



# Water Shortage Contingency Plan

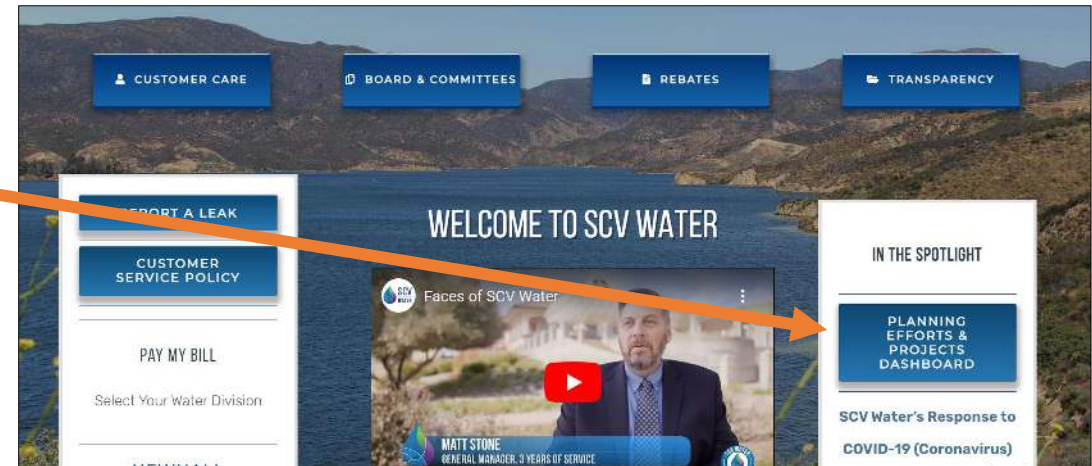
Public Workshop  
January 28, 2021



This public workshop is being recorded and will be posted on the website:

[www.yourSCVwater.com](http://www.yourSCVwater.com)

Go to:  
Planning Efforts &  
Projects Dashboard



# Agenda

## 1. Welcome

## 2. Presentations and Discussion

- Purpose of the Water Shortage Contingency Plan and Outcomes ★
- Water Shortage Metrics and Consequences ★
- Proposed Response Actions ★

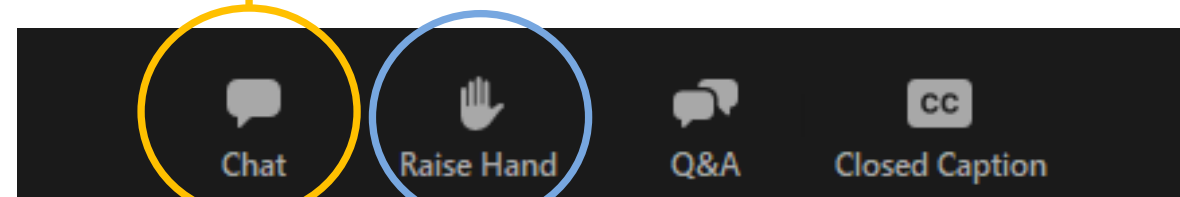
## 3. Wrap Up

- ★ Q&A/Discussion and Poll Questions



# For Q&A/Discussion

If you have a question, put it in the chat by clicking the chat button.



Use the Raise Hand function if you would like to speak directly.

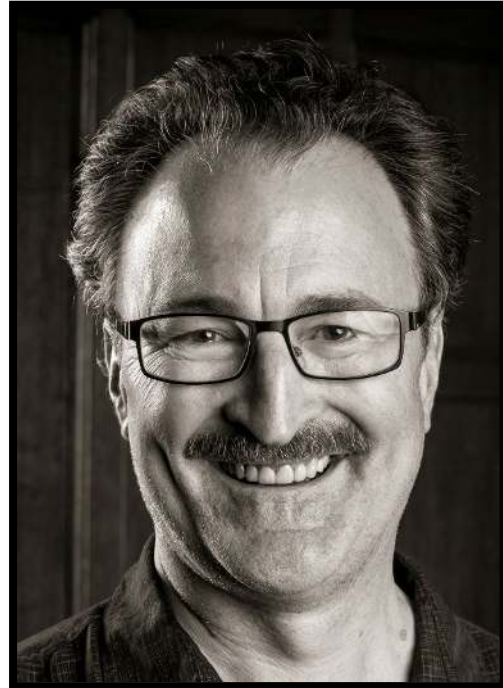
If on phone, push \*9 to raise hand.



# Introductions



**MATTHEW S. DICKENS, MPA**  
Sustainability Manager  
SCV WATER



**THOMAS W. CHESNUTT,**  
Ph.D., CAP®, PStat®  
A&N Technical Services



**MAUREEN ERBEZNIK**  
A&N Technical Services



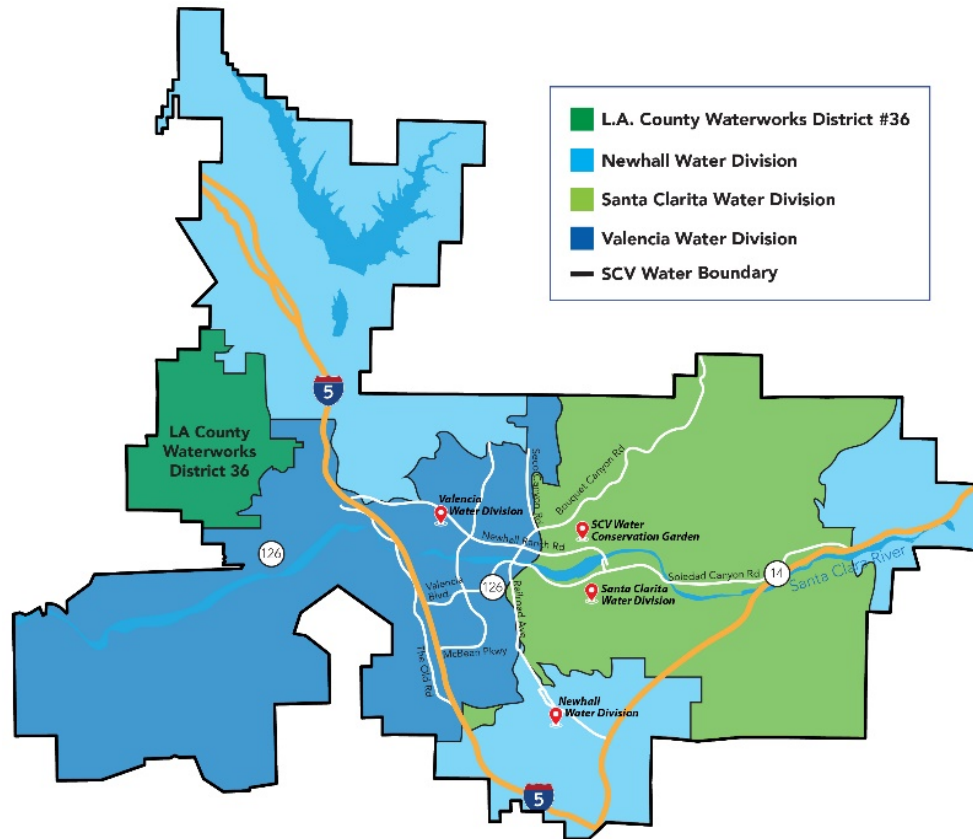
**JOAN ISAACSON**  
Meeting Facilitator  
Kearns & West



