



California American Water – Monterey  
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Pacific Grove, CA 93950  
[amwater.com](http://amwater.com)

October 20, 2015

Barbara Evoy, Division Chief  
Division of Water Rights  
State Water Resources Control Board  
1001 I Street  
Sacramento, CA 95812

Re: SWRCB Order WR 2009-0060, 4th Quarterly Report for the 2014-2015 Water Year  
Addressing Operations for the Period of July 1, 2015 to September 30, 2015.

Dear Ms. Evoy:

Pursuant to Condition Six of Order WR 2009-0060, this letter is California American Water's report for the 4th quarter of Water Year 2014-2015 covering the period of July 1, 2015 to September 30, 2015. Each subsection of Condition Six is represented by a separate heading below. For ease of reference, the requirement of each subsection is summarized, followed by the requested information.

**Condition 6(a)**

Condition 6(a) requires California American to provide monthly summaries of the quantity of water it diverts from the river.

**Compliance with Condition 6(a):**

Table One summarizes the water diverted from the Carmel River by month, including all water diverted to storage under Permit 20808A and Permit 20808C. This data is compiled from meter readings that are collected daily from California American Water's pumps, either through an employee manually reading each meter, or through an employee reading the data from the Supervisory Control and Data Acquisition ("SCADA") system. A California American Water employee manually enters those daily readings into a spreadsheet that is provided to the Monterey system General Manager. The spreadsheet is designed to automatically calculate the monthly total from the daily readings. At the end of each month, this daily summary is cross-checked against SCADA information that is separately maintained for each well.

<b>Table One</b>	
<b>Monthly Carmel River Water Diversions</b>	
<b>Month</b>	<b>Quantity Diverted (AF)</b>
Oct 2014	614.11
Nov 2014	558.58
Dec 2014	*583.46
<b>Q1 Total</b>	<b>1,756.16</b>
<b>WYTD Total</b>	<b>1,642.97</b>
Jan 2015	681.21
Feb 2015	*642.85
Mar 2015	687.74
<b>Q2 Total</b>	<b>2,011.81</b>
<b>WYTD Total</b>	<b>3,767.97</b>
Apr 2015	573.91
May 2015	698.55
Jun 2015	448.91
<b>Q3 Total</b>	<b>1,721.38</b>
<b>WYTD Total</b>	<b>5,489.34</b>
Jul 2015	474.94
Aug 2015	631.58
Sep 2015	632.38
<b>Q4 Total</b>	<b>1,738.90</b>
<b>WYTD Total</b>	<b>7,228.24</b>

\* values updated to reflect ASR water diverted to storage

**Condition 6(b)**

Condition 6(b) requires California American Water to provide monthly summaries of the quantity of ASR project water diverted from the river under Permit 20808A and Permit 20808C and stored in the Seaside groundwater basin. The monthly report is to state the quantity of water beneficially used under Permit 20808A and Permit 20808C and the current balance of water in storage.

Compliance with Condition 6(b):

Table Two summarizes by month the quantity of ASR project water diverted from the Carmel River under Permit 20808A and Permit 20808C. This summary is from a spreadsheet e-mailed to the General Manager for California American Water's Monterey system by a Monterey Peninsula Water Management District employee each business day during the diversion season. This spreadsheet shows the gallons of water injected into each of the four injection wells. California American Water understands that the daily injection data is a manual reading of the meters on the injection pumps by a Monterey Peninsula Water Management District employee. This spreadsheet also contains a formula that converts the number of acre-feet based on the gallons injected and also totals the daily readings for the month. The information in Table Two is taken directly from this spreadsheet.

The data regarding ASR water recovered is taken from the Quarterly Water Budget developed cooperatively between California American Water, the Monterey Peninsula Water Management District, NOAA Fisheries, and the California Department of Fish and

Game, and represents an accounting of water withdrawn from the Seaside Groundwater Basin.

