SCV WATER AGENCY TELECONFERENCE WATER RESOURCES AND WATERSHED COMMITTEE MEETING

WEDNESDAY, APRIL 14, 2021

START TIME: 5:30 PM (PST)

Join the Committee meeting from your computer, tablet or smartphone: https://scvwa.zoomgov.com/j/1612876135

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When the Chair announces the agenda item you wish to speak on, **dial *9 to raise your hand**. Phone participants will be called on by the **LAST TWO digits** of their phone number. **When it is your turn to speak, dial *6 to unmute**. When you are finished with your public comment dial ***6 to mute**.

Can't attend? If you wish to still have your comments/concerns addressed by the Committee, all written public comments can be submitted by 4:00 PM the day of the meeting by either e-mail or mail.** Please send all written comments to Cheryl Fowler. Refer to the Committee Agenda for more information.

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**All written comments received after 4:00 PM the day of the meeting will be posted to yourscvwater.com the next day. Public comments can also be heard the night of the meeting.

Disclaimer: Pursuant to the Executive Order N-29-20 issued by Governor Newsom, public may not attend meetings in person. Public may use the above methods to attend and participate in the public board meetings.

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Date: April 7, 2021

To: **Water Resources and Watershed Committee**
Jeff Ford, Chair
B.J. Atkins
Edward Colley
William Cooper
E.G. "Jerry" Gladbach

From: Steve Cole, Assistant General Manager

The **Water Resources and Watershed Committee** is scheduled to meet via teleconference on **Wednesday, April 14, 2021** at **5:30 PM,** call-in information is listed below.

TELECONFERENCE ONLY
NO PHYSICAL LOCATION FOR MEETING

TELECONFERENCING NOTICE

Pursuant to the provisions of Executive Order N-29-20 issued by Governor Gavin Newsom on March 17, 2020, any Director may call into an Agency Committee meeting using the Agency's **Call-In Number 1-(833)-568-8864, Webinar ID: 161 287 6135 or Zoom Webinar by clicking on the link https://scvwa.zoomgov.com/j/1612876135** without otherwise complying with the Brown Act's teleconferencing requirements.

Pursuant to the above Executive Order, the public may not attend the meeting in person. Any member of the public may listen to the meeting or make comments to the Committee using the call-in number or Zoom Webinar link above. Please see the notice below if you have a disability and require an accommodation in order to participate in the meeting.

We request that the public submit any comments in writing if practicable, which can be sent to cfowler@scvwa.org or mailed to Cheryl Fowler, Management Analyst II, Santa Clarita Valley Water Agency, 26501 Summit Circle, Santa Clarita, CA 91350. All written comments received before 4:00 PM the day of the meeting will be distributed to the Committee members and posted on the Santa Clarita Valley Water Agency website prior to the meeting. Anything received after 4:00 PM the day of the meeting will be posted on the SCV Water website the following day.

MEETING AGENDA

* Indicates Attachment
♦ Indicates Handout

NOTICES:

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by telephoning Cheryl Fowler, Management Analyst II at (661) 297-1600 Ext 260, or in writing to Santa Clarita Valley Water Agency at 27234 Bouquet Canyon Road, Santa Clarita, CA 91350. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that Agency staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the Agency to provide the requested accommodation.

Pursuant to Government Code Section 54957.5, non-exempt public records that relate to open session agenda items and are distributed to a majority of the Committee less than seventy-two (72) hours prior to the meeting will be available for public inspection at the Santa Clarita Valley Water Agency, located at 27234 Bouquet Canyon Road, Santa Clarita, CA 91350, during regular business hours. When practical, these public records will also be made available on the Agency's Internet Website, accessible at http://www.yourscvwater.com.

Posted on April 7, 2021.

MGS

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ITEM NO
3

COMMITTEE MEMORANDUM

DATE: April 7, 2021

TO: Water Resources and Watershed Committee

FROM: Dirk Marks
Director of Water Resources

SUBJECT: Recommend Authorizing the General Manager to Enter into a Contract with Geosyntec Consultants to Develop an Integrated Water Resource Model

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SUMMARY

Staff is seeking authorization to develop an integrated water resources model that will be capable of analyzing water resource management decisions and strategies in an integrated manner on a real time basis. The Agency's current modeling capability is based on an Excel spreadsheet and operates with an annual time step. Real time water management decisions, however, are based on operating constraints and data that typically change on a monthly or shorter basis. Further, the complexity and transparency of incorporating modifications to an Excel based tool will become more problematic as SCV Water's Portfolio of water management programs grows and as staff further analyzes interconnections of groundwater, surface water and environmental values along the Santa Clara River. Staff recommends the Agency proceed with development of an integrated model using GoldSim software. This will allow the Agency to work in a monthly time step, and be readily expandable to allow analysis of proposed water management projects or strategies. Staff further recommends that SCV Water contract with Geosyntec for this work given their experience with this modeling platform, their familiarity with SCV Water's water supply portfolio gained while preparing an update of the Agency's Reliability Report and the limited amount of time available between now and the end of the year when the Agency will need to make significant funding decisions on the planning of several new water management programs.