# SCV Water | Who We Are



# SCV Water | Who We Are



A full-service regional water agency located in the Santa Clarita Valley

- 195 square miles
- 74,000 retail customers
- 274,000 population served

Formed on January 1, 2018 by an act of the State Legislature (SB 634)



# SCV WATER PLANNING EFFORTS & PROJECTS

Water for Today & Tomorrow



Groundwater  
Sustainability Plan



Urban Water  
Management Plan



Water Shortage  
Contingency Plan



Recycled  
Water Planning



Rate Case  
Planning



PFAS

To learn more visit: [www.yourSCVwater.com/planning](http://www.yourSCVwater.com/planning)





### SCV WATER PLANNING EFFORTS & PROJECTS

Water for Today & Tomorrow



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Rate Case Planning



PFAS



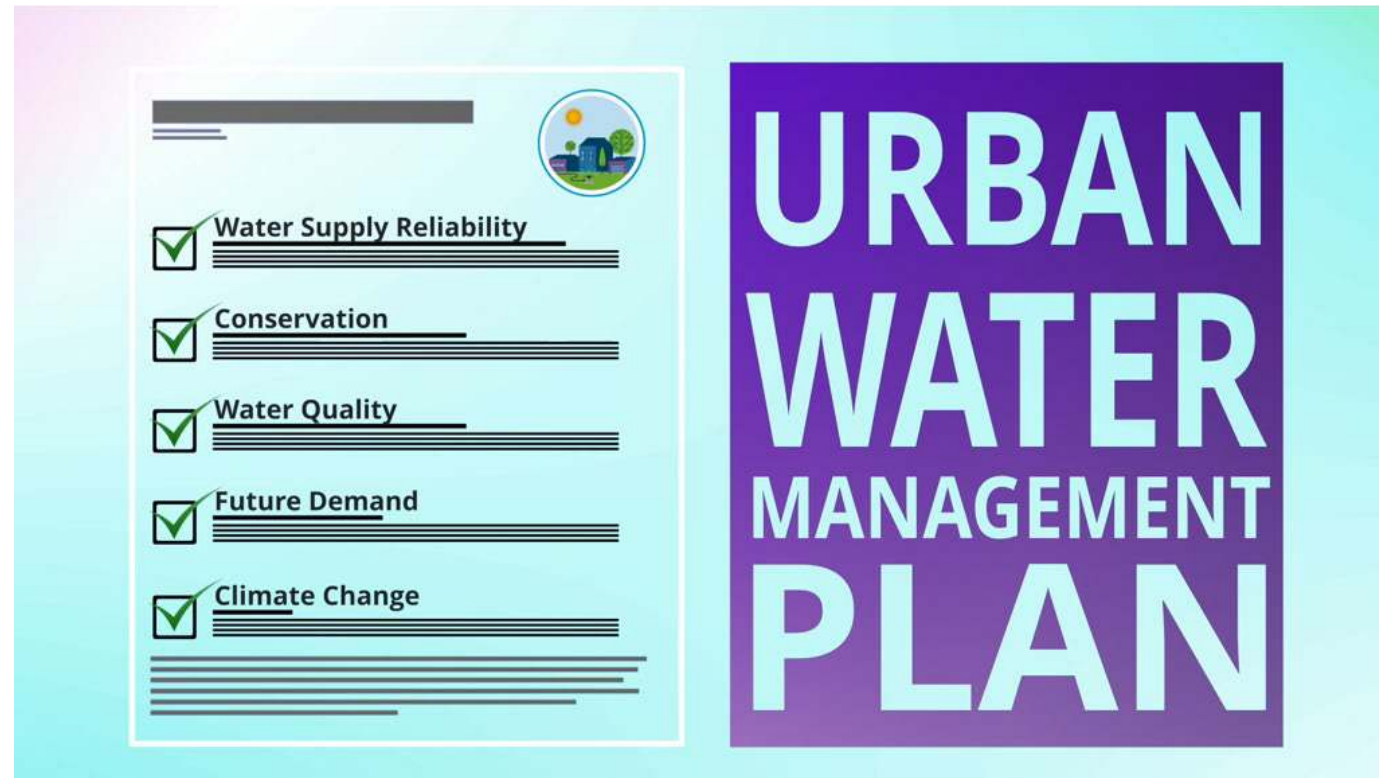
The screenshot shows the SCV Water website homepage with a navigation bar at the top containing: CUSTOMER CARE, BOARD & COMMITTEES, REBATES, and TRANSPARENCY. The main content area features a central video player titled "FACES OF SCV WATER" with a play button and a video thumbnail of Matt Stone, General Manager. To the left of the video are buttons for "REPORT A LEAK", "CUSTOMER SERVICE POLICY", and "PAY MY BILL". To the right is a "PLANNING EFFORTS & PROJECTS DASHBOARD" button. Below the dashboard is a section titled "IN THE SPOTLIGHT" with the text "SCV Water's Response to COVID-19 (Coronavirus)". An orange arrow points from the "PLANNING EFFORTS & PROJECTS DASHBOARD" button on the website to the "SCV WATER PLANNING EFFORTS & PROJECTS" box on the left.

[www.yourSCVwater.com](http://www.yourSCVwater.com)



# Video: Intro to the Urban Water Management Plan Update

Will include the  
Water Shortage  
Contingency Plan!



# Please type your answer into the Chat Box!

What is your biggest concern about a water shortage?

?

?

?





**SCV**  
**WATER**

# Purpose of the Water Shortage Contingency Plan and Outcomes



# Poll Question #1

**How did the Santa Clarita Valley as a whole respond to the recent 2015-2016 Statewide Drought Emergency?**

- Everyone did their part
- Most did their part with few exceptions
- Uneven response



# Poll Question #2

**How would you score your own response during the recent 2015-2016 Statewide Drought Emergency?**

- Did everything I could do
- Did not pay attention
- Uneven response



# SCV Water's Mission, Vision, and Values

- **Mission** - *“Providing responsible water stewardship to ensure the Santa Clarita Valley has reliable supplies of high-quality water at a reasonable cost.”*
- **Vision** - *“Exemplary water management for a high quality of life in the Santa Clarita Valley.”*
- **Values** - *Integrity, Excellence, Safety, Innovation, Professionalism, Trust*



# What is a Water Shortage Contingency Plan?

SCV's Water Shortage Contingency Plan will identify the actions that we will take during a water shortage to ensure clean and safe water for our customers.





