



Overview of Phase II Drought Emergency Response

CITY COUNCIL MEETING

JUNE 21, 2022

Background

- ▶ The State of California continues to experience unprecedented drought conditions as a result of historically high temperatures and the lack of adequate rainfall.
- ▶ 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.

Phase II: Water Usage Comparison

A comparison of the City of Monrovia's water production needs in 2020-2021 versus 2021-2022 shows a **5.7% decrease** in water usage.

Water Production in Gallons												
	July	August	September	October	November	December	January	February	March	April	May	Total
2020/2021	230,022,000	265,849,000	222,783,000	247,865,000	170,570,000	182,623,000	167,983,000	140,818,000	154,961,000	175,794,000	210,297,000	2,169,565,000
2021/2022	243,871,000	233,771,000	213,699,000	202,793,000	180,905,000	141,154,000	152,016,000	151,386,000	171,182,000	168,550,000	186,681,000	2,046,008,000
Monthly + / -	13,849,000	-32,078,000	-9,084,000	-45,072,000	10,335,000	-41,469,000	-15,967,000	10,568,000	16,221,000	-7,244,000	-23,616,000	-123,557,000
Month-to-Month Comparison	6.02%	-12.07%	-4.08%	-18.18%	6.06%	-22.71%	-9.51%	7.50%	10.47%	-4.12%	-11.23%	-5.70%
Cumulative Target		-3.68%	-3.80%	-7.49%	-8.37%	-10.35%	-11.99%	-5.52%	-4.74%	0.56%	-0.60%	-5.70%

Statewide Water Consumption

- ▶ In comparison, Statewide water usage continues to trend in the wrong direction. In a recent article from CalMatters, March (+19%) and April 2022 (+17.6) consumption was higher than previous years.
- ▶ Overall, the article reports that California has reduced water usage by 2% compared to 2020 levels despite Governor Newsom's Drought Declarations.

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 of 10% from the base period allocation.
- ▶ Residents and businesses 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.



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.

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.*

Implementation of Excess Usage Penalty

[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 2021, 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. Penalties for water usage will take effect on your March 2022 utility bill. More information and the list of penalties based on account type are listed below.

Contact

Public Works Department
(626) 932-5575



Submit an Appeal



Report Water Waste



Rebate Information



Water Workshops



Request a Conservation Kit



Pay Utility Bill

About Monrovia Water



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EXCESS WATER USAGE PENALTY APPEAL

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Phase II of the Water Conservation Plan establishes an "excess usage penalty" for customers who do not meet a 10% water reduction compared to 2020. 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 for each unit in excess of what is permitted.

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

PLEASE NOTE:

- Having more individuals living in your home in 2022 than you did in 2020 does not guarantee your appeal will be granted.
- If you have not made attempts to retrofit your entire property, your appeal may not be granted.

We will process each appeal in the order received. Please allow 2 - 4 weeks for staff to review your appeal. During that time, we encourage you to continue making your utility bill payments to avoid any late fees or service interruptions.

1. Utility Account Information *

What is the full name on this account?

Please provide the full name of the person making request:

Account Number

Customer Number

Primary Phone Number

 ext.