DISCUSSION

The Agency currently uses an Excel spreadsheet-based model, developed by MBK Engineering, to analyze the reliability of its water supply portfolio. The model simulates annual water operations for a specified time period (typically through buildout in 2050). It uses input from the 2009 Groundwater Operating Plan as well as the Department of Water Resources CALSIM 2 model to simulate available groundwater and State Water Project supplies, respectively. The model steps through each year of a study period, compares annual base supplies to demands and operates SCV Water's banking and exchange programs. It operates on an annual time step through 82 separate hydrologic sequences and compiles results by study year to provide a statistical assessment of various parameters, including puts and take into storage programs and overall system reliability.

While the MBK model was relatively cost effective to develop, it has limitations that impair its usefulness moving forward. First, it operates using an annual time step. However, real time

water management decisions are based on operating constraints and data that typically change on a monthly (and sometimes weekly) basis. Thus, the model cannot simulate monthly operating constraints inherent in banking, exchange, and SWP carry-over supplies. Nor will it be able to successfully coordinate with future analysis anticipated to be performed using the Agency's groundwater flow model and other modeling anticipated to be developed for environmental resources along the Santa Clara River.

Second, the MBK model is relatively difficult to modify to incorporate actual and alternative operating strategies. For example, during a dry year it operates storage programs on a hierarchical basis moving from one program to the next until a supply/demand balance is met. Similarly during wet years it fills banking programs in a fixed sequence. Actual operations are more nuanced, with put and takes from programs occurring concurrently while weighing a variety of operational parameters. Staff's experience with incorporating relatively minor changes has proven challenging and more fundamental changes to analyze operating criteria has been deferred. This challenge would be further compounded if the model had to be modified to attempt to coordinate more fully with future groundwater and environmental modeling efforts.

Third, the MBK model is challenging for newer staff to comprehend and its output is currently limited to a series of probability graphics that are not readily understood by the public. Alternative model architectures utilizing more visual frameworks could enhance the model for training and stakeholder communications.

In 2020, staff retained Geosyntec Consultants to assess alternative pathways to improve water resources modeling capabilities. Staff concurs with the consultant's recommendation to convert the SCV Water's water resource model over to the GoldSim platform. GoldSim incorporates a visual influence diagram that helps to staff understand the model and learn to use it. It is modular, domain-specific, intuitive, and calculations are more transparent. It can more readily be used for stakeholder interactions. Further, GoldSim can be updated to add complexity over time without fundamental restructuring.

Staff proposes that the basic conversion take place over the next 6 months, so it is ready to use at the end of the calendar year when the Agency may face several decisions regarding continued planning investments in a variety of water resiliency programs such as Saugus Dry-year Wells, AVEK or Aquaterra groundwater banks and Sites Reservoir. The proposed scope of work would include three phases:

Phase 1:

In the first phase, the current portfolio in the MBK model will be converted to GoldSim with the goal of having a tool ready within 6 months from notice to proceed to aid in near-term decisions. Anticipated work involves, but is not limited to:

- Switching modeled elements from the current MBK model to GoldSim.
- Converting timesteps from annual to monthly increments.
- Reviewing and revising constraints and rules associated with each element including alternative timing of programs.
- Adding alternative output summaries or graphs that can provide additional insight on the parameters, rules, and constraints associated with each element of the portfolio as well as the dynamics and feedbacks between the different portfolio elements.

- Setting up scenario management so that output of more than one scenario can be viewed and compared at the same time.

Phase 2:

The second phase of the work will add new functionalities to the model to allow for integrated assessment of the portfolio with other studies that are on-going or planned. The model will allow the evaluation of longer-term portfolio investment and management decisions. Work includes:

- Adding new drivers necessary to conduct a comparative analysis of resiliency options.
- Setting up the model to accept additional drivers that could include alternative rules for the use of groundwater and other water resources.