# About Water Shortage Contingency Planning

- Prepares water suppliers for actual water shortage events
- Recognizes risks including drought, climate change, population growth, and catastrophic events
- Informs water supply mitigation projects, policies and programs
- Incorporates local conditions, constraints, and opportunities

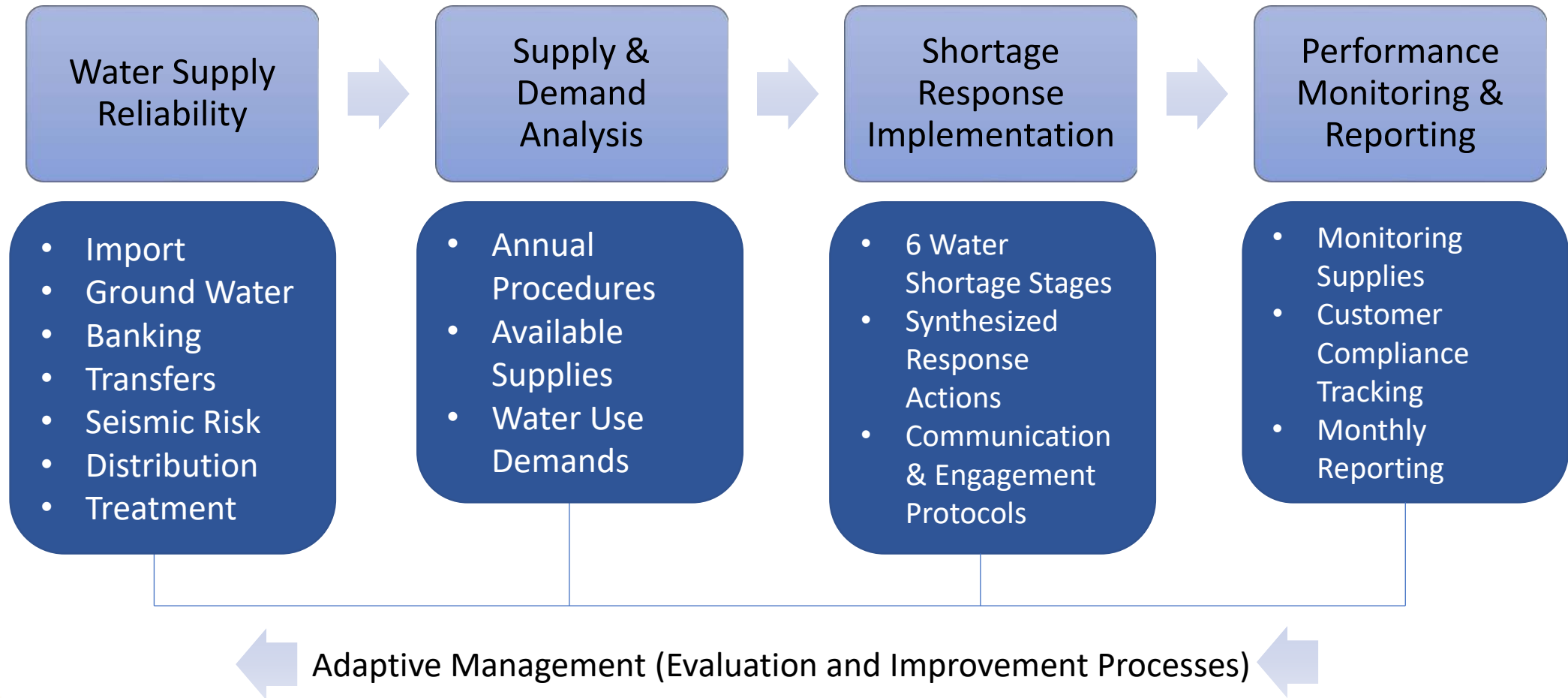


# About the Water Shortage Contingency Plan (cont.)

- Mandated in State of California legislation “Making Water Conservation a California Way of Life” (2018)
- Required as a separate planning document approved by the SCV Water Board of Directors
- Submitted as an attachment to the 2020 Urban Water Management Plan
- Integrated for regional effectiveness and efficiency



# Water Shortage Contingency Plan Components



# Technical Support & Consulting



A&N Technical Services Inc.

KEARNS ⚡ WEST

**KJ** | Kennedy Jenks

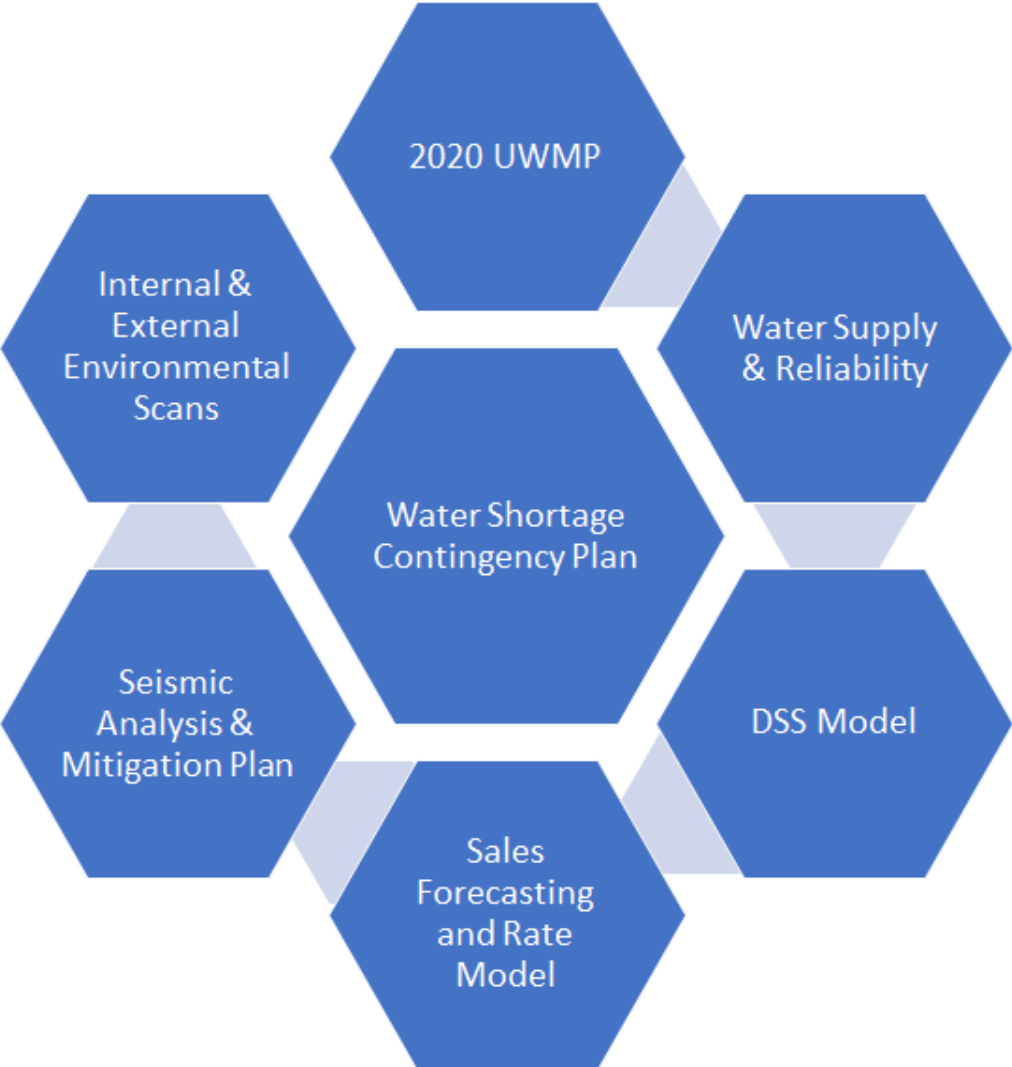


Maddaus Water Management Inc.