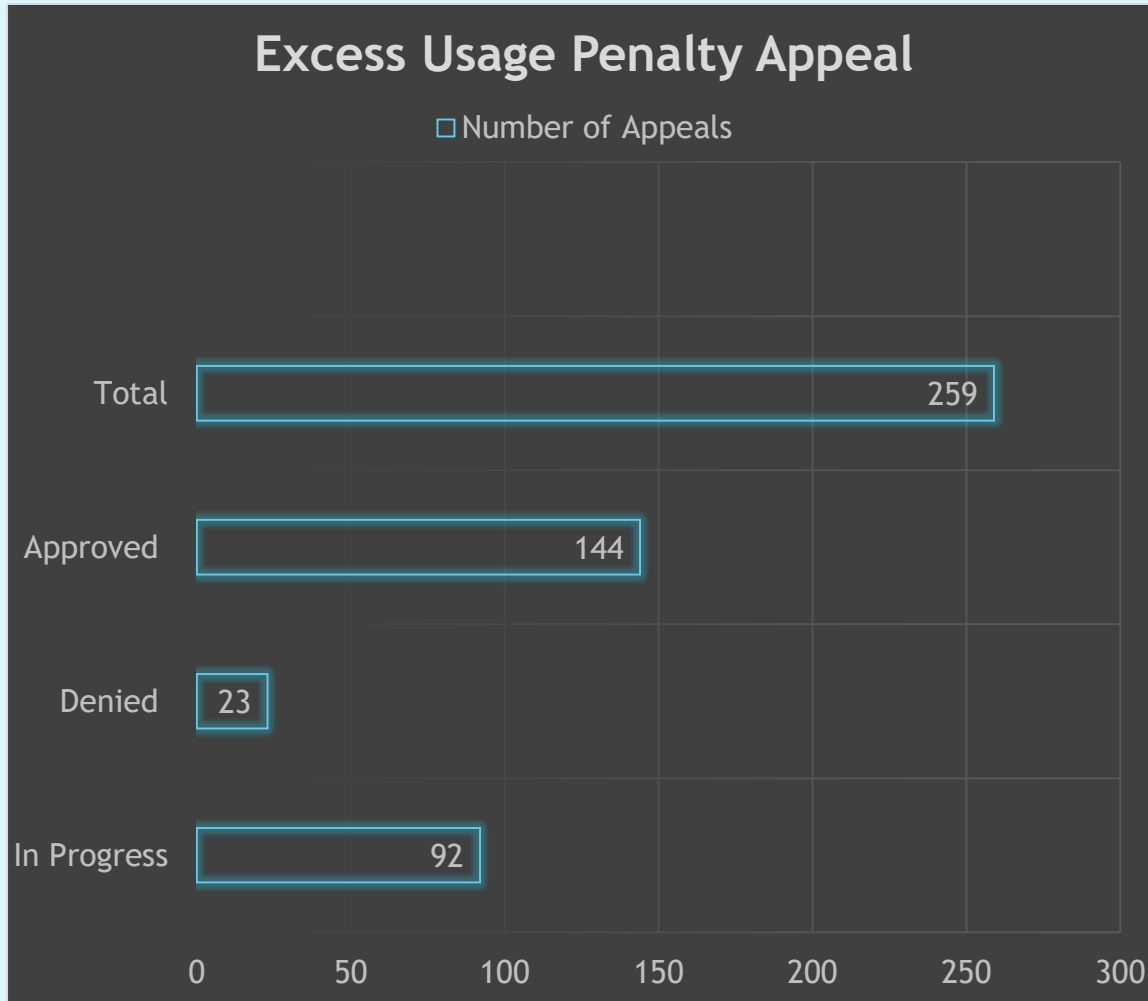
Address

Email Address

If you're submitting an appeal for a multi-family residential, please let us know how many rental units there are?

