



City of Monrovia Water Conservation Plan Phase II: Drought Billing Update

CITY COUNCIL MEETING

MARCH 1, 2022

Background:

Despite recent rainfall, California has experienced historically high temperatures and lack of adequate rainfall, resulting in drought conditions.

In July 2021, Governor Gavin Newsom called upon the entire State of California to reduce water consumption by 15%. By October 2021, a proclamation was issued extending drought emergency conditions statewide, which extended to Los Angeles County.

Background continued:

A comparison of the City of Monrovia's water production needs in 2020 versus 2021 shows an 8% decrease in water usage.

<u>Water Production in Gallons</u>								
	July	August	September	October	November	December	January	Total
2020	230,022,000	265,849,000	222,783,000	247,865,000	170,570,000	182,623,000	167,983,000	1,487,695,000
2021	243,871,000	233,771,000	213,699,000	202,793,000	180,905,000	141,154,000	152,016,000	1,368,209,000
Monthly + / -	13,849,000	-32,078,000	-9,084,000	-45,072,000	10,335,000	-41,469,000	-15,967,000	-119,486,000
Month-to-Month Comparison	6.02%	-12.07%	-4.08%	-18.18%	6.06%	-22.71%	-9.51%	-8.03%
Cumulative Target		-3.68%	-3.80%	-7.49%	-8.37%	-10.35%	-11.99%	-8.03%

Background continued:

On December 7, 2021, City Council implemented Phase II of the Water Conservation Plan.

Phase II requires mandatory water use restrictions and water conservation 10% from the base period allocation.

Residents and business are not permitted to exceed 90% of their base period allocation, which is defined as the actual water usage during the same month in 2020.



Implementation of Excess Usage Penalty

Customers who fail to reduce water usage by the required 10% will be billed a penalty of two times the cost of a water billing unit for each unit in excess of what is permitted.

The penalty for exceeding your water conservation target will depend on your account type. For most residential single family households, this would be \$4.88 per unit in excess of the target consumption.

Roughly 43% of the City's water customers will be affected by the Excess Usage Penalty.

Water Consumption Rates	
Description	Drought Penalty Rate For Each Billing Unit**
New Construction (after 3/8/18) of 5+ Residential Units	6.54
Residential Single, Residential Multi, Commercial	4.88
Senior* <i>Discount program offered to customers 65 years or older</i>	4.64
Low Income* <i>Discount program offered to customers with household income at or below 50% of LA County median income level</i>	3.66
Low Income Senior* <i>Discount program offered to customers 65 yrs or older and with household income at or below 50% of LA County median</i>	3.66
Veteran* <i>Discount program offered to customers who served in a branch of the US Armed Forces</i>	3.66
Lifeline <i>Legacy discount program previously offered to customers 62 yrs or older, disabled and low income</i>	1.70

*In order to qualify for the discount program: 1) Applicant's name must appear on the Municipal Utility Bill, 2) Applicant must live at the property, 3) The property must be a single-family dwelling unit.

**Each billing unit is equivalent to approximately 748 gallons or 1,000 cubic feet of water.

Water Conservation Outreach

Outreach and educational tools included the following:

- City Manager's Weekly Update
- Monrovia Today
- Utility bill inserts
- Water conservation kits
- Water conservation planner
- City website – Monrovia Conserves
- Social media

WATER CONSERVATION KITS
Water Conservation Kits are available to residents by request. Limited Quantities Available

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 n-Toxic Dye Tablets
 n Kitchen Aerator
 Hose Nozzle
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 with installation
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nd Turf Removal Rebates are available
 om website or for more information,
 orks Department at (626) 932-5575

WATER CONSERVATION KITS
 • Shower Pro Massage
 • Water Saving Bathroom Aerator
 • Leak Detecting Non-Toxic Dye Tablets
 • Swivel Spray Stream Kitchen Aerator
 • Home and Garden Hose Nozzle
 • Lawn Sprinkler Gauge
 • Replacement Washers
 • Informational card with installation instructions and water saving data

Water Conservation Kits are available to residents by request. Limited Quantities Available

INCLUDED IN THE KITS ARE:

Water Efficient Products and Turf Removal Rebates are available at the www.bewaterworks.com website or for more information, please contact the Public Works Department at (626) 932-5575

WATER CONSERVATION

While drought conditions exist across the state, as Californians we have been called to reduce water use by 15% to help protect water reserves if drought conditions continue. California has experienced historically high temperatures, resulting in very dry conditions and increased reliance on groundwater, causing the depletion of aquifers. As Monrovia, we can do our part to ensure that water conservation is a way of life as we call to action of our community to preserve our water supply. Here are some ways to conserve water at home.

