foundational” best management practices (BMPs). Good faith efforts continue with the “Programmatic” activities under the Metropolitan Water District of Southern California (MWD) and Calleguas Municipal Water District (CMWD) programs. The District was an early signatory to the California Urban Water Conservation Council (CUWCC) Memorandum of Understanding (MOU) regarding Urban Water Conservation in California. The CUWCC represents a diverse group of water supply agencies dedicated to establishing guidelines toward implementing conservation measures and managing supply demands that were first established by the Urban Water Management Plan Act. The CUWCC Best Management Practices (BMP) reports for 2013 and 2014 are the most recently filed and the detailed BMP reports are included in Appendix H.

The District became a signatory to the CUWCC MOU established by the base year of 1997 (MOU was signed on November 28, 1994) due to the elevated concern stemming from the 1990 drought

year and related to the problematic water supply for the region. Now urban water suppliers are broadening their scope of water supply portfolios with water conservation and water reuse representing significant opportunity to constrain short and long-term imported water demand. The CUWCC has currently structured implementation of DMM compliance three ways: the 7 specific DMMs; choice of measures that can achieve greater savings (aka Flex Track); and savings goals via GPCD.

The District has chosen GPCD as its population is nearly all residential (higher degree of proximate accuracy) and there is less demand on internal staffing resources. Table 9.1.1 details only the elements required for the GPCD compliance track. It associates the BMPs listed in the CUWCC requirements to the UWMP DMMs required for reporting and tracking purposes.

Table 9.1.1: CUWCC BMP Organization and Names and UWMP DMMs

Category	BMP #	BMP Name	DMM #	DMM Name
BMP 1: Utility Operations	1.1	Operations Practices (Foundational)	1	Water Waste Prevention Ordinances
	1.2	Water Loss Control (Foundational)	5	Programs to Assess and Manage Distribution System Real Loss
	1.3	Metering with Commodity Rates (Foundational)	2	Metering
	1.4	Retail Conservation Pricing (Foundational)	3	Conservation Pricing
BMP 2: Public Education and School Education	2	Public Education and School Education (Programmatic)	4	Public Education and Outreach
			6	Water Conservation Program Coordination and Staffing Support
BMP 3: Residential Programs	3	Residential Programs (Programmatic)	3	Conservation Pricing
			4	Public Education and Outreach
			6	Water Conservation Program Coordination and Staffing Support
BMP 4: Commercial,	4	Commercial, Industrial, and Institutional	3	Conservation Pricing
			4	Public Education and Outreach

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Category	BMP #	BMP Name	DMM #	DMM Name
Industrial, and Institutional		(Programmatic)	6	Water Conservation Program Coordination and Staffing Support
BMP 5: Landscape	5	Landscape (Programmatic)	3	Conservation Pricing
			6	Water Conservation Program Coordination and Staffing Support

9.2 WATER WASTE PREVENTION ORDINANCES

There are specific water ordinances and waste prohibitions established such as TSD-66, the Water Waste Prevention Ordinance (Revised January 25, 2016); TSD-92, the Water Conservation Ordinance (January 25, 2016); and the T16-002, Landscape Ordinance (MWELo), which can be found in Appendix I. The state's MWELo, absent a Ventura County version, addresses efficiency for landscaping and facilitates additional conservation in a high demand area (outdoor irrigation). The Water Shortage Contingency Plan (WSCP) provides a framework for staged water reduction targets and will be subject to near term revisions due to recent changes and experience. For more information about the WSCP, see Chapter 8. In addition, refer to Appendix H for the results of BMP 1.1 (Operations Practices).

9.3 METERING

Urban Water Management Planning Act Requirement:

CWC 526 (a)...Notwithstanding any other provisions of law, an urban water supplier that, on or after January 1, 2004, received water from the Federal Central Valley Project under a water service contract or subcontract...shall do both of the following: (1) On or before January 1, 2013, install water meters on all service connections to residential and nonagricultural commercial buildings...located within its service area.

CWC 527 (a)...An urban water supplier that is not subject to Section 526 shall do both the following: (1) Install water meters on all municipal and industrial service connections located within its service area on or before January 1, 2025.