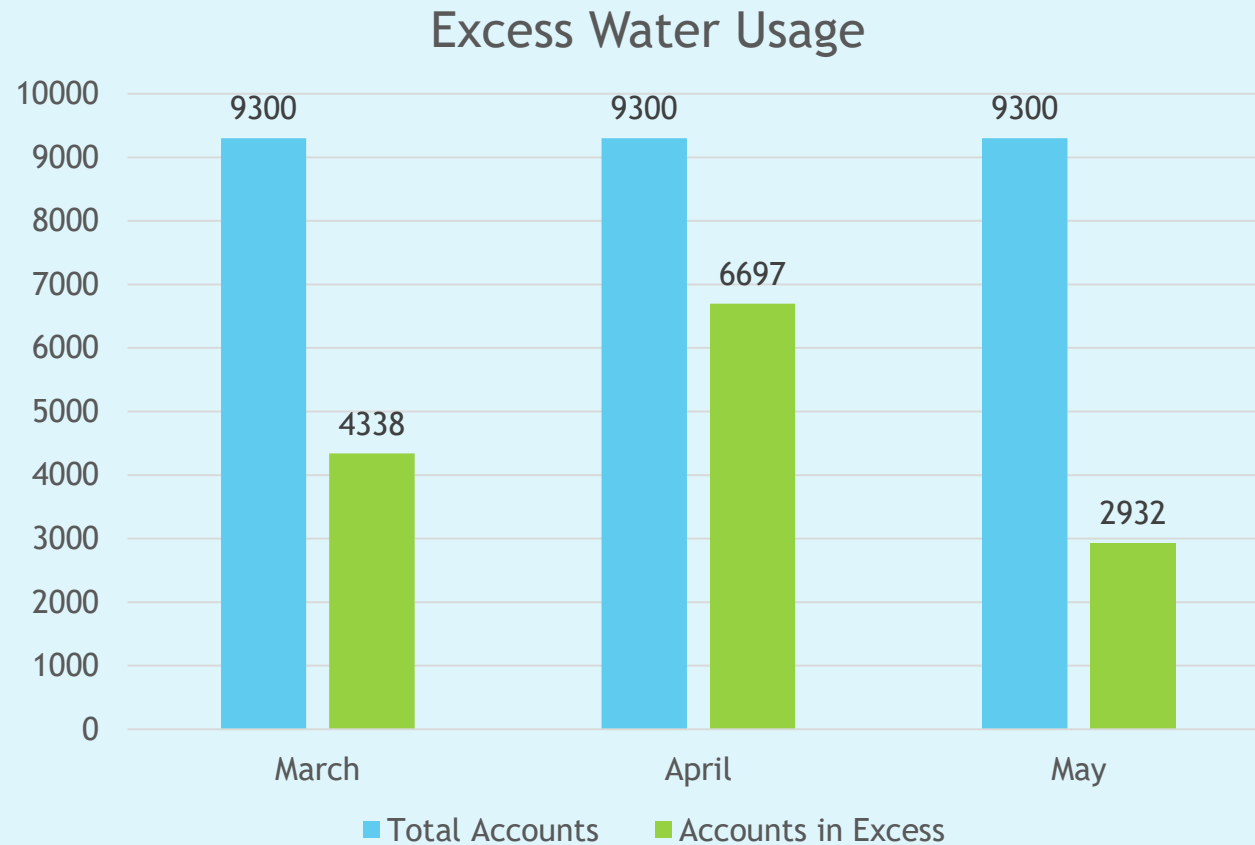
2. Reason for Appeal *

Water Penalty Appeals



- ▶ Each appeal is reviewed on a case-by-case basis.
- ▶ Taking the following into consideration:
 - ▶ Conservation measures taken
 - ▶ Reason for appeal
 - ▶ Comparison to same account type in the same route
 - ▶ Account history

Phase II: Water Conservation



- ▶ Number of accounts in excess has **decreased** since March 2022.
- ▶ Only 32% of accounts were in excess in May 2022.
- ▶ Excess usage rose in April due to lower targets.

Example of Approved Penalty



Water Conservation Appeal
Status - Completed on 04/21/2022
Category - Didn't Live Here in 2020

Printed: 6/9/2022

Appeal #: 20146

Submission Date: 4/4/2022

Account Information

n

Acct-Cust Number: [REDACTED]
Submitted by: [REDACTED]

Munis Information

Acct Start Date: 2/3/2021
Route: 0050 Account Type: RS
Location: [REDACTED]

Appeal Reason Provided

We are new home owners of the property as of 2021; the 2020 comparison should not apply to our usage. This is our first year in the home and there was little to no usage previously (during months when prev. owner was not living here). We are appealing for the charge of \$17.08 billed 3/23/22 and are appealing this charge for the remainder of the year.

We are also hoping it will be taken into consideration that during our purchase and renovation of the home we implemented several water conservation measures including: efficient fixtures, shower heads, timed systems, auto shut off nozzles, and the planting of drought tolerant plants.