<b>Table Two Monthly Water Diverted to Storage and Storage Balance Santa Margarita &amp; Seaside Middle School</b>											
Month	Well 1 Diverted to Storage (AF)		Well 2 Diverted to Storage (AF)		Well 3 Diverted to Storage (AF)		Well 4 Diverted to Storage (AF)		ASR Recovery (AF)	Month End Storage Balance (AF)	Table #13 (AF)
	Permit 20808A	Permit 20808C	Permit 20808A	Permit 20808C	Permit 20808A	Permit 20808C	Permit 20808A	Permit 20808C			
Oct 2014	0	0	0	0	0	0	0	0	0	0	0
Nov 2014	0	0	0	0	0	0	0	0	0	0	0
Dec 2014	25.20	0	50.67	22.73	4.93	9.67	0	0	0	113.19	16.18
<b>Q1 Total AF</b>	<b>25.20</b>	<b>0</b>	<b>50.67</b>	<b>22.73</b>	<b>4.93</b>	<b>9.67</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>113.19</b>	<b>16.18</b>
<b>WYTD AF</b>	<b>25.20</b>	<b>0</b>	<b>50.67</b>	<b>22.73</b>	<b>4.93</b>	<b>9.67</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>113.19</b>	<b>16.18</b>
Jan 2015	0	0	0	0	0	0	0	0	0	0	0
Feb 2015	3.30	10.10	21.55	35.99	0	30.58	0	0.49	0	102.00	26.06
Mar 2015	0	0	0	0	0	0	0	0	0	0	0
<b>Q2 Total AF</b>	<b>3.30</b>	<b>10.10</b>	<b>21.55</b>	<b>35.99</b>	<b>0</b>	<b>30.58</b>	<b>0</b>	<b>0.49</b>	<b>0</b>	<b>102.00</b>	<b>26.06</b>
<b>WYTD AF</b>	<b>28.49</b>	<b>10.10</b>	<b>72.21</b>	<b>58.72</b>	<b>4.93</b>	<b>40.25</b>	<b>0</b>	<b>0.49</b>	<b>0</b>	<b>215.19</b>	<b>42.23</b>
Apr 2015	0	0	0	0	0	0	0	0	0	0	0
May 2015	0	0	0	0	0	0	0	0	0	0	0
Jun 2015	0	0	0	0	0	0	0	0	0	0	0
<b>Q3 Total AF</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>WYTD AF</b>	<b>28.49</b>	<b>10.10</b>	<b>72.21</b>	<b>58.72</b>	<b>4.93</b>	<b>40.25</b>	<b>0</b>	<b>0.49</b>	<b>0</b>	<b>215.19</b>	<b>42.23</b>
Jul 2015	0	0	0	0	0	0	0	0	0	0	0
Aug 2015	0	0	0	0	0	0	0	0	0	0	0
Sep 2015	0	0	0	0	0	0	0	0	0	0	0
<b>Q4 Total AF</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>WYTD AF</b>	<b>28.49</b>	<b>10.10</b>	<b>72.21</b>	<b>58.72</b>	<b>4.93</b>	<b>40.25</b>	<b>0</b>	<b>0.49</b>	<b>0</b>	<b>215.19</b>	<b>42.23</b>

**Condition 6(c)**

Condition 6(c) requires California American Water to provide monthly summaries of the quantity of water being produced by the Sand City desalination plant. The report is also to identify new service connections within Sand City and report the quantity of water being delivered to the new connections. The monthly report is also to specify the quantity of water used to reduce diversions from the river during the reporting period.

**Compliance with Condition 6(c):**

Table Three lists the number of new connections in the City of Sand City by month. This information is taken from Attachment One. Attachment One is manually compiled by a California American Water employee from the water connection permits issued by the Monterey Peninsula Water Management District and subsequently provided to California American Water by prospective customers. If a listing on Attachment One has no

“Installed Date,” the customer has provided California American Water with the water connection permit, but has not requested a meter to be installed.

<b>Table Three New Connections Within the Sand City</b>		
<b>Month</b>	<b>New Connections</b>	<b>Installed Date</b>
Oct 2014	0	
Nov 2014	0	
Dec 2014	0	
Jan 2015	0	
Feb 2015	0	
Mar 2015	0	
Apr 2015	1	4/29/2015
May 2015	0	
Jun 2015	0	
Jul 2015	0	
Aug 2015	0	
Sep 2015	0	

Table Four summarizes by month the quantity of water produced by the Sand City desalination plant, the quantity of water used by new connections, and quantity of water used to reduce river diversions.

