



DATE: April 21, 2016
TO: Tammy Rudock, General Manager
FROM: Jeanette Kalabolas, Administrative/Water Conservation Specialist

SUBJECT: 2016 FIRST QUARTER WATER CONSERVATION STAFF REPORT

SUBJECT #1: Water Conservation Web Page Re-Design

BACKGROUND: The website is a fundamental tool in relaying conservation messaging, drought measures and actions, as well as other key water saving information to MPWD customers.

DISCUSSION: In two months, fun, new and exciting changes will be coming to the MPWD's website water conservation page. The most notable change will be the segregation of the existing page into three more distinct sections to allow customers improved access to information. A handful of new ads created for our spring campaign will also make their debut on the home pages rotation banner. Changes to new and existing links are also on the horizon, the billing inserts title will be renamed public announcements and three new drop down water conservation menu items will be added – monthly reports, workshops and complimentary items. Standing content will be refreshed as well, some of our older tips will be swapped with new ones and existing graphics will get makeovers. New reference resource links are also under consideration, such as the addition of SaveOurWater.com's great video shorts to help expand on visual content and the UWMP page will also be reconfigured to house our newly adopted UWMP, as well as all correlating documents.

SUBJECT #2: MPWD 2015 Water Waste Data Summary Report

BACKGROUND: In early 2014 Governor Brown issued a drought emergency proclamation directing water industry officials to take necessary action to prepare for record low dry conditions. In response, DWR directed all state agencies to immediately reduce their water consumption. A new reporting portal was introduced and all California agencies were mandated to report monthly water use starting spring 2014 forward in comparison to 2013. Part of this process also defined that agencies must track and report water waste within their service territory. The state then took further action in late 2015 by implementing a web tool, www.savewater.ca.gov to assist the public in reporting observed water waste violations.

DISCUSSION: Each month Tammy includes in her conservation report the number of water waste complaints received by the MPWD. There were 58 complaints registered in calendar year 2015. Below is the statistical data collected by staff with respect to the types of grievances:

- 14 leaks reported were the result of runoff noticed on hardscape surfaces (sidewalks, driveways or street);
- 10 were the result of someone noticing irrigation in excess;
- 9 were due to residents watering between the prohibited hours of 10AM – 6PM;
- 9 others resulted from someone spotting a broken irrigation line or sprinkler head;
- 5 were reported as residents watering more than the allotted two times per week;
- 4 were the result of residents using a hose or power washers to clean sidewalks, carports or windows;
- 2 were the result of pools overflowing;

- 1 the result of water noticeably flowing from a meter box; and
- 1 classified as other. Upon further investigation staff concluded that particular leak to be the result of groundwater.

In addition, there were 3 ongoing violations that exceeded MPWD's allotted time frame to repair a leak. These violations required further communication outside staff's standard education efforts and only one violation reached the level of written notification.

Water waste customer classifications totals tallied:

- Single-Family 37;
- Multi-Family 9;
- Commercial 8; and
- Public Authority 4.

Reports came in through varied sources as well:

- 31 calls were made to the MPWD office by concerned citizens;
- 13 violations were reported through use of our online water waste form;
- 10 were discovered by staff in the field;
- 3 were forwarded by CalWater; and
- 1 came through the City of Belmont Public Works office.

SUBJECT #3: Belmont Growth and Development

BACKGROUND: The MPWD has experienced an increase in the number of project development applications being submitted. Because of this recent uptick staff has been working diligently with the City's Building and Planning Department to redefine the approval process and improve communications. The adoption of the 2016 Water Efficient Landscape Ordinance (WELo) has also prompted staff to update its existing application.

DISCUSSION: As of April 2016 there were a total of thirty (30) development proposals under review by staff, 12 fall under the combined customer classification categories of commercial, public authority and multi-family dwellings and 18 under single family proposals. Stages of approval vary from initial receipt of civil/landscape plans to applications pending final audit or approval. Staff is also in the process of refining the existing WELo customer plan check and review application. Changes include a new preliminary plan recognition phase where staff notifies the city that design and plants specs meet our ordinance requirements. Other changes include the addition of new report forms to the application packet, as well as revisions to both the checklist and submittal procedure instruction letters.