Phase 3:

In the third phase, different options will be assessed to adapt the model so that it can serve as an operational model that can assist in near real-time decision-making and adaptive management. The work anticipated includes:

- Brainstorming desired decision-making objectives and laying out a conceptual framework with SCV staff.
- Modifying model to allow for analysis or optimization of near real-time alternatives.

Staff recommends that this work be conducted on a time and material basis with a total costs not to exceed $260,000. Staff believes that Geosyntec is best qualified to complete this work within the time frame because of its familiarity with SCV Water's water management programs that was gained preparing the 2021 Reliability Plan Update and its experience successfully implementing resource management projects for SCV Water and other water purveyors using the GoldSim platform.

At a later date, staff foresees incorporation of additional drivers that optimize this model to allow the analysis for related management of ecological values on an adaptive management basis, as well as a module that would allow financial comparisons of alternative management strategies.

FINANCIAL CONSIDERATIONS

The cost estimate for this work is estimated not to exceed $260,000 on a time and material basis. The proposed FY 2021/22 Budget includes sufficient funds to cover these costs.

RECOMMENDATIONS

That the Water Resources and Watershed Committee recommends that the Board of Directors authorize the General Manager to enter into an agreement with Geosyntec Consultants for development of an integrated water resource planning model using the GoldSim platform.

MGS

ATTACHMENT

Geosyntec consultants

48 S. Hill Street, Suite 1008
Los Angeles, California 90013
PH 310 957 6100
www.geosyntec.com

TO:	Dirk Marks, P.E., Santa Clarita Valley Water Agency (SCV Water)
PURCHASE ORDER:	
SUBJECT:	Review of Water Supply Reliability Planning and Modeling
SUBMITTED BY:	Najwa Pitois, Ph.D., P.E., Geosyntec Consultants
COPIES TO:	Steve Cole, P.E., SCVWA Kris Helm, Kris Helm Consulting Mark Hanna, Ph.D., P.E., Geosyntec Consultants
DATE:	February 16, 2021

The following memo summarizes Geosyntec's review of SCV Water's supply reliability planning and modeling tools and makes recommendations for future tasks.

Geosyntec reviewed the CLWA Reliability Model (MBK model) to understand SCV Water's portfolio and how reliability is currently being evaluated. In addition to the MBK model, Geosyntec reviewed the following reports to better understand the different elements of SCV Water's portfolio and assumptions on how they are represented in the reliability analysis:

- 2017 Water Supply Reliability Plan Update (Nancy Clemm and Kennedy/Jenks, 2017)
- 2009 Analysis of Groundwater Supplies and Groundwater Basin Yield: Upper Santa Clara River, Groundwater Basin East Subbasin (Luhdorff & Scalmanini and GSI Water Solutions, 2009)
- 2015 Santa Clarita Valley Urban Water Management Plan (Nancy Clemm, Kennedy/Jenks, Luhdorff & Scalmanini, and Stacy Miller Public Affairs, 2016)

SCV Water currently uses the MBK model to periodically assess the reliability of water resources to meet projected future demands under different planning scenarios. The MBK model's structure allows the simulation of the water resources portfolio under different assumptions of future State Water Project (SWP) supply conditions, and new runs can be generated as new CalSim runs become available. The model is set up to run on an annual timestep. It is possible to utilize the model as currently constructed with some additional processing modules to inform the Urban Water Management Plan and to analyze incremental effects of changes to the portfolio. An additional improvement might be to update representations of cost so that financial performance is simulated over time and financial simulations of different portfolios can be compared. However, there is high priority to change

the planning model from an annual timestep into a monthly timestep to create more realistic simulation capabilities that better capture the dynamic challenges of managing elements of the water resources portfolio given the uncertainty in availability of SWP, climate, and hydrology. Moreover, conversion of the model to a monthly timestep would move SCV Water toward a long-term goal to develop a monthly operational decision-support tool to assist in real-time management of the portfolio.

SCV Water is actively developing improved planning models including better demand forecasting, improved groundwater/surface water integrated modeling, distribution system modeling, and analyses of incremental institutional changes and physical improvements to the SWP and storage projects in the State and Federal watershed areas. Also, SCV Water is considering new partnerships with State Contractors and neighboring regional agencies that create new opportunities and constraints. SCV Water is considering its role in managing the environmental values of the Santa Clara River (SC River) system and how that impacts the portfolio. It is important that updates to the MBK model consider these future systems and needs.