Thank you for your consideration of our appeal.

Conservation Measures Taken

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> Drought Tolerant Landscaping | <input type="checkbox"/> High Efficiency Toilets | <input type="checkbox"/> Aerators for Faucets | <input type="checkbox"/> Automatic Hose Shut-Off Nozzles |
| <input type="checkbox"/> Efficient Water Fixtures /Appliances | <input type="checkbox"/> Timed Irrigation System | <input type="checkbox"/> Efficient Shower Heads | |

Appeal Reasoning

List of conservation measures taken

History of Usage on Account



2019 Billed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	7	6	7	7	1	3	2	3	4	4	3	3

2020 "Actual" Reads*	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	1	2	1	1	7	2	3	15	34	5	3	12

*Zero consumption months were replaced with Averages by Route and Type and therefore may appear different than in Munis.

2020 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	9	9	9	8	13	14	15	18	18	14	15	11

2020 Average Target**	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	9	9	9	8	13	14	15	18	18	14	15	11

**Average Target By Route and Type

2021 Billed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	2	0	1	0	1	1	4	3	6	4	17	17

2022 Billed	Jan	Feb	Mar	Apr	May
	11	8	8	12	9

Staff Recommendations

Staff recommends approving this appeal and replacing 2020 targets with 2020 average target for route and type. Usage is very low for most months in 2020.

If applicable, Staff Recommends New Target Values

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
9	9	9	8	13	14	15	18	18	14	15	11

City Manager Recommendations

APPROVED.

Admin Services

Billed penalty \$17.08
 Adjusted penalty \$0.00 (9-8 = 0 excess)
 Bill adjustment \$17.08
 Targets updated.