**BB&K**  
**BEST BEST & KRIEGER**   
ATTORNEYS AT LAW



# Technical Resources & Research



# Outcomes

- Water Shortage Contingency Plan
  - Evaluation, analysis, and response activities
- Demand Reduction Implementation Plan
  - Internal and external outputs
- Water Shortage Ordinance
  - Compliance, enforcement, and legal authorities
- Seismic Analysis



# Water Shortage Ordinance

## What is a Water Shortage Ordinance?

Following approval by the SCV Water Board of Directors, the Water Shortage Ordinance provides the legal authorities that empower the agency to implement and enforce its shortage response actions.

## How does the Water Shortage Ordinance Benefit the Community?

- Prioritizes domestic uses, sanitation, and fire protection.
- Identifies, communicates, and limits wasteful water use practices.
- Enables water agency to enforce provisions of the Water Shortage Contingency Plan and prioritizes inefficient uses of water.



# Proposed Water Shortage Ordinance Components

- General Water Use Efficiency Recommendations
- Water Shortage Stages
  - Specific measures to achieve demand reduction
- Penalties & Enforcement
- Appeals Process & Waivers





# Schedule



**2021**

Planning, Analysis & Public Involvement (August 2020-July 2021)



**Questions? Ideas? Feedback?**





**SCV**  
**WATER**

# Water Shortage Metrics and Consequences



# Water Shortage Contingency Plan Evaluation, Impacts, and Response Actions

- What is a water shortage?
  - Not enough water for the community
  - When customer demand is greater than supply
- How do we monitor for water shortages?
- What can we do? (Response Actions)



# Poll Question #3

**How did the recent 2015-2016  
Statewide Drought Emergency impact  
you?**

Please answer on a scale of 1 to 5, with  
1 = Not at all and 5 = A lot



# Did You Know?

The Santa Clarita Valley as a whole **saved 30%** during the 2015-2016 Statewide Drought Emergency, showing some serious conservation skills.



# Water Shortage Metrics

- Shortage = Demand is greater than supply
- Types of Metrics
  - Hot and dry weather – affects demand and supply
  - Local Weather
  - Regional Drought
  - Emergency Shortages – Earthquakes
- Real-time Water Resource Modeling of supply and demand to inform monitoring



# Water Supply & Demand Indicators

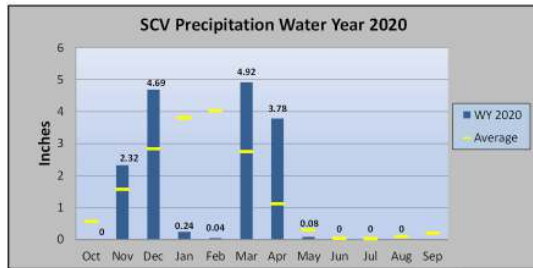


Figure 2--Rainfall from Newhall-Fire Station 73 (Site 32c)

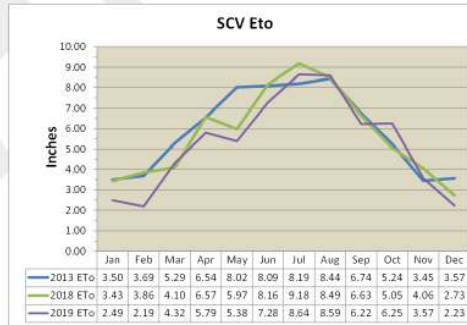
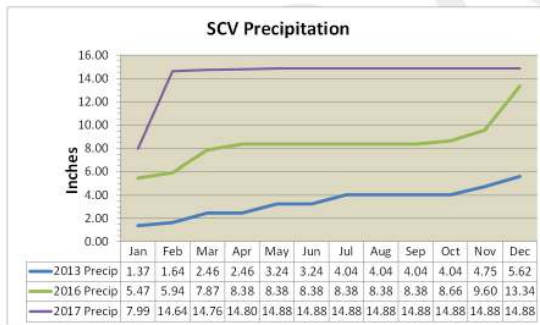
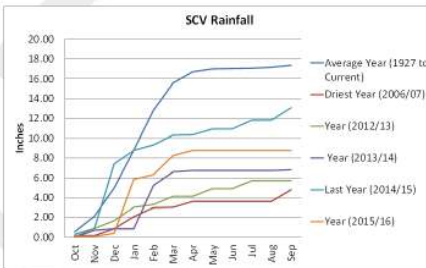
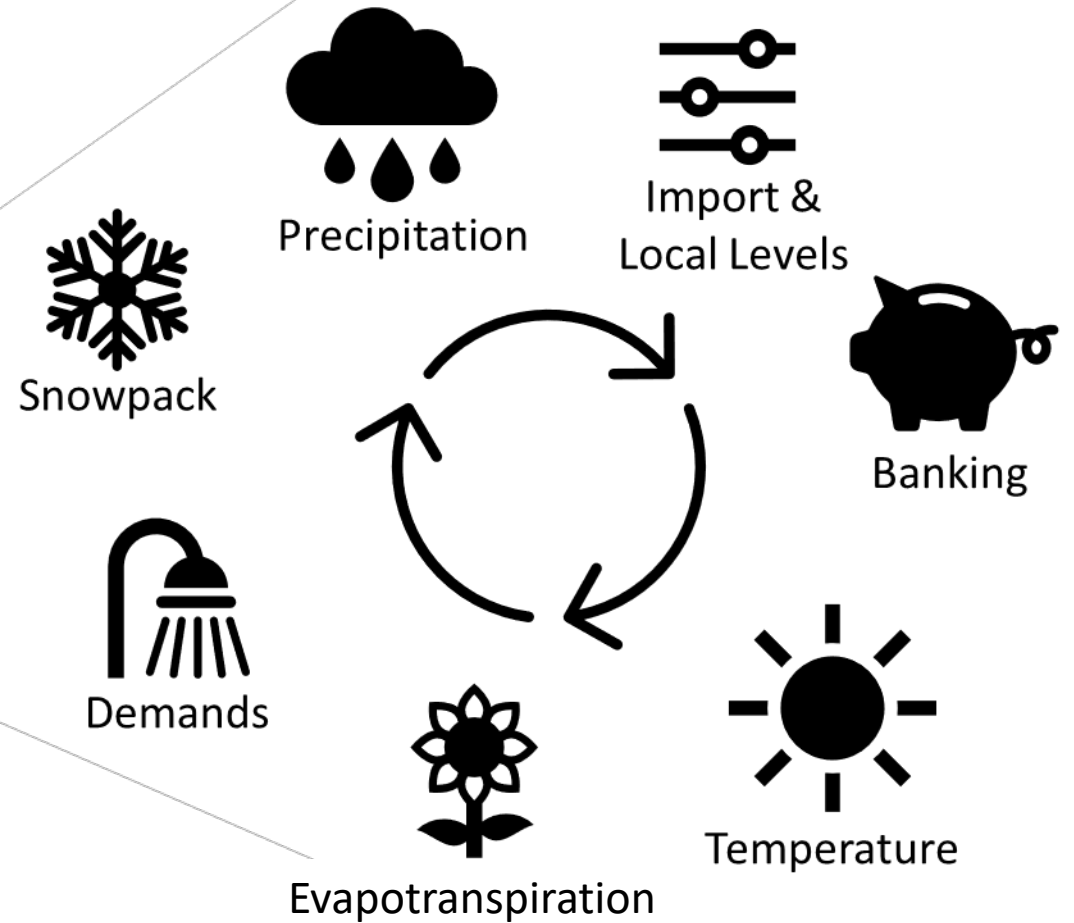


