



California American Water – Monterey  
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April 20, 2012

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, 2nd Quarterly Report for the 2011-2012 Water Year  
Addressing Operations for the Period of January 1, 2012 to March 31, 2012.

Dear Ms. Evoy:

Pursuant to Condition Six of Order WR 2009-0060, this letter is California American Water's report for the 2nd quarter of Water Year 2012 covering the period of January 1, 2012 to March 31, 2012. 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. 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>Month</b>	<b>Quantity Diverted</b>
January 2012	709.1 AF
February 2012	783.5 AF
March 2012	747.6 AF
<b>Total</b>	<b>2,240.2 AF</b>

**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 stored in the Seaside groundwater basin. The monthly report is to state the quantity of water beneficially used under Permit 20808A 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. 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 two 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 estimates 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</b>				
<b>Monthly Water Diverted to Storage Under Permit 20808A and Storage Balance</b>				
<b>ASR 1 Santa Margarita &amp; ASR 2 Seaside Middle School</b>				
<b>Month</b>	<b>ASR 1 Diverted to Storage</b>	<b>ASR 2 Diverted to Storage</b>	<b>ASR Recovered for Beneficial Use</b>	<b>Month End Storage Balance</b>
Jan 2012	0.0 AF	0.0 AF	40.94 AF	0.0 AF
Feb 2012	0.0 AF	0.0 AF	0.0 AF	0.0 AF
Mar 2012	18.4 AF	1.3 AF	0.0 AF	19.7 AF
<b>Total</b>	<b>18.4 AF</b>	<b>1.3 AF</b>	<b>40.94 AF</b>	<b>19.7 AF</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 for the reporting period. 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.

Month	New Connections	Installed Date
January 2012	1	January 16, 2012
February 2012	0	N/A
March 2012	1	March 28, 2012

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.

Month	Sand City Production	Water Used by New Connections	Water Used to Reduce River Diversions
January 2012	28.07 AF	0.0 AF	28.07 AF
February 2012	25.00 AF	0.0018 AF	24.9982 AF
March 2012	20.36 AF	0.0044 AF	20.3556 AF

**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 production volumes shown in Table One. 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.

12 Month Period	System Losses	Savings Compared to Base Year
Oct 08 – Sept 09	1,276 AF	(base year)
Feb 11 – Jan 12	1,307 AF	-31 AF
Mar 11- Feb 12	1,021 AF	255 AF
Apr 11 – Mar 12	889 AF	387 AF

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 during the reporting period. 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>Month</b>	<b>Main Leaks</b>	<b>Service Leaks</b>
January 2012	10	35
February 2012	7	25
March 2012	11	35

Table Seven summarizes service, main, meter, and hydrant replacements during the reporting period. 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>
January 2012	16	0	117	2
February 2012	12	0	72	3
March 2012	0	500	105	0

**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</b>	<b>New Rates Per Unit</b>	<b>Percent Change</b>
1	\$0.268	\$0.2826	5.45%
2	\$0.439	\$0.4510	2.734%
3	\$0.609	\$0.9019	48.0952%
4	\$0.800	\$1.83038	125.4750%
5	\$1.452	\$3.1567	117.4036%

A unit of water is equal to 10 cubic feet or 75 gallons.

Table Nine compares the five year historical tier 4 and 5 usage with actual use for the reporting period. 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</b>	<b>2011</b>
January 2012	91.3 AF	41.11 AF
February 2012	92.4 AF	29.7 AF
March 2012	64.7 AF	34.1 AF

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 (\$200), High Efficiency Dishwasher (\$125), High Efficiency Washer (\$250), High Efficiency Urinal (\$200), Cistern Water Tank (\$25 per 100 gallon storage capacity), Cooling Tower Conductivity Controller (\$1,000), and X-ray Film Processor Recirculation System (\$2,000). 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 Seven included the retrofit expenditures and estimated water savings in acre-feet by month. No retrofit rebate funds are available until California American Water's pending California Public Utilities Commission rate case is approved.