<b>Table Four Sand City Desalination Facility Monthly Production and Product Allocation</b>			
<b>Month</b>	<b>Sand City Production (AF)</b>	<b>Water Used by New Connections (AF)</b>	<b>Water Used to Reduce River Diversions (AF)</b>
Oct 2014	17.48	0.005	17.48
Nov 2014	20.46	0.001	20.46
Dec 2014	8.45	0.003	8.45
Jan 2015	25.96	0.003	25.96
Feb 2015	13.79	0.006	13.79
Mar 2015	28.70	0.007	28.70
Apr 2015	17.52	0.018	17.52
May 2015	28.78	0.008	28.78
Jun 2015	25.60	0.010	25.60
Jul 2015	9.59	0.010	9.59
Aug 2015	23.58	0.017	23.58
Sep 2015	25.53	0.003	25.53
<b>WYTD Total</b>	<b>245.44</b>	<b>0.091</b>	<b>245.44</b>

**Condition 6(d)**

Condition 6(d) requires California American Water to provide monthly summaries of the quantity of water saved by reducing system losses.

Compliance with Condition 6(d):

Water systems typically calculate losses using a 12-month running average to smooth seasonal variations in the data. Table Five lists the 12-month running average for Monterey Main System losses and compares the losses to an October 2008 through September 2009 base period. The 12-month running average is calculated by subtracting the cumulative metered consumption from the Monterey Main System production volumes which consist of Carmel Valley, Seaside, and Sand City production. The cumulative metered consumption is based on the individual monthly meter readings and is obtained from a report generated by our accounting system. The Monterey system General Manager calculates the difference from these two numbers to arrive at the monthly system loss, and then calculates the 12-month running average from the monthly data.

<b>12 Month Period</b>	<b>System Losses (AF)</b>	<b>Savings Compared to Base Year (AF)</b>
Oct 08 - Sep 09	1276 (base year)	NA
Nov 13 - Oct 14	85.12	1,190.88
Dec 13 - Nov 14	166.89	1,109.11
Jan 14 - Dec 14	-142.26	1,418.26
Feb 14 - Jan 15	356.11	919.89
Mar 14 - Feb 15	510.93	765.07
Apr 14 - Mar 15	442.44	833.56
May 14 - Apr 15	298.98	977.02
Jun 14 - May 15	366.28	909.72
Jul 14 - Jun 15	343.83	932.17
Aug 14 - Jul 15	315.32	960.68
Sep 14 - Aug 15	338.55	937.45
Oct 14 - Sep 15	356.87	919.13

It is difficult to identify the actual components of unaccounted-for-water as it is a combination of system leaks and actual water use not captured by meters. A high priority is being given to identifying and repairing leaks, meter replacement, and infrastructure replacement. Table Six presents information on leaks detected and repaired. Each time a leak is detected, a California American Water repair crew responds to repair the leak. The assigned crew leader prepares a "leak report." The information in Table Six is based on a manual count of the leak reports received by the Monterey system General Manager during the reporting period.

<b>Table Six</b>		
<b>Total Main and Service Leak Repairs</b>		
<b>Month</b>	<b>Main Leaks</b>	<b>Service Leaks</b>
<i>Oct 2014</i>	4	25
<i>Nov 2014</i>	5	13
<i>Dec 2014</i>	7	10
<i>Jan 2015</i>	20	38
<i>Feb 2015</i>	6	25
<i>Mar 2015</i>	10	52
<i>Apr 2015</i>	12	32
<i>May 2015</i>	4	26
<i>Jun 2015</i>	16	41
<i>Jul 2015</i>	19	28
<i>Aug 2015</i>	15	40
<i>Sep 2015</i>	13	40
<b>WYTD</b>	<b>131</b>	<b>370</b>

Table Seven summarizes service, main, meter, and hydrant replacements. Please note that service, main, meter and hydrant replacements are performed by both California American Water's forces and contractors. Service replacements are tracked via work orders for various purposes, including accounting and system management. The service replacements are calculated by a California American Water Operations supervisor from these work orders. The quantity of water mains and fire hydrants replaced is compiled by a California American Water Operations supervisor from Engineering Department records, which in turn are based on information from contractors. California American Water maintains records regarding meter replacements for various purposes, including reporting to the California Public Utilities Commission and inventory control. The number of meters replaced was compiled by a California American Water Operations supervisor from these records. To the extent that the data in Table Seven includes contractor reports or data from invoices for contract services, this information: (a) is based on the representations made by our contractors; (b) may include field estimates for the lengths of pipe replaced.