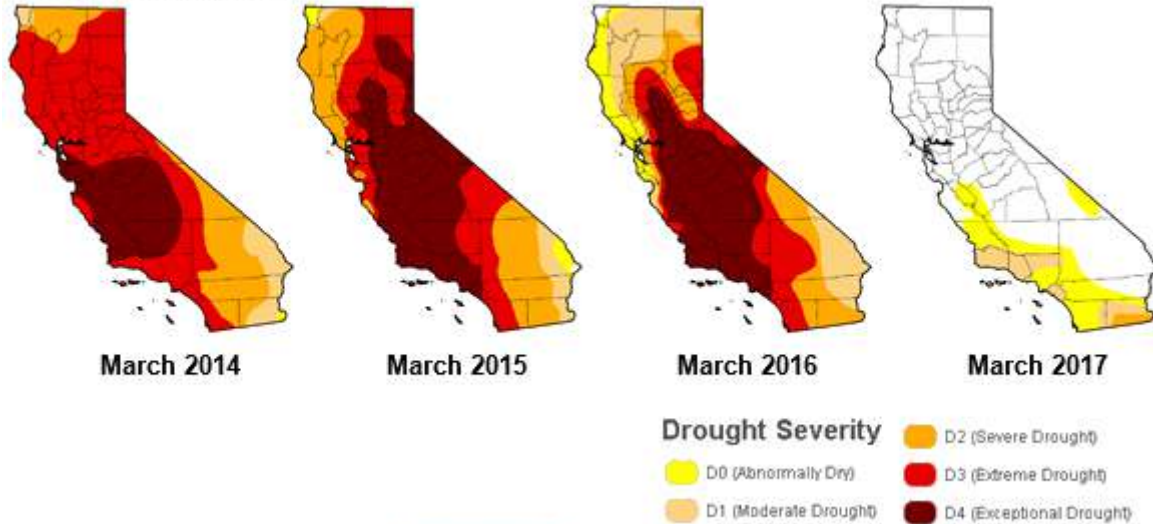
Figure 3--Precipitation and ETo from CIMIS #204