Through ongoing discussions, it was identified that near-term improvements to the model will include 1) switching modeling platforms to GoldSim, 2) converting timesteps from annual to monthly, 3) reviewing and revising constraints and rules associated with each element of the portfolio, and 4) potentially adding new drivers related to alternative management plans for the water resources of the Santa Clara River. These are discussed in more detail below:

1) Switching the modeling platform from Excel to GoldSim:
    a. While Excel is a useful, simple, and intuitive tool to use for water resources modeling, as complexity increases, it becomes more difficult to understand and maintain.
    b. GoldSim is a “visual spreadsheet” that consists of high-level elements that are connected in an influence diagram. It is modular, intuitive, and calculations are more transparent.
    c. GoldSim will be easier to maintain in the long-term, serve as a learning tool for staff, and can be used for stakeholder engagement.
    d. GoldSim can be updated to add complexity over time without fundamental restructuring.

2) Converting timesteps from annual to monthly increments offers several benefits:
    a. Higher-resolution tracking of puts and takes and understanding of seasonality in supplies and demands (especially with changing hydrology due to climate change).
    b. Understanding of whether physical or contractual constraints or both contribute to supply shortfalls (e.g. extraction capacity, conveyance capacity, or contractual limits).
    c. Better ability to simulate the impact of lead times and other contractual constraints for takes and puts as the model is further developed in the future into an operational management tool.

3) Reviewing and revising constraints and rules associated with each element of the portfolio:
    a. As the model moves to a monthly timestep, assumptions on the use of different supplies and storage accounts will have to be revised. For instance, in the current model, the August SWP allocation is used as the annual value for SWP water availability. This allocation value will have to be divided into monthly increments in the monthly model. Similarly, puts into and takes from storage accounts are based on how these accounts are prioritized; a higher priority account is used for the entire year before the next in priority account is accessed. With monthly time steps several accounts will be partially accessed every month. There is also tremendous focus on the functioning of San Luis Reservoir Carryover in the future and the drivers of the current model would have to be updated to capture this monthly dynamic.

4) Adding new drivers focused on future development of the water resources of the SC River:
    a. The model could include alternative rules for use of groundwater resources that focus on monthly management opportunities and use of the combined storage potential of the Alluvial and Saugus Aquifers.
    b. The model could include constraints on the use of groundwater related to actions to address groundwater contamination.
    c. The model could be updated to consider different timelines and options for development of recycled water.
    d. The model could include new constraints related to management of ecological values of the river system.
    e. The model could include optional new structures for sharing water resource sources and service obligations with neighboring agencies.

An estimate of the level of effort for a year for working towards completion of the work above is provided in the table below:

Personnel	**Assumptions**	**Average Rate ($/hour)**	**~Cost ($)**
Senior Principal	Review, QA, Meetings, etc. 4 hrs/ month	$ 285	$13,000
Najwa Pitois	40% time dedicated to model development, meetings and workshops with SCV staff, QA/QC, and model documentation	$ 235	$170,000
Technical Support Staff	20% time for assistance with data analysis, model development, etc.	$ 183	$70,000
SCV Staff	~ 6-8 hours/week		
Software	**Assumptions**		
GoldSim License for SCV Water	Enterprise Standalone License: which can be transferred between computers for an unlimited number of times. Can only be used by one person at a time		$7,425
		TOTAL	**$260,425**

ITEM NO.
5.1

COMMITTEE MEMORANDUM

DATE: April 2, 2021

TO: Water Resources and Watershed Committee

FROM: Matthew S. Dickens, MPA
Sustainability Manager

SUBJECT: Update on Conservation Activities and Performance

SUMMARY AND DISCUSSION

Status of Conservation Projects

Drought Conservation Activity and Messaging Update

As of March 30, 2021, 99.23 percent of the State of California is experiencing between D0-D4 drought intensity (See Figure 1). For the Santa Clarita Valley, D1 Moderate Drought conditions persist where the valley has received ~ 3 inches of precipitation year to date (20% of average rainfall). In response, staff (Conservation, Communications, Water Resources, Operations) launched a workgroup to develop, leverage, and disseminate drought communications, engagement, education, and water use efficiency programmatic activities. Current strategic approaches seek to inform the community of current water issues, communicate simple actions to reduce water waste, and programs to improve short and long-term water use efficiency. The workgroup will coordinate with both internal staff and external stakeholders to enhance awareness and engagement effectiveness.