<b>Month</b>	<b>Service Replacements Number</b>	<b>Main Replacements Feet</b>	<b>Meter Replacements Number</b>	<b>Fire Hydrant Replacements Number</b>
Oct 2014	14	0	98	1
Nov 2014	4	0	119	1
Dec 2014	2	0	84	1
Jan 2015	12	0	189	3
Feb 2015	16	0	197	2
Mar 2015	12	0	254	4
Apr 2015	12	315	468	4
May 2015	12	0	345	0
Jun 2015	10	2,050	245	1
Jul 2015	18	3,115	85	1
Aug 2015	10	119	133	5
Sep 2015	13	65	236	2
<b>WYTD</b>	<b>135</b>	<b>5,664</b>	<b>2,453</b>	<b>25</b>

**Condition 6(e)**

Condition 6(e) requires California American Water to provide monthly summaries of reductions in demand for potable water due to conservation actions such as increased rates, the Monterey Peninsula Water Management District's retrofit program, programs to reduce potable water use for outdoor irrigation, and other demand reduction initiatives.

Compliance with Condition 6(e):

California American Water implemented a new conservation rate structure effective February 1, 2010. The change in the rate structure is shown in Table Eight. The residential tiered conservation rate structure increases were directed at the top tier users and were designed to promote conservation practices and reduce overall water usage.

<b>Tier</b>	<b>Old Rates Per Unit February 2009</b>	<b>Current Rates Per Unit September 2015</b>	<b>Percent Change</b>
1	\$0.2298	\$0.6142	167.28%
2	\$0.4596	\$1.3229	187.84%
3	\$0.6894	\$3.4104	394.69%
4	\$0.9192	\$6.9296	653.87%
5	\$1.8385	\$8.4870	361.63%

A unit of water is equal to 10 cubic feet or 100 gallons. October 2013, CAW updated rate design to bill in 100 gallons from formally billing in tens of cubic feet or for every 75 gallons.

Table Nine compares the five year historical tier 4 and 5 usage with actual use. Tier 4 and 5 usage is almost exclusive outdoor watering. There are several factors that can affect water consumption; including price, weather, and conservation efforts. California American Water assumes that the changes in consumption shown in Table Nine are, in

part, a result of the conservation rates and the other conservation activities. Except for savings estimated by the Monterey Peninsula Water Management District for water appliance retrofitting, California American Water cannot attribute specific portions of reduced consumption to rates, weather, or other conservation efforts.

<b>Month</b>	<b>Historical Usage (AF)</b>	<b>WY 14-15 (AF)</b>
Oct	91.3	28.49
Nov	92.4	20.59
Dec	64.7	18.73
Jan	43.1	15.10
Feb	37.0	18.87
Mar	31.5	20.22
Apr	44.7	17.24
May	46.2	22.62
Jun	83.4	19.29
Jul	108.6	29.37
Aug	111.3	31.96
Sep	97.9	26.75
<b>Average</b>	<b>71.1</b>	<b>22.44</b>

Table Ten reports the estimated annual water savings from the Monterey district retrofit program. The monthly rebate costs are dependent on the number and type of water conserving appliances. Examples of rebates include High Efficiency Toilet, High Efficiency Dishwasher, High Efficiency Washer, High Efficiency Urinal, Cistern Water Tank, Cooling Tower Conductivity Controller, and X-ray Film Processor Recirculation System. This information was specifically requested from the Monterey Peninsula Water Management District by California American Water's Monterey system General Manager for the purposes of this report. The data provided by the Monterey Peninsula Water Management District and reported in Table Ten included the retrofit expenditures and estimated water savings in acre-feet by month.