The DMM requirements includes the retrofitting of existing metered connections. The installation and use of meters at each and every point of use within the District since its formation was/is revenue driven. There are no known mixed-use meters (those serving both internal demands and landscaping) in a largely residential sector service area. All known services are metered.

Multi-family areas that have separate irrigation systems for greenbelt irrigation are identified and fitted with meters under homeowners associations. Non-residential usage accounts for 11% of the GPCD.

Installation standards, within Oak Park, are code regulated through the Ventura County Building Code of 2013 (Ordinance 4456) and adopts the standards of installation under the California Plumbing Code. Refer to Appendix H for the results of BMP 1.3 (Metering with Commodity Rates).

9.4 CONSERVATION PRICING

The District uses an inverted water rate structure to provide incentives to customers to reduce water use. The District conforms to its CUWCC MOU obligations (BMP 1.4 - Retail Conservation Pricing) by maintaining at or above 70% of its revenue over volumetric usage. The table below shows the current rate structure.

Table 9.4.1: Current Residential Rate Structure

User Class	Tier 1 (0-6 HCF)	Tier 2 (7-28 HCF)	Tier 3 (28+ HCF)
Current Rate	\$4.13/Unit	\$5.22/Unit	\$6.68/Unit

9.5 PUBLIC EDUCATION AND OUTREACH

The District utilizes several methods to promote water conservation and resource efficiency. The following section discusses public outreach and education programs.

Public Education and Outreach

The District is continuing to develop program information, implement budgets and identify future expenditures. Website notifications, flyers and brochures, and general information have been provided as public outreach. In addition, as the District's wholesale supplier, CMWD promotes conservation, education, and public awareness programs through its website, social media sites, tours and speaking engagements on behalf of the larger CMWD service area. To increase public awareness of water resource and water use efficiency, CMWD actively coordinates and/or sponsors various outreach programs: host semi-annual native plant information and sales fairs, graywater and rainwater capture workshops, and finance development of a demonstration garden (California True Colors and Learning Center, Thousand Oaks). Refer to Appendix H for the results of BMP 2.1 (Public Information Programs).

School Education Programs

As the supplier for the District, CMWD (a member agency of the Metropolitan Water District of Southern California [MWD]) coordinates much of its school education efforts with MWD. The District can request offerings through CMWD. Programs are targeted to educate students and encourage active involvement in water conservation. Materials are produced by the MWD and are distributed to Kindergarten through 12th grade students. Refer to Appendix H for the results of BMP 2.2.

9.6 PROGRAMS TO ASSESS AND MANAGE DISTRIBUTION SYSTEM REAL LOSS

The District has implemented a system water audit to determine if leaks in the supply and distribution system exist and a method for repair in the event that the leaks become significant. Physical meter read observations are used as well as SCADA pressure monitoring and customer responses. Leak and repair reports are kept on file. Production is tracked monthly, and reviewed annually to determine if the system exhibits significant losses. If the metered sales divided by the total supply is greater than 0.9, the system is considered adequate. The District used the American Water Works Association (AWWA) Water Audit Software to analyze water losses in the system. According to the 2010 AWWA report, the total supply into the system was measured to be at 2,737 AF and the metered sales were measured at 2,500 AF for the 2010 FY. This results in a metered sales / total supply ratio of 0.91, and thus a full scale audit was not required. Refer to Appendix H for the results of BMP 1.2 (Retail Water Loss Control).

9.7 WATER CONSERVATION PROGRAM COORDINATION AND STAFFING SUPPORT

The District has appointed an employee who is responsible for Water Conservation, conservation reporting and additional personnel involved in practices and/or activities. Currently, the duties of the Water Conservation Coordinator do not require a full-time position, and therefore is part of the duties of another full-time employee. Duties for the Water Conservation Coordinator include:

- Coordination and oversight of conservation programs and DMM implementation.
- Keeping a log of conservation practices conducted throughout the District and point person(s) assigned to each area.
- Acting as the point of contact to the Public for general inquiries and requests for information.
- Communication and promotion of water conservation issues to the District senior management, and coordination of the District's conservation programs with operations and planning staff.

The District has designated the program oversight and activity direction to the Superintendent, who's information is below.