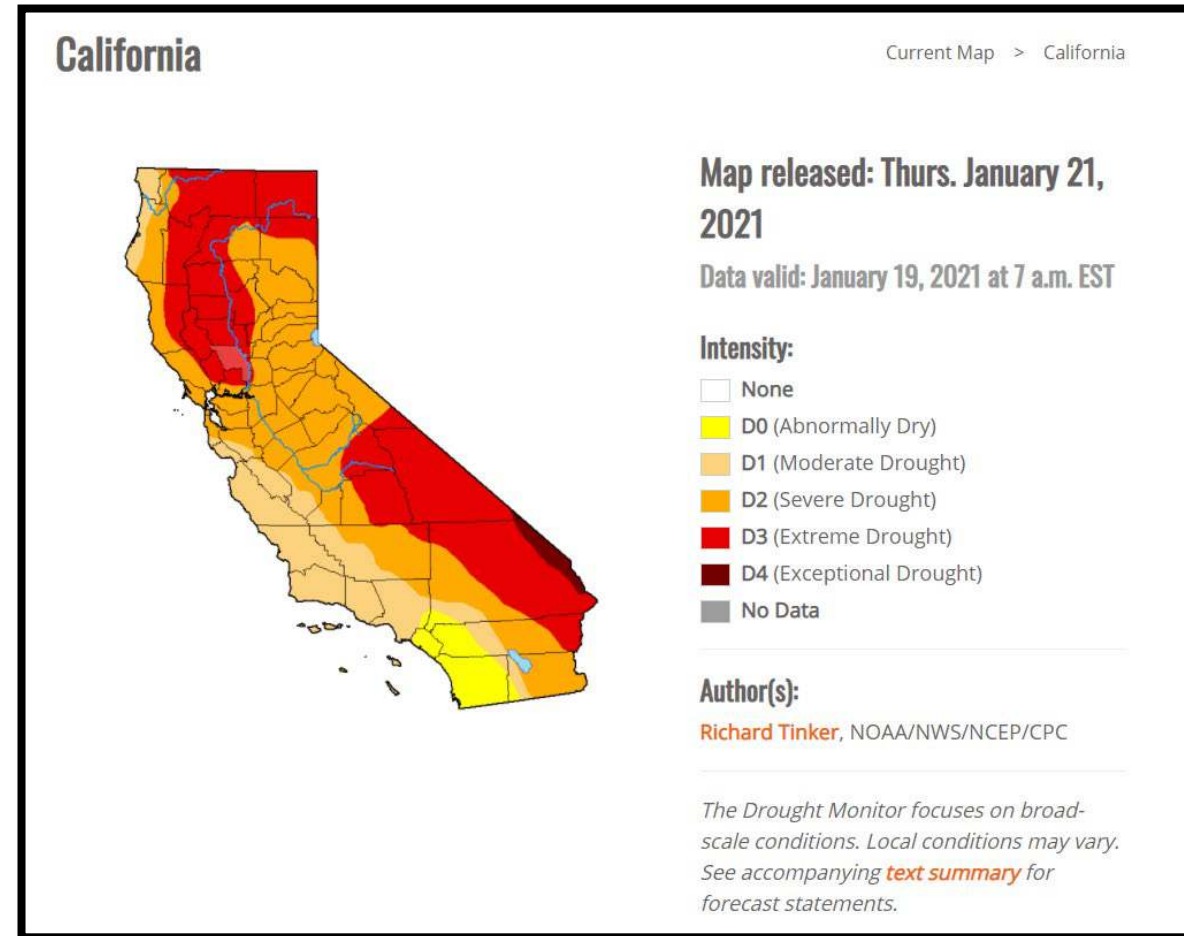


# Drought Early Warning Monitoring

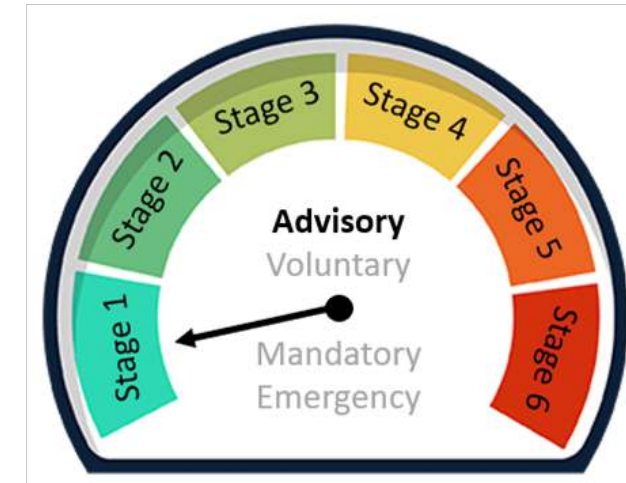
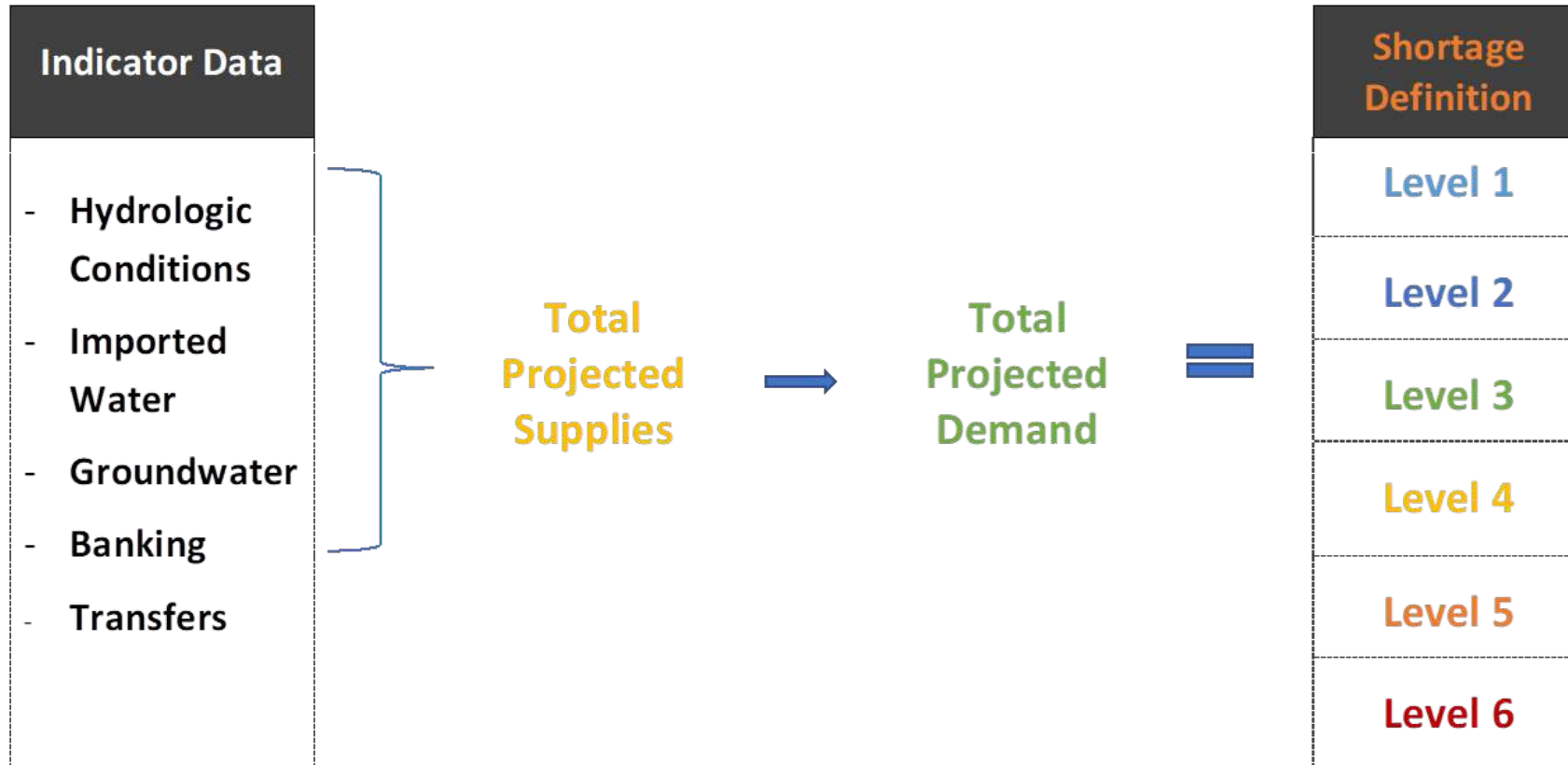
California drought status



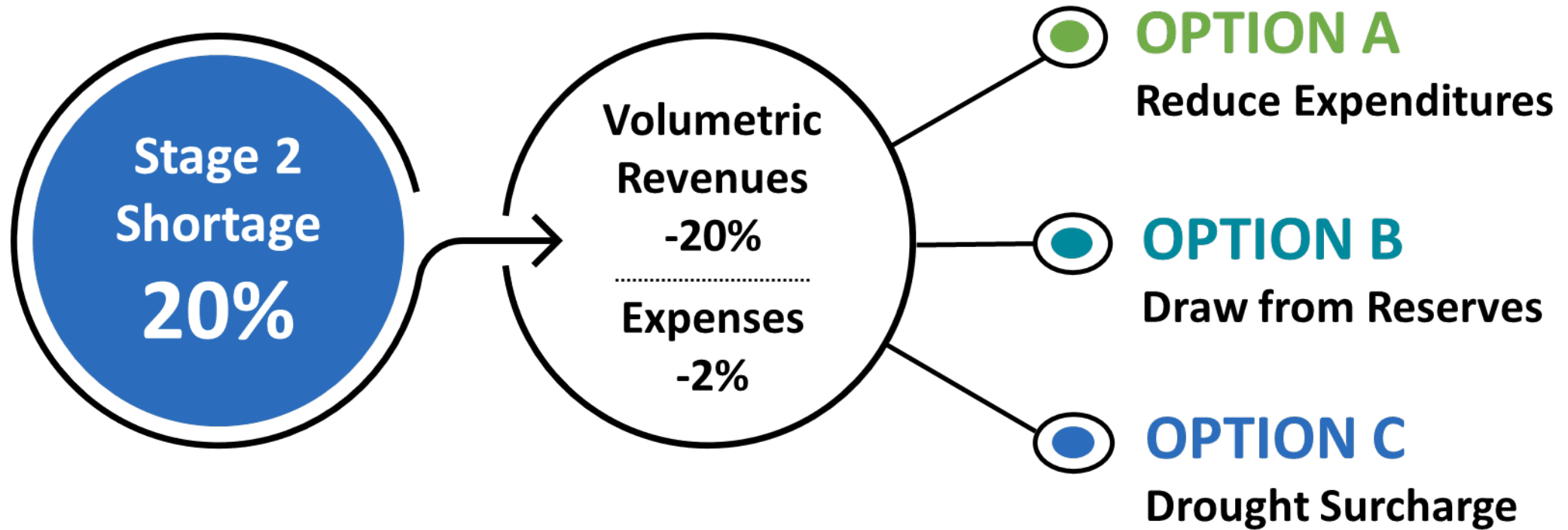
Source: U.S. Department of Agriculture [Drought Monitor](#)