<b>Table Ten</b>		
<b>Total Retrofit Rebate Payments and Estimated Water Savings by Month</b>		
<b>Month</b>	<b>Cost</b>	<b>Annual Savings (AF)</b>
Oct 2014	\$ 89,884	5.79
Nov 2014	\$377,604	20.54
Dec 2014	\$141,542	8.39
<b>Q1 Total</b>	<b>\$609,030</b>	<b>34.72</b>
Jan 2015	\$ 24,943	1.93
Feb 2015	\$ 24,773	2.14
Mar 2015	\$ 43,140	3.08
<b>Q2 Total</b>	<b>\$ 92,856</b>	<b>7.15</b>
Apr 2015	\$ 43,187	2.85
May 2015	\$ 31,111	1.88
Jun 2015	\$ 47,563	3.03
<b>Q3 Total</b>	<b>\$121,861</b>	<b>7.76</b>
Jul 2015	\$ 50,781	3.82
Aug 2015	\$ 41,448	2.33
Sep 2015	\$ 74,031	4.29
<b>Q4 Total</b>	<b>\$166,260</b>	<b>10.45</b>
<b>WYTD</b>	<b>\$990,007</b>	<b>60.08</b>

The Monterey Peninsula Water Management District and California American Water conduct water conservation audits for homes, businesses and landscape accounts. Table Eleven shows the total number of audits conducted. The information in Table Ten was reported to the Monterey system General Manager by California American Water's local Conservation Manager, who manages the conservation contract with the Monterey Peninsula Water Management District.

<b>Table Eleven</b>	
<b>Total Water Conservation Audits By Month</b>	
<b>Month</b>	<b>Number of Audits</b>
Oct 2014	35
Nov 2014	38
Dec 2014	36
<b>Q1 Total</b>	<b>109</b>
Jan 2015	26
Feb 2015	30
Mar 2015	27
<b>Q2 Total</b>	<b>83</b>
Apr 2015	22
May 2015	42
Jun 2015	27
<b>Q3 Total</b>	<b>91</b>
Jul 2015	32
Aug 2015	52
Sep 2015	60
<b>Q4 Total</b>	<b>144</b>
<b>WYTD</b>	<b>427</b>

Both the Monterey Peninsula Water Management District and California American Water use contractors to perform some audits. Accordingly, the data in Table Eleven is based, in part, on: (a) representations by those contractors as to the work performed; and (b) information provided by the Monterey Peninsula Water Management District.

The Monterey Peninsula Water Management District and California American Water conducted the following conservation programs and workshops during the reporting period:

California American Water (CAW) in conjunction with the Monterey Peninsula Water Management District (MPWMD), continues to offer and provide conservation programs to its customers, including residential water audits, landscape water audits and water budgets, a rebate program, residential plumbing retrofit program, large landscape workshop program, and a public program.

California American Water Activities:

- 140 Residential Water Audits
- 253 High Low Service Order Inspections
- 5 Commercial Audits
- 35 Rain Sensor Installations
- CAW in partnership with the MPWMD Conservation Events & Training Classes
  - Drought Management for Landscape Professionals 7-16-15 sponsored by Ewing Irrigation
  - Greywater and Rainwater Harvesting Workshop 7-18-15
  - Rainwater Harvesting Installation 7-25-15
  - ARCSA – American Rain Water Catchment Systems- Training for Rain Water Catchment 8-26-15 and 8-27-15
  - Monterey County Fair 9-3-15
- CAW Conservation Presentations and Booths
  - Boys and Girls Club Presentation to Students 7-16-15
  - YMCA – Conservation Presentation to Students 7-23-15
  - Del Rey Oaks Annual Barbecue 9-20-15
  - Sand City Desal Plant Open to the Public 9-20-15
  - Monterey Bay Water Works Association 9-17-15
- California American Water's Conservation Staff entered in the Monterey County Fair's Annual Landscape Contest and won 2 first place awards. Theme: Rainwater catchment to landscape. Proceeds of \$800 to be donated to the American Red Cross on 10-21-15.

- California American Water was awarded a \$2,000 landscape training grant from the Division of Water Resources and partnered with the MPWMD and covered the expense for the Greywater and Rain Water Harvesting Workshops held in July.
- Landscape Grant Celebration – CAW and the City of Pacific Grove hosted a celebration of the recent turf replacement project and Lovers Point. CAW had awarded the City of Pacific Grove to remove 10,200 square feet of turf and replace with drought tolerant plants with an annual potential water savings of 225,000 gallons per year.
- California American Water's Conservation and Customer Service staff delivered 44 Violation door hangers for customers to repair their leaks within 72 hours.