Name: Richard Jones, Water/Wastewater Superintendent
Address: 1001 Partridge Drive, Suite. 150, Ventura, CA-93003
Phone: (805) 658-4658
E-mail: richardjones@vrzd.com

9.8 OTHER DEMAND MANAGEMENT MEASURES

There are no other DMMs administered by the District, as they are not allocated to the GPCD compliance track of the CUWCC. Other DMMs may fall under other compliance programs. Any discussions below are efforts supplemental to the GPCD compliance track requirements.

Water Survey Programs for Residential Customers

This element is part of the Flex Track compliance option. The District, however, utilizes staff to answer phone questions and engages field/operational personnel to span service and water use troubleshooting.

Residential Rebates

The District's retrofit program with water savings devices is largely conducted under the MWD Smart Rebate Program, which also includes an additional rebate participation level by CMWD. The District has chosen to participate at some level, for specific retrofit items at various periods in the past.

District's residents are eligible for rebates on water conserving devices for their residence. Qualifying items include high-efficiency clothes washers, high-efficiency toilets (HETs), weather-based irrigation controllers (WBICs), rotating sprinkler nozzles, rain barrels, and soil moisture sensor systems. These water conservation rebate items are discussed further in the respective UWMPs for MWD and CMWD.

Commercial, Industrial, and Institutional Programs

The District's water use by the Commercial, Industrial, and Institutional (CII) sectors is less than 2% by volume per month and represents about 1% of all Oak Park Water Service accounts. The District is largely a new area and has determined there are no mixed-use meters. Any CII incentives for retrofit/water conservation activities are supported by the District under the MWD and CMWD programs only.

Large Landscape Conservation Programs and Incentives

The District is committed to potable water conservation through the treatment and distribution of recycled water for non-potable uses. The District began recycling water as the Joint Powers Authority (Triunfo Sanitation District and Las Virgenes Municipal Water District) in 1972. The recent recycled water use history is about or above 20% of potable water used in the service area. As with the other retrofit programs, water conserving devices, the District promotes the MWD and CMWD rebate programs.

9.9 IMPLEMENTATION OVER THE PAST FIVE YEARS

Urban Water Management Planning Act Requirement:

CWC 10631 (f) Provide a description of the supplier's water demand management measures.

This description shall include all of the following: (1) (A)...a narrative description that addresses the nature and extent of each water demand management measure implemented over the past five years.

Implementation for each DMM is partially covered in the previous sections (Sections 9.2 through 9.8). The District provides customers information regarding available rebates, which are offered through CMWD and MWD. MWD provides metering programs, outreach support, public education and school programs, a number of landscape education and training programs, and various residential and commercial rebates.

9.10 PLANNED IMPLEMENTATION TO ACHIEVE WATER USE TARGETS

Urban Water Management Planning Act Requirement:

CWC 10631 (f) Provide a description of the supplier's water demand management measures. This description shall include all of the following: (1)(A)...The narrative shall describe the water demand management measures that the supplier plans to implement to achieve its water use targets pursuant to Section 10608.20.

Continued outreach and support for rebates are the District's prime method of implementation. As stated in previous sections, CMWD and MWD provide the support for rebates for its associated agencies.

The District implemented a complete automated meter reading (AMR) water meter change out program (completed by May 2015). The installation allows recent day-day usage interface for customers and the District. Water customers can access their accounts via the Customer Connect Web Portal. The District believes this effort provides greater water use sensitivity at the customer level. The completed installations are expected to allow additional water use savings and ensure improved results on the GPCD compliance track.

9.11 MEMBERS OF THE CALIFORNIA URBAN WATER CONSERVATION COUNCIL

Urban Water Management Planning Act Requirement:

CWC 10631 (l) For purposes of this part, urban water suppliers that are members of the California Urban Water Conservation Council shall be deemed in compliance with the requirements of subdivision (f) by complying with all the provisions of the "Memorandum of Understanding Regarding Urban Water Conservation in California," date December 10, 2008, as it may be amended, and by submitting the annual reports required by Section 6.2 of that memorandum.

The District is a signatory to the California Urban Water Conservation Council (CUWCC) Memorandum of Understanding (MOU) regarding Urban Water Conservation in California and continues best efforts to address its obligations under the UWMP Act.