# Monitoring Framework



# Financial Implications



# Poll Question #4

**How can SCV Water be helpful in a water shortage event?**

- Communicate shortage status
- Provide information on what customers can do to take action
- Offer rebates for water-saving devices
- Offer direct customer assistance to improve water efficiency (check-ups, irrigation inspections)
- Provide special assistance to seniors and other community members who might need help in accessing information about the water shortage and actions
- Enforce water waste regulations
- All of the above



**Questions? Ideas? Feedback?**



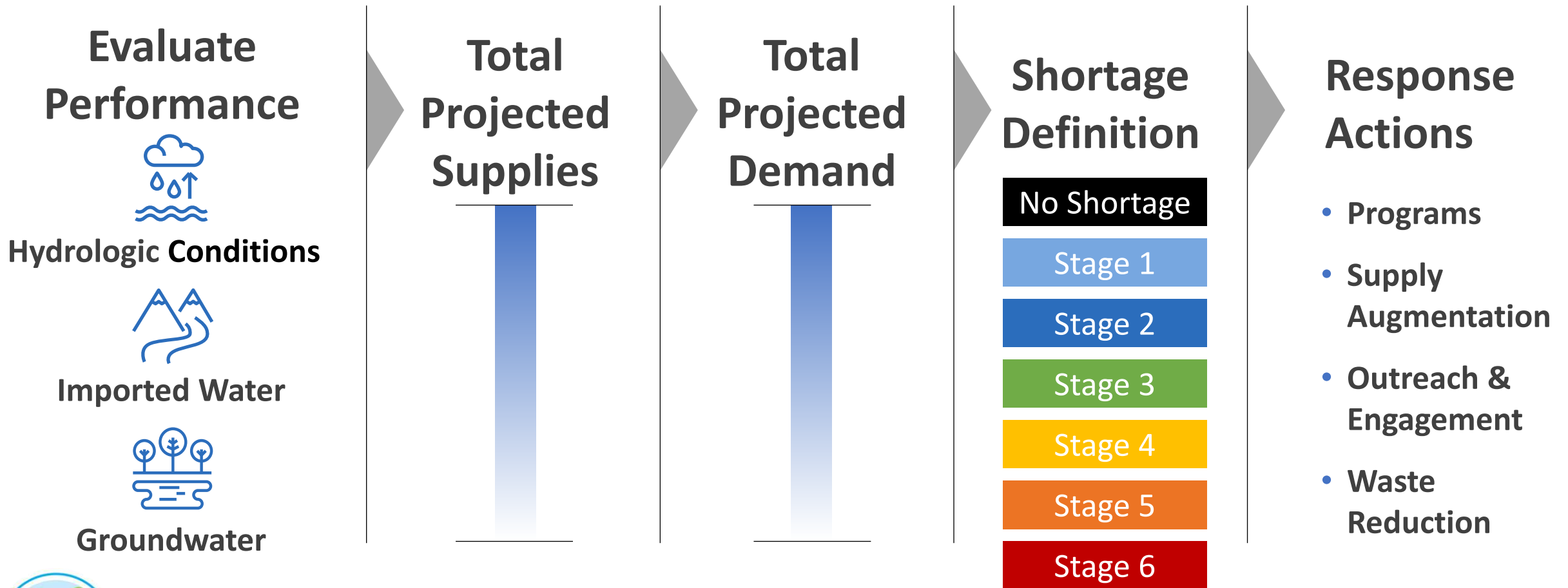


**SCV**  
**WATER**

# Proposed Response Actions



# Water Shortage Monitoring Framework



# Response Action Goals

- 1 Develop blueprint for actions to water shortages and droughts.
- 2 Priority dispatch supply augmentation to reduce customer shortage costs.
- 3 Build balance program of carrots and sticks, managing the right incentive structures.
- 4 Prioritize inefficient use and long-term market transformation.





# Water Conservation Goals

Customers understand the value of water & the unique conditions of the Santa Clarita Valley

Customers have drought sustainable properties prior to emergency conditions



# Existing Programs



---

Lawn Replacement Rebates

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Smart Irrigation Controller Rebates

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Soil Moisture Sensor Rebates

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Pool Cover Rebates

---

Drip Irrigation Rebates

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HE Sprinkler Nozzle Rebates

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Pressure Regulation Rebates

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Home & Commercial Surveys

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School Grants

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Watersmart Workshops

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Gardening Classes



# Water Shortage Response Actions



Each stage has different requirements and certain tools will work better.

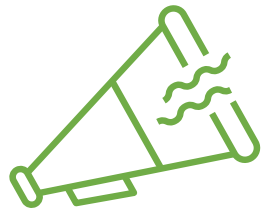
- Programs
- Supply Augmentation
- Outreach & Engagement
- Restrictions



# Customer Engagement Strategy



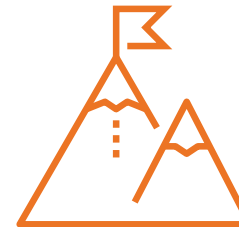
**Focus on  
Inefficient &  
High-Water  
Uses**



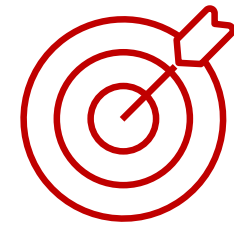
**Expand  
Outreach to  
Target  
Customers**



**Achieve  
Higher  
Response  
Rates**



**Reach  
Higher  
Water  
Savings**



**Accomplish  
Agency Water  
Reduction Goals  
per Water  
Shortage Level**

***Prioritize Water Savings Opportunities***



# Interconnectivity of Response Actions



# Proposed Response Action Strategy

**STAGE 1** Voluntary - up to 10% reduction.

**STAGE 2** Voluntary - up to 20% decrease in water use.

**STAGE 3** Voluntary - up to 30% decrease in water use.

**STAGE 4** Mandatory - up to 40% decrease in water use.

**STAGE 5** Mandatory - 50% decrease in water use.

**STAGE 6** Water for essential use only.



	Goal	Potential Programs	Outreach	Restrictions
<b>No Shortage</b>	Create Resilient Properties Prior to Shortage	<ul style="list-style-type: none"> <li>• Current Programs</li> <li>• Lawn Replacement</li> <li>• Irrigation Rebates</li> <li>• Support &amp; Education Services</li> </ul>	<u>Educate</u> Importance of Efficiency as Preparedness for Shortages	Voluntary