INDOOR TIPS

Stop Running Water. Turn off the water when you are brushing your teeth and shaving. Doing so will save up to 2.5 gallons per minute.

Limit your Showers to 5 Minutes. Spend only 5 minutes in the shower and save up to 25 gallons each time.

Fix The Drips. Repair your leaks immediately and save up to 20 gallons a day.

Wash Full Loads Only. Washing only full loads of laundry and dishes can save 15-50 gallons per load.

Buy Efficient Appliances. Buy water-saving devices like high-efficiency toilets and clothes washers, and save many gallons per day.

OUTDOOR TIPS

Don't Over-Water. You should only be watering outdoors every other day.

Choose the Right Time. You should only be watering outdoors between the hours of 6 p.m. and 6 a.m. This reduces evaporation and can save 25 gallons each day you water.

Use a Broom, Not a Hose. Put down the hose and pick up a broom when you want to clean your driveway and sidewalks, and save 150 gallons each time.

Maintain Your System. Check your sprinkler system for leaks, overspray and broken sprinkler heads and save up to 500 gallons a month.

Control What You Need. Install a smart, weather-based sprinkler controller and save 40 gallons a day.

POOLS AND IN-GROUND SPAS

- Install a pool cover to reduce water evaporation by as much as 90%.
- Shut off waterfalls, fountains, and other water features to reduce water loss and evaporation.
- If your pool is heated, reduce the water temperature to reduce evaporation.
- Check for and repair any leaks.
- Minimize splashing or lower the pool's water level to reduce "splashout."
- Plug the overflow line when the pool is in use.
- Replace sand and DE filters with cartridge filters that do not require backwashing.
- Keep your pool clean to reduce frequency of backwashing.

ABOVE-GROUND HOT TUBS OR SPAS

- Keep it covered.
- Maintain the chemicals to extend water life.
- Check equipment for leaks.
- Drain only when absolutely necessary.
- Check with your pool service professional for new technology that helps keep the water clean and reduce the need to drain the spa.
- If you drain your spa, reuse the water to irrigate plants and landscaping.

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Water Bill Inserts

An informational flyer was included in the January and February water bills, to provide customers with information about the ongoing drought, Phase II, and the implementation of the excess usage penalty.

The **DROUGHT** is **NOT** over!

Despite recent rainfall, California has experienced historically high temperatures and lack of adequate rainfall over the years, resulting in drought conditions and increased reliance on groundwater. This combination of events has lowered our water availability to near-record levels.

CALIFORNIA DROUGHT EMERGENCY

In July 2021, Governor Gavin Newsom called upon the entire State of California to reduce water consumption by 15% and declared drought conditions in a vast majority of counties, including Los Angeles County.

MONROVIA'S WATER CONSERVATION PLAN

As Monrovia residents, we must do our part to reduce water consumption. In December, the Monrovia City Council implemented Phase II of the Water Conservation Plan, **requiring a mandatory 10% reduction in water consumption** to reach the statewide reduction mandate.

As a result of establishing Phase II of the Water Conservation Plan, violations of mandatory water conservation measures may result in administrative citations. Additionally, customers who fail to reduce their water usage by the required 10% will be billed a penalty of two times the cost of a water billing unit (748 gallons of water) for each unit in excess of what is permitted. For a typical residential unit, the standard penalty is \$4.88 per unit in excess.

Moving forward, residents and commercial customers should not exceed 90% of their base period allocation. The base period allocation is defined by actual water usage during the same month in 2020.



For additional information, visit
CITYOFMONROVIA.ORG/MONROVIACONSERVES

City of Monrovia

Be aware that we are still in a serious drought situation, and continue to conserve water wherever and whenever possible!

By conserving water, you will not only save money, but you will also be helping with the drought situation we are facing in our region.

RESIDENTIAL WATER CONSERVATION MEASURES



Irrigate lawns every fourth day between 6 p.m. and 8 a.m. the following day.

Repair leaks promptly, within 48 hours of discovery, from indoor and outdoor plumbing fixtures.

Do not allow water to run off onto streets, sidewalks, driveways, or any impermeable private or public surfaces.

Do not use water to wash sidewalks, walkways, or other hard surfaces, unless necessary for sanitation purposes.

Do not use water to wash cars, boats, trailers, or any other motor vehicle by hose, unless used with a shut-off nozzle.

Do not use water to clean, fill, or maintain decorative fountains, ponds, or lakes, unless the water is being recirculated.

COMMERCIAL WATER CONSERVATION MEASURES

Do not use water for dust control or washing buildings, unless for the purposes of construction as identified in a submitted plan.




Do not serve drinking water in restaurants, hotels, cafés, or other public places, unless requested by the customer.

Provide customers with the option of choosing not to have towels laundered daily, and display proper notification of this option in all guest rooms.