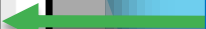
Current Year Usage



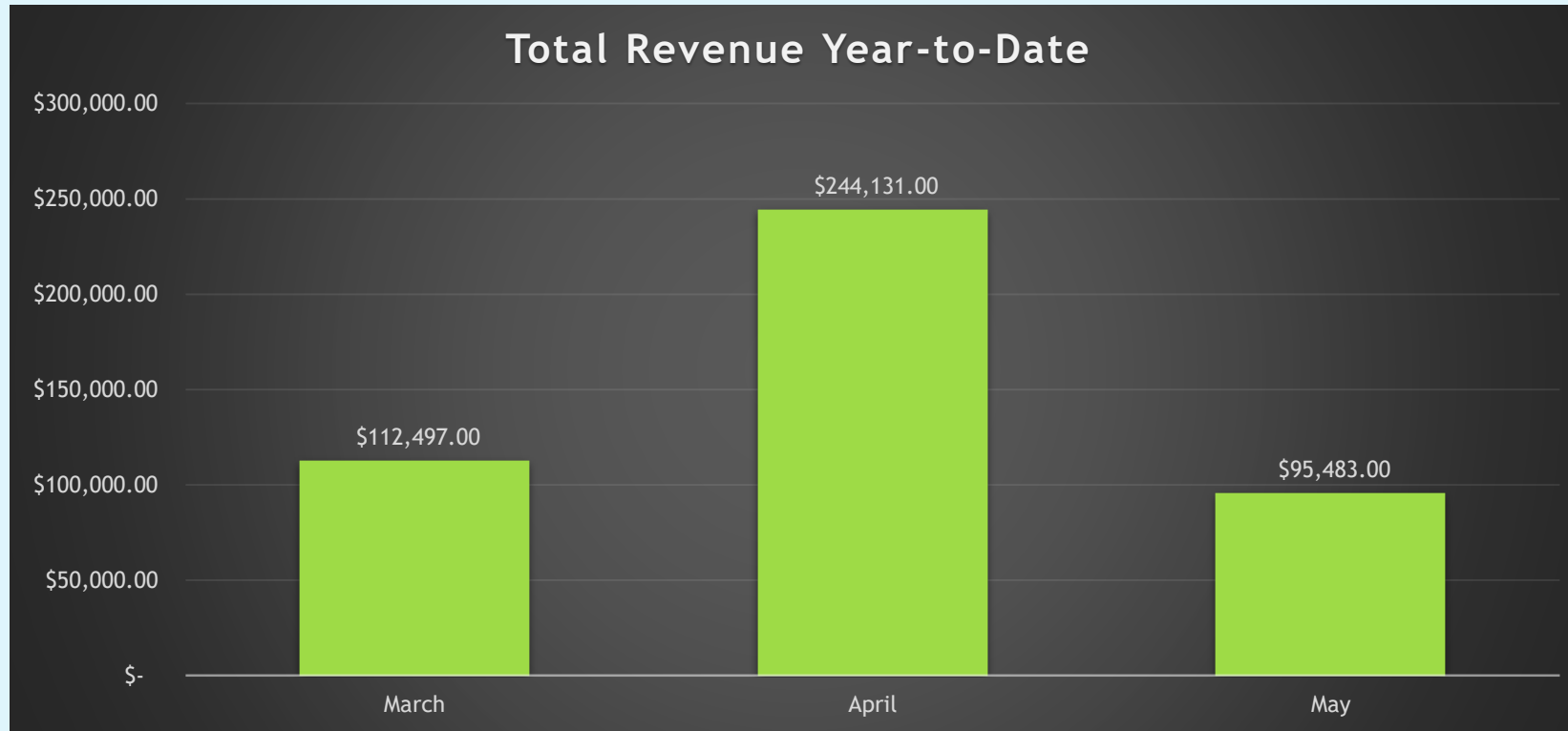
Staff Recommendation



2020 Targets



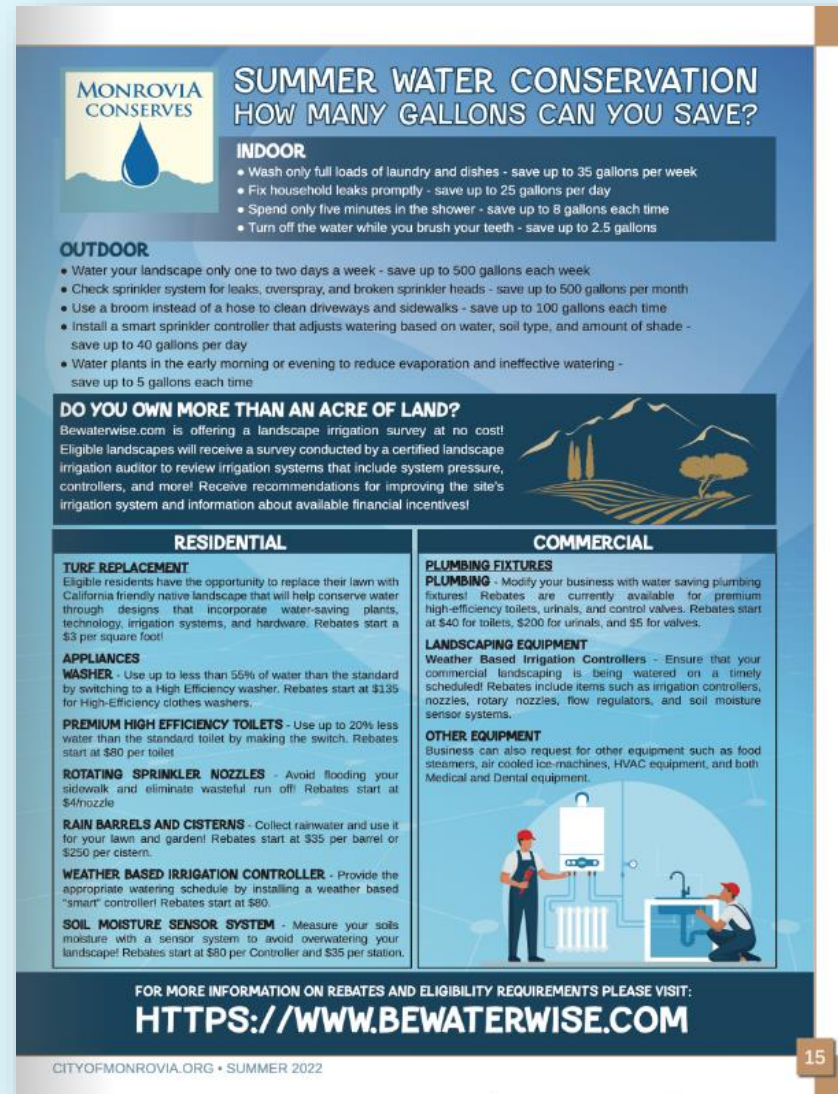
Water Penalty Appeal Revenue



Revenue year-to-date:
\$447,213.93

Water Conservation Outreach

- ▶ Outreach and educational tools included the following:
 - ▶ City Manager's weekly updates
 - ▶ Monrovia Today
 - ▶ Utility bill inserts
 - ▶ Water conservation kits
 - ▶ Water conservation planner
 - ▶ City website - Monrovia Conserves
 - ▶ Social Media
 - ▶ WaterSmart Rebates
 - ▶ Community events
 - ▶ Direct outreach



MONROVIA CONSERVES SUMMER WATER CONSERVATION
HOW MANY GALLONS CAN YOU SAVE?

INDOOR

- Wash only full loads of laundry and dishes - save up to 35 gallons per week
- Fix household leaks promptly - save up to 25 gallons per day
- Spend only five minutes in the shower - save up to 8 gallons each time
- Turn off the water while you brush your teeth - save up to 2.5 gallons

OUTDOOR