SUBJECT #4: Boy Scout Easement Renovation Project

BACKGROUND: In May of 2015, a local scout (Thomas K.) approached the MPWD with a proposed community project idea to meet the requirements of his "Eagle Leadership Service" award. The objective of the project was to plan, organize, lead and manage a team of volunteers in serving the needs of a local community non-profit organization.

DISCUSSION: Thomas chose to design and implement a drought tolerant landscape to demonstrate for MPWD customers the use of water efficient California native plants in a sustainable garden. The project area is the easement strip directly across the street from the MPWD's Dairy Lane location. Property owners were notified about the project.

Preliminary work began summer of 2015 and included many phases: plant research, execution of a site plan drawing, volunteer coordination, budget estimations, fundraising and creation of a work schedule, which outlined three (3) work stages:

- Stage 1 included site preparation - debris clean-up, trim and removal of existing trees/bushes/plants, surface leveling and rising of the required soil bed, as well as the installation of a weed block product. This stage was completed Monday, March 28, 2016.
- Stage 2, set in motion the installation of oleander trees, wax leaf privet shrubs and yellow wave flax, society garlic and lavender plants. This stage was completed the weekend of April 16-18, 2016.
- Stage 3, the final phase of the project calls for the installation of a drip irrigation system (with the option to hand water with recycled rain water collected on site), plus the addition of mulch and plant labels, so that visitors can obtain names of varieties if so desired for use in their own yards. This stage is expected to be completed no later than May 9, 2016.

Several items were not defined in the original proposal, however, Thomas has offered to provide a maintenance and water schedule (just until the plants establish themselves) and agreed to install doggie waste receptacles to ensure the integrity of the easement. Before, during and after photos were recorded from start to finish of the project and MPWD has agreed to submit a public service announcement to local media to publically recognize the scout's effort and community contribution.

SUBJECT #5: State Water Resources Control Board (SWRCB), Division of Drinking Water (DDW) Office Goes Paperless

BACKGROUND: The DDW offices of the SWRCB is implementing a paperless office system to reduce its paper use, increase efficiency, and provide a more effective way for employees, the public and interested parties to report and view documents in electronic form. This change in procedure will help ensure that DDW meets the same efficiency and transparency goals as other Water Board departments, which have already completed the transition.

DISCUSSION: Starting July 1, 2016, DDW requested that public water systems begin submitting documents in electronic format, including but not limited to: monthly monitoring reports, general correspondence, and other routine submittals. On June 1, 2016 state agencies can expect to receive a letter further detailing this process it will come directly from the DDW district office that oversees California water systems and will describe the submittal methods and requirements expected of individual agencies. If an agency anticipates difficulty complying with this request, or has additional questions or concerns regarding these proposed change they can contact the DDW office to discuss the situation further.

SUBJECT #6: Bay Area Water Supply and Conservation Agency (BAWSCA) Drought Response Analysis

BACKGROUND: BAWSCA will spend FY 2016/2017 working to compile an analysis report to help both itself and its member agencies better understand the impacts of the past few drought years.

DISCUSSION: Lots of questions were raised as agencies looked to find water savings solutions to persistent dry climate conditions, such as:

- What factors helped drive down the cutbacks and reductions experienced - media, agency communications, the state's call to action, and other components?
- How will the impacts affect future supply and demand needs?
- Are existing shortage provisions appropriate and sufficient?
- How prepared were member agencies to deal with shortages and how were other supplies affected (outside SFPUC)?

BAWSCA will also look to include local economic and financial impacts. Once the report is compiled, members will be invited to attend an informational workshop where data will be shared and findings discussed through an open questions and answer forum.