Month	Cost	Annual Savings
January 2012	\$0	0 AF
February 2012	\$0	0 AF
March 2012	\$0	0 AF
<b>Total</b>	<b>\$0</b>	<b>0 AF</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 in the reporting period. 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.

Month	Number of Audits
January 2012	7
February 2012	4
March 2012	6
<b>Total</b>	<b>17</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:

- The Boys and Girls Club was retrofitted with free high efficiency toilets, waterless urinals, aerators, and a free weather based irrigation controller. This was a donation from California American Water. A & R Plumbing also contributed by supplying the free waterless urinals, toilet seats, and aerators and many hours of free labor. Tom Arnold of RB Construction was the Project Contractor Supervisor for the entire project and also donated many free labor hours.
- All non residential customers were sent surveys to complete and report their high efficiency fixtures as part of the rate case to possibly convert using the allotments as a basis for billing and instead to be based on best management practice compliance.
- Residential surveys were sent in December of 2011 to 7,000 residential customers per PUC regulation, who have 6 or more people, large animals, lot sizes of 2 acres or more,

customers who have no outside space, and customers who haven't responded to surveys. The company received a response of 4,000 surveys that were returned.

- California American Water's met with Niagara Conservation to discuss a new concept of mandating a region wide toilet/showerhead/aerator retrofit project within the company's service area.
- Several meetings were held to discuss the billing of free service customers who receive free water in exchange for rights-of-way and /or transfer of riparian water rights to the Carmel River. Free service customers in the next couple of months will start receiving water bills with dollar amounts and then adjusted to show the actual cost of water. Free service customers will also be reminded that they are also part of the Stage 1 through 7 water conservation plan and must also adhere to the rules and requirements.
- CAW again met with Niagara Conservation to discuss a "Pay as You Save" voluntary program that currently started for Sonoma County Water. The concept is to have the utility install new conservation products such as high efficiency toilets, washers, aerators, and showerheads. The customer then pays for the appliances achieved through the water savings on the bill.
- California American Water participated in Monterey Peninsula Water Management District's stakeholder meeting where public authority and commercial customers were given the opportunity to discuss future rationing plans and come up with a plan of how the commercial sector water will be allocated. Customers also requested consumption history of all the accounts and will be given during the next meeting in April.
- CAW reviewed several commercial audits completed in December and assigned annual water allotments based on historical usage and potential water savings. The audits serve as a guide for water savings recommendations and retrofits to further conserve water.
- CAW's non-residential customers returned 800 out of the 3,300 surveys sent in February to report the efficiency of their water fixtures as part of the rate case to possibly use Best Management Practices as a basis for billing instead of the MPWMD's list of commercial uses.
- The company's conservation supervisor conducted a commercial audit for the Best Western Motel in Pacific Grove, and also met with the hotel manager and president of the City of Pacific Grove's Chamber of Commercial to discuss how hotels can reduce water usage indoors and outdoors.
- California American Water and the MPWMD as members of the Water Awareness Committee of Monterey County (WAC) participated in the City of Monterey's annual cutting day and Horticultural Fair on Saturday March 17, 2012 which is now in its 56th year.
- MPWMD participated in two Monterey County Graywater and Rainwater Catchment Working Group meetings.
- MPWMD attended the USGBC's Ninth annual Water Conservation Showcase.
- MPWMD met with representative of the Monterey Bay Regional Storm water

- Management Program to discuss program coordination.
- MPWMD hosted two American Rainwater Catchment Systems Association (ARCSA) workshops and one public workshop on rainwater harvesting.
- MPWMD convened stakeholder groups of Non-Residential users to revisit the Commercial and Public Authority water rationing plans.
- MPWMD conducted 487 home inspections for change of title.

**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 2nd quarter of Water Year 2012. 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,

A handwritten signature in black ink, appearing to read 'Eric Sabolsice', with a long horizontal flourish extending to the right.

Eric Sabolsice  
General Manager  
Central Division  
California American Water

Attachments (2)