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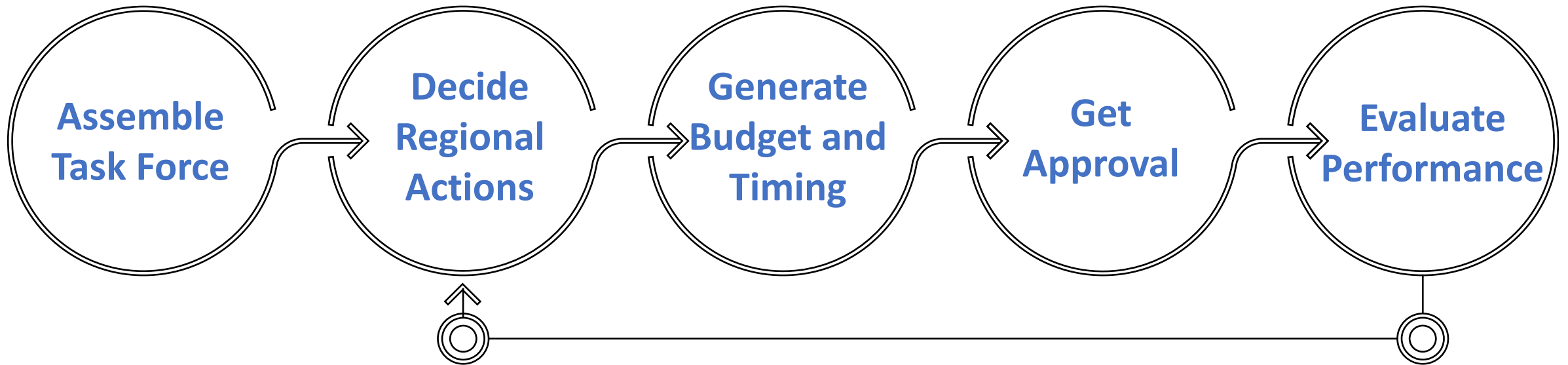
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<b>STAGE 4</b>	40% Reduction	<ul style="list-style-type: none"> <li>• Increase Incentive Amounts for Sprinkler Nozzles &amp; Smart Timers</li> </ul>	<u>Educate</u> about <b>Critical Shortage</b> <u>Increase</u> Outreach	<u>Expand</u> Communication & Enforcement

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<b>STAGE 5</b>	50% Reduction	<ul style="list-style-type: none"> <li>• Suspend Lawn Replacement Program</li> <li>• Continue Installation &amp; Support Programs</li> </ul>	<u>Educate</u> about <b>Emergency Shortage</b> <u>Strengthen</u> Urgency Message <u>Send</u> Emergency Alerts	<u>Increase</u> Penalties & Enforcement

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<b>STAGE 6</b>	50+% Reduction	<ul style="list-style-type: none"> <li>Suspend All Programs Except Leak Detection &amp; Repairs</li> </ul>	<u>Educate</u> about <b>Catastrophic Shortage</b> <u>Announce</u> Water for Essential Use Only	<u>Conduct</u> Strict Enforcement

# Water Shortage Contingency Plan Response Action Process

Performance will be continually evaluated to achieve desired results.



**Questions? Ideas? Feedback?**





**SCV**  
**WATER**

# Wrap Up





# Poll Question #5

What is the best way for SCV Water to communicate with you about drought conditions, drought stages, and water use restrictions if there ever was a drought situation and steps need to be activated?

- Email
- Social Media
- Radio/TV Ads
- Newspaper
- Street Banners
- U.S. Mail
- Door Hangers
- Notifications through Schools
- Other (please specify in chat)



# Project Schedule



**2021**

Planning, Analysis & Public Involvement (August 2020-July 2021)



# A Few Notes

- Provide additional input using the online form - go to the dashboard
- Participate in other SCV Water planning projects
- Help get the word out to friends, neighbors, and colleagues

Thank you for Participating!

[www.yourSCVwater.com/wscp](http://www.yourSCVwater.com/wscp)



## SCV WATER PLANNING EFFORTS & PROJECTS

Water for Today & Tomorrow



Groundwater Sustainability Plan



Urban Water Management Plan



Water Shortage Contingency Plan



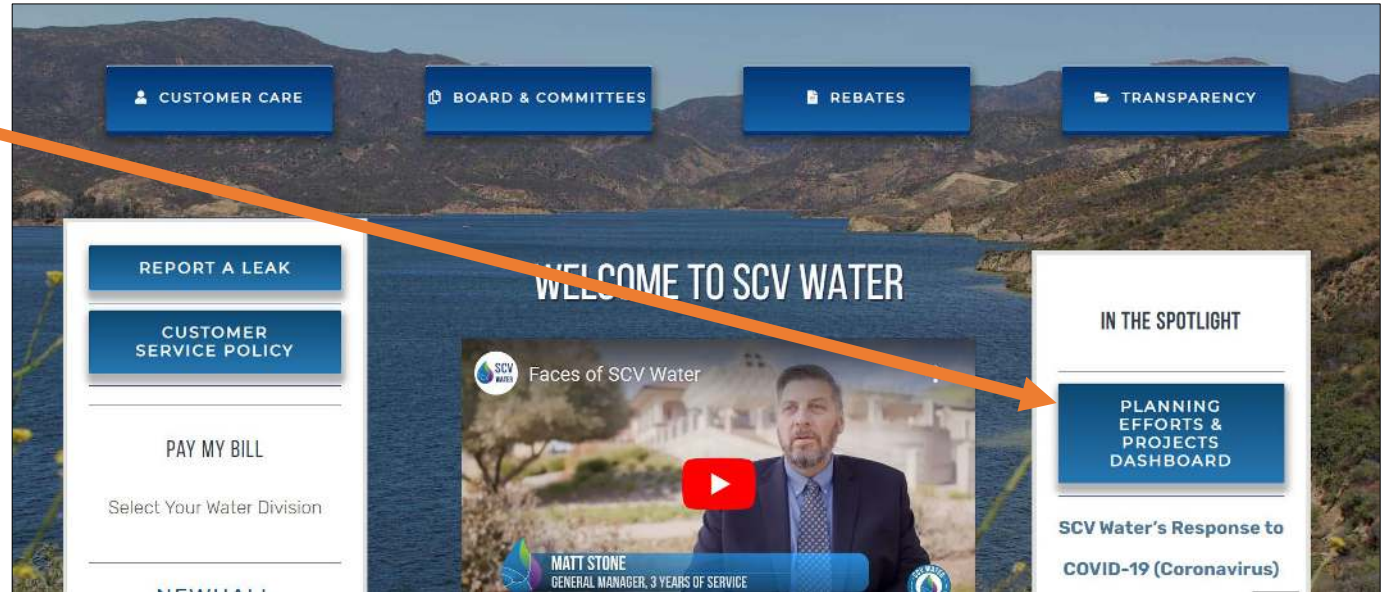
Recycled Water Planning



Rate Case Planning



PFAS



The screenshot shows the SCV Water website homepage with a scenic background of a lake and mountains. At the top, there are navigation buttons for 'CUSTOMER CARE', 'BOARD & COMMITTEES', 'REBATES', and 'TRANSPARENCY'. Below these are several service links: 'REPORT A LEAK', 'CUSTOMER SERVICE POLICY', and 'PAY MY BILL'. A central video player features a 'FACES OF SCV WATER' video with a play button and a thumbnail of Matt Stone, General Manager. On the right side, there is an 'IN THE SPOTLIGHT' section with a 'PLANNING EFFORTS & PROJECTS DASHBOARD' button and a link to 'SCV Water's Response to COVID-19 (Coronavirus)'. An orange arrow points from the 'SCV WATER PLANNING EFFORTS & PROJECTS' box on the left to the 'PLANNING EFFORTS & PROJECTS DASHBOARD' button on the website.

[www.yourSCVwater.com](http://www.yourSCVwater.com)