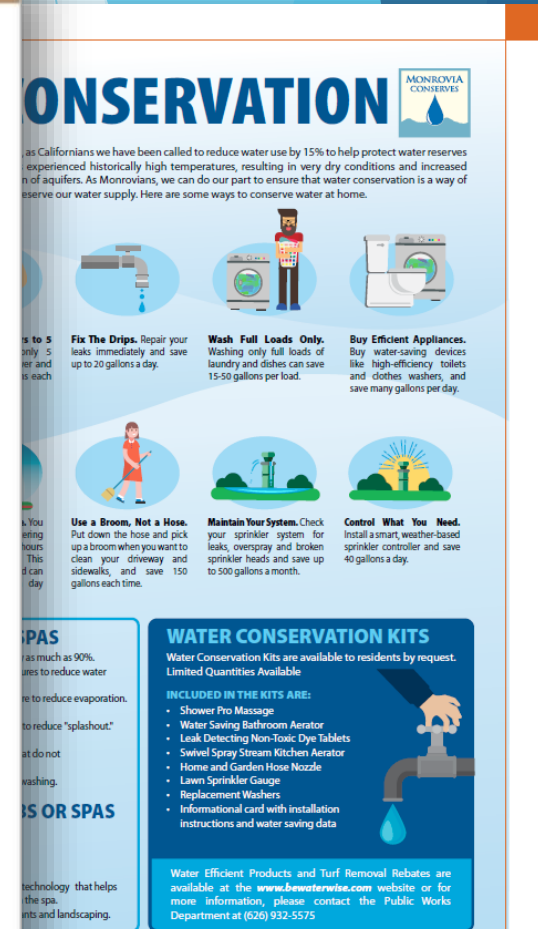
- Water your landscape only one to two days a week - save up to 500 gallons each week
- Check sprinkler system for leaks, overspray, and broken sprinkler heads - save up to 500 gallons per month
- Use a broom instead of a hose to clean driveways and sidewalks - save up to 100 gallons each time
- Install a smart sprinkler controller that adjusts watering based on water, soil type, and amount of shade - save up to 40 gallons per day
- Water plants in the early morning or evening to reduce evaporation and ineffective watering - save up to 5 gallons each time

DO YOU OWN MORE THAN AN ACRE OF LAND?
Bewaterwise.com is offering a landscape irrigation survey at no cost! Eligible landscapes will receive a survey conducted by a certified landscape irrigation auditor to review irrigation systems that include system pressure, controllers, and more! Receive recommendations for improving the site's irrigation system and information about available financial incentives!