Maintain public toilets and urinals with the best available low-flow technology or waterless toilets, as required by applicable codes.

New Water Bill Redesign

City of Monrovia Utility Services Bill Sample Bill


415 S Ivy Avenue
Monrovia, CA 91016
Phone: 626-932-5517
www.cityofmonrovia.org

Service Address
 Account Number
 Customer Number
 Bill Number
 Bill Date 02/02/2022
 Due Date for Current Charges 02/22/2022

Total Amount Due: \$113.37

Account Summary	
Previous Balance	\$101.31
Payments Applied	-\$101.31
Fees/Penalties	\$0.00
Adjustments	\$0.00
Balance Forward	\$0.00
Current Charges	\$113.37
Total Amount Due	\$113.37

Read Details	Date	Meter Read
Previous Read	12/09/2021	6233
Current Read	01/12/2022	6253

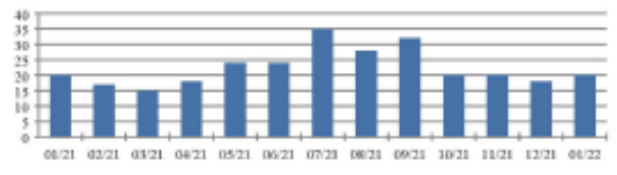
Consumption Details	Gallons	Units (748 gallons/unit)
Current Consumption	14,960	20
Water Conservation Target	12,716	17
Excess Consumption	2,244	3

Water Conservation Target											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
17	15	15	12	25	18	32	31	27	23	27	11

Description of Current Charges	
WATER CONSUMPTION	\$47.40
5/8" METER SVC CHRG	\$39.91
SEWER CHRG - SINGLE UNIT	\$9.86
WASTE IMPACT FEE SINGLE	\$2.94
EMERGENCY SVCS FEE SINGLE	\$3.16
STREET SWEEPING SINGLE	\$1.30
STORM DRAIN - SINGLE UNIT	\$1.89
EXCESS USAGE PENALTY	\$7.32

Current Charges **\$113.37**

Consumption History in Units



Message

Avoid a late fee by making your payment on or before 02/22/2022.

Excess Usage Penalty Amount – This amount is determined by subtracting the **Water Conservation Target Value** from your **Current Consumption**, multiplied by your per unit water rate.

Consumption Details – This area has been expanded and provides you with your **Current Consumption** amount, along with your **Water Conservation Target**. If **Excess Consumption** amounts are listed, you've exceeded your Water Conservation Target.

Water Conservation Targets – This table provides you with the maximum quantity of units your property is allowed to use, per month, to avoid the **Excess Usage Penalty**. This number is based on 90% of your actual water usage for the same month in 2020.

Water Conservation Webpage

Water conservation information is available at our City website: <https://www.cityofmonrovia.org/monroviaconserves>

- *Phase II FAQ's*
- *How to Read Your New Water Bill*

Information regarding Phase II, mandatory conservation measures, conservation tips & kits, available rebates, and more can found on this page.

www.cityofmonrovia.org/monroviaconserves

[Your Government](#) > [Public Works](#) > [Water](#) >

MONROVIA CONSERVES: A COMMUNITY EFFORT







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As Monrovia residents, we can do our part to reduce water consumption. In December, the Monrovia City Council implemented **Phase II of the Water Conservation Plan, requiring a mandatory 10% reduction in water consumption** to reach the statewide reduction mandate.

As a result of establishing Phase II of the Water Conservation Plan, violations of mandatory water conservation measures may result in administrative citations. Additionally, customers who fail to reduce their water usage by the required 10% will be billed a **penalty of two times the cost of a water billing unit** (748 gallons of water) for each unit, the standard penalty is \$4.88 per unit in excess. More information and the list of penalties based on account type are listed below.

Contact

Public Works Department
(626) 932-5575

 Submit an Appeal	 Rebate Information	 Water Workshops
 Report a Water Issue	 Request a Conservation Kit	 Pay Utility Bill

Excess Usage Penalty Appeal Process

Customers who would like to appeal their bill may do so by completing an appeal form online, located on the City's Water Conservation webpage.

In addition, hardcopy appeal forms will also be made available at our water counter, for customers who do not have access to the online version of the appeal form.

Your Government > Public Works > Water >







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Excess Usage Penalty Appeal Process continued

Customers who would like to appeal their bill may do so by completing an appeal form online, located on the City's Water Conservation webpage.

City staff will review appeal submissions in order of receipt, and will send a response, via email, regarding the status of the appeal. Staff will do their best to address appeals as quickly as possible.