Monterey Peninsula Water Management District Activities:

- Monterey Bay Friend Landscaping Outreach: Ongoing
- Water Waste Enforcement: Ongoing
- July 18th: Rainwater and Greywater Workshop
- July 25th: Demo Rainwater Harvesting System Installation
- September 4-5th: Monterey County Fair, provided information and conservation materials
- September 2-7th: Demo Garden Display at Monterey County Fair
- September 13th: Sustainability Fair Seaside, provided info and conservation materials
- September 28th: 50 Commercial Inspections for Conservation Requirements

**Condition 6(f)**

Condition 6(f) requires California American Water to provide monthly summaries identifying all new service connections. The report is to include the California American Water account number, the service address, the name of each authority granting any approval required for connecting to California American Water's system and the name of each authority granting any approval required before commencing construction; the issuer of each approval and the date of each approval shall be separately listed for each service address.

**Compliance with Condition 6(f):**

In compliance with Monterey Peninsula Water Management District regulations, California American Water does not connect new customers unless the prospective customer provides California American Water with a water connection permit issued by the Monterey Peninsula Water Management District.

Attachment One is a list of all new connections authorized by the Monterey Peninsula Water Management District. Attachment One is being provided under separate cover as it contains confidential customer account information. California American Water requests the State Water Resources Control Board maintain this information as confidential. As discussed in Section 6(c) above, Attachment One is compiled by California American Water employees from the water connection permits issued by the Monterey Peninsula Water Management District and provided to California American Water by prospective customers. Prospective customers may elect to have a meter installed shortly after presentation of the water connection permit, or may request the meter at a later date. This report includes prospective customers who have presented California American Water with a water connection permit, even if that customer has not requested a meter to be immediately installed. If the customer has provided California American Water with the water connection permit, but has not requested a meter to be installed, the entry on Attachment One has no "Installed Date."

The new connection count does not include emergency fire service connections or the splitting of master meter connections into individual accounts, as neither of these activities increases water use.

#### **Condition 6(g)**

Condition 6(g) requires California American Water to provide monthly summaries identifying existing service addresses that receive an increased supply of water due to a change in zoning or use. The report is to include the California American Water account number, the service address and the name of each authority authorizing the change of use or zoning and the date of such change.

#### **Compliance with Condition 6(g):**

Attachment Two is a list of permits issued by the Monterey Peninsula Water Management District authorizing changes to existing service addresses that will result in an increased use of water through a change in zoning or use. Attachment Two is being provided under separate cover as it contains confidential customer account information. California American Water requests the State Water Resources Control Board maintain this information as confidential. Although not clearly a "change in zoning or use," Attachment Two includes permits issued for additions to, or remodeling of, an existing service address where that addition or remodel has been determined by the Monterey Peninsula Water Management District to result in increased water consumption. California American Water requested this information from the Monterey Peninsula Water Management District specifically for this report. The Monterey Peninsula Water Management District provided a spreadsheet that the data from which is included in Attachment Two. This spreadsheet tracks the information by Assessor's Parcel Number. A California American Water employee correlated California American Water's records to the Monterey Peninsula Water Management District's spreadsheet based on Assessor's Parcel Number to obtain the California American Water account number and service address. Other than California American Water account number and service location, all data in Attachment Two was compiled or calculated by the Monterey Peninsula Water Management District. Where there were clear clerical errors in data entry, California American Water corrected those errors in compiling this report.

**Conclusion**

This concludes our report for the 4th quarter of Water Year 2015. Should you or your staff have any questions please call me at your earliest convenience at (831) 646-3291.

Compliance with Condition 6(h)

I declare under penalty of perjury, under the laws of the State of California, that all statements contained in this report and any accompanying documents are true and correct, with full knowledge that all statements made in this report are subject to investigation and that any false or dishonest statements may be grounds for prosecution.

Sincerely,



Eric Sabolsice  
General Manager  
Central Division  
California American Water

Attachments (2)