RESIDENTIAL	COMMERCIAL
<p>TURF REPLACEMENT Eligible residents have the opportunity to replace their lawn with California friendly native landscape that will help conserve water through designs that incorporate water-saving plants, technology, irrigation systems, and hardware. Rebates start at \$3 per square foot!</p> <p>APPLIANCES WASHER - Use up to less than 55% of water than the standard by switching to a High Efficiency washer. Rebates start at \$135 for High-Efficiency clothes washers.</p> <p>PREMIUM HIGH EFFICIENCY TOILETS - Use up to 20% less water than the standard toilet by making the switch. Rebates start at \$80 per toilet</p> <p>ROTATING SPRINKLER NOZZLES - Avoid flooding your sidewalk and eliminate wasteful run off! Rebates start at \$4/nozzle</p> <p>RAIN BARRELS AND CISTERNS - Collect rainwater and use it for your lawn and garden! Rebates start at \$35 per barrel or \$250 per cistern.</p> <p>WEATHER BASED IRRIGATION CONTROLLER - Provide the appropriate watering schedule by installing a weather based "smart" controller! Rebates start at \$80.</p> <p>SOIL MOISTURE SENSOR SYSTEM - Measure your soils moisture with a sensor system to avoid overwatering your landscape! Rebates start at \$80 per Controller and \$35 per station.</p>	<p>PLUMBING FIXTURES PLUMBING - Modify your business with water saving plumbing fixtures! Rebates are currently available for premium high-efficiency toilets, urinals, and control valves. Rebates start at \$40 for toilets, \$200 for urinals, and \$5 for valves.</p> <p>LANDSCAPING EQUIPMENT Weather Based Irrigation Controllers - Ensure that your commercial landscaping is being watered on a timely schedule! Rebates include items such as irrigation controllers, nozzles, rotary nozzles, flow regulators, and soil moisture sensor systems.</p> <p>OTHER EQUIPMENT Business can also request for other equipment such as food steamers, air cooled ice-machines, HVAC equipment, and both Medical and Dental equipment.</p>

FOR MORE INFORMATION ON REBATES AND ELIGIBILITY REQUIREMENTS PLEASE VISIT:
HTTPS://WWW.BEWATERWISE.COM

CITYOFMONROVIA.ORG • SUMMER 2022



CONSERVATION MONROVIA CONSERVES

As Californians we have been called to reduce water use by 15% to help protect water reserves experienced historically high temperatures, resulting in very dry conditions and increased strain on aquifers. As Monrovia residents, we can do our part to ensure that water conservation is a way of life for our water supply. Here are some ways to conserve water at home.

- 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.
- 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.

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

INCLUDED IN THE KITS ARE:

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

Water Bill Inserts & Multi-Family Flyers

- ▶ All informational flyers were 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
- ▶ Staff created flyers specific for multi-family residences to encourage water conservation.

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 Monroviens, 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

WE'RE STILL IN A DROUGHT

Slow the flow, every drop counts!



IN THE BATHROOM

Squeaky Clean in Less! Limit your showers to 5 minutes or less.
Shower Don't Soak! Skip the bath and take a shower instead.
Don't Flush it, Throw it! Don't use your toilet as a waste basket.
Slow the Flow! Turn water on as needed when brushing teeth, washing hands or shaving.

IN THE KITCHEN

Scrap the Tap! Wash your fruits and vegetables in a pan of water instead of running water from the tap.
Don't Scrape it, Soak it! Soak pots and pans instead of letting the water run while you scrape them clean.

AROUND THE HOUSE

Peek a Leak? Report leaks to your property manager as soon as they're detected.
Clean the Mess with Less! Use your dishwasher and clothes washer only when you have full loads.



For more information on water conservation, visit CityofMonrovia.org

Questions?