EXCESS WATER USAGE PENALTY APPEAL

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Phase II of the Water Conservation Plan includes application of an "excess usage penalty" for customers who are not meeting a 10% water reduction compared to 2020. Customers who do not meet the 10% reduction will pay a penalty charge for each excess unit of water. The penalty is two times the normal cost of water for each excess unit.

Utility customers may appeal the penalty by submitting the form below.

DO NOT apply for an appeal if you:

1. Have more individuals living in your home in 2022 than you did in 2020.
2. If you have not made attempts to retrofit your entire property.

1. Utility Account Information *

What is the full name on this account? <input type="text"/>	Please provide the full name of the person making request: <input type="text"/>
Customer Number <input type="text"/>	Primary Phone Number <input type="text"/> ext. <input type="text"/>
Account Number <input type="text"/>	Address <input type="text"/>
Email Address <input type="text"/>	

2. Reason for Appeal *

Water Conservation Webpage

Your Government » Public Works » Water »

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Submit an Appeal	Rebate Information	Water Workshops
Report a Water Issue	Request a Conservation Kit	Pay Utility Bill

- About Monrovia Water >
- Phase II Water Conservation Plan >
- Residential Conservation Measures >
- Commercial Conservation Measures >
- How to Read Your New Water Bill >
- Excess Water Usage Penalty Rate Chart >
- Water Conservation Resources >
- Tree Watering >

OUR TREES SAVE THE DROUGHT

FROM THE GROUND UP |

Land and water are both precious resources. Trees make our houses feel like a home – they also improve property values, clean our water & air, and even make our lives safer & quieter. When we water wisely and maintain our trees carefully, we can enjoy a wide range of benefits at a low cost and with little effort.

SHADE TREES Shade trees require MORE water when growing near heat sources such as driveways & sidewalks.	EXPOSED TREES Water loss is greater where trees are exposed to hot afternoon sun & strong or constant wind.	DECIDUOUS TREES The critical time for water is during bud-break in spring when new buds and leaves are forming.
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THE RIGHT PLACE Plant trees in the "right place," beneath shade, in a well-shaded area, and add mulch to the soil to reduce evaporation.	CONSERVE & RECYCLE WATER Inside: Place buckets in the shower to collect warm up water. Recycle water from the dehumidifier, collect air conditioning condensation, & "save a flush" to conserve. Outside: Convert irrigation systems to drip, low-flow or micro spray & fix leaks.	THE RIGHT TIME Water early in the morning or after the sun has set, as this is when trees replace the water they've lost during the day. Also less water is lost to evaporation at these times. Mulching your tree will also keep soils warmer in winter & cooler in summer.	DON'T WASTE WATER Water so that it soaks into the ground rather than running off into the drain.	THE RIGHT CHOICE Plant native or drought resistant tree species that require less water. Choose trees over lawn as trees are a long term investment.
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VISIT US:
www.InvestFromTheGroundUp.org
[Facebook.com/InvestInTrees](https://www.facebook.com/InvestInTrees)
[@InvestInTrees](https://twitter.com/InvestInTrees)
www.cityofmonrovia.org

Conservation Measures

Watering between 6 p.m. and 8 a.m.

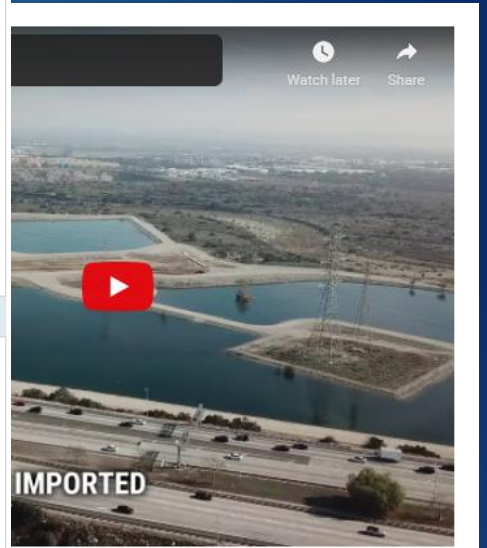
Within 48 hours of discovery, from the time of the leak, stop using fixtures. Turn off water to streets, sidewalks, driveways, walkways, or other public surfaces. Turn off water for sanitation purposes. Turn off water to cars, boats, trailers, or any other motor vehicle by hose, unless used with a nozzle. Do not fill or maintain decorative fountains, ponds, or lakes, unless the water is used for irrigation.

Conservation Measures

Water control or washing buildings, unless for the purpose of construction as specified in the plan.

Water in restaurants, hotels, cafes, and other businesses, as requested by the customer.

Water is an option of choosing to have a waterless toilet display proper notification of the availability of urinals with the best waterless technology or waterless toilets, as requested by the customer.



Questions?



Thank you!