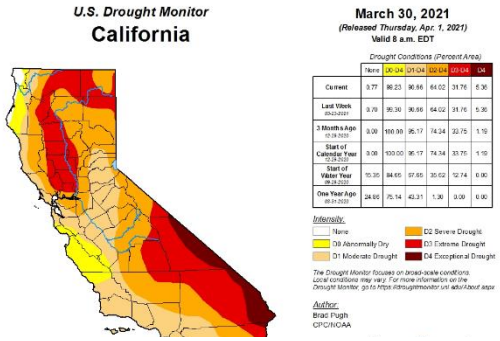


Figure 1- U.S. Drought Monitor: California (March 30, 2021)

2021 WaterSense Excellence Award Application

Last year, SCV Water received a WaterSense Excellence Award for success with its Multi-family Apartment project and promotion/installation/rebate of WaterSense Certified products. While 2020 was an anomaly year due to COVID quarantine and "Safe-at-Home" protocols, SCV Water achieved similar success prior to the pandemic and through modified programmatic expression via strategic adaptive management efforts. Key outcomes include, but were not limited to:

- 432 Completed Online WaterSMART Workshops
- 3,577 WaterSense Labeled Faucet and Showerhead Installations
- 3,573 WaterSense Labeled Ultra-High Efficiency Toilet Rebates
- 278 WaterSense Labeled Irrigation Controller Rebates (2,726 Irrigation Zones)

For the Multi-family Apartment project, staff have verified ~95 million gallons of water saved to date (2019-2021) and estimate annual water savings of ~60 million gallons. Considering continued conservation and water use efficiency success, SCV Water applied for a second WaterSense Excellence Award in 2021. The WaterSense Excellence Award application details are included as attachments to the Sustainability Manager's April 2021 Report.

Status of Sustainability Projects

Sustainability & Climate Action Plan

Following the adoption of SCV Waters' Five (5) Year Strategic Plan in 2018, staff initiated efforts to assess, design, and develop a sustainability framework in support of salient strategic goals. As previously noted, such efforts included collaboration with USC's Sol Price School of Public Policy to identify sustainable smart practices, the designation of a cross-agency Green Team, a first year Sustainable Action Plan, and evaluation of water industry sustainability measures (American Water Works Association). For additional support, staff have solicited a proposal for the development of a Sustainability and Climate Action Plan. In response, Rincon Consultants, Inc. (Rincon) provided a proposal to develop SCV Water's Sustainability and Climate Action Plan. Rincon has developed similar plans for water agencies including Metropolitan Water District of Southern California and the Coachella Valley Water District. Rincon proposes working collaboratively with SCV Water staff, management, and stakeholders to build a Sustainability Program including, but not limited to, Green House Gas (GHG) inventory and forecasting capabilities, GHG reduction measure(s) identification and analysis, implementation smart practices, performance monitoring and tracking, and annual reporting. Development of SCV Water's Sustainability and Climate Action Plan is estimated to cost $97,443 and is expected to launch in FY 2020/2021 and conclude in FY 2021/22. Staff will provide updates throughout the planning process and additional engagement efforts are anticipated to solicit input and feedback.

Photovoltaic Array Closing and Operations & Maintenance and Performance Management Interim Launch

On March 29, 2021, SCV Water officially closed purchase of the 4.5 MW Photovoltaic Array (Solar Array, PV) located at its Rio Vista property. The closing of the PV system triggered launch of the agency's interim Operations & Maintenance and Performance Management (OMPM) agreement with SunPower. Current priorities include access to SunPower's Performance Monitoring Online Portal, Existing Storm Damage Repair, Preventative Maintenance Inspection, and quotes for module washing and vegetation management. Further, staff will initiate development of Request for Proposal (RFP) documentation for long-term OMPM support in advance of conclusion of the current interim agreement in September 2021.

Attachment

MGS

Santa Clarita Valley Water Agency
2021 WaterSense Excellence Award Application

Introduction

The Santa Clarita Valley Water Agency (SCV Water), now in its fourth year since forming, continues to expand and improved upon its water use efficiency and water conservation program portfolio. As part of its overarching supply reliability and resiliency goals, SCV Water implemented several advanced demand management programs, even though some adaption was required due to the realities and subsequent challenges resulting from the COVID pandemic. The agency's program portfolio focuses on promoting water conservation and water use efficiency through customer-centric approaches which aim to reduce inefficient uses of water and associated costs while improving the customers' utility of the water service. Additionally, SCV Water couples such human-centric engagement efforts with data-driven decision-making processes to improve the agency's efficiency and effectiveness regarding salient programmatic expression. One critical component to both efforts include the many services and benefits SCV Water receives as a WaterSense Promotional Partner. From product certification to messaging campaigns, or from professional networking to water analysis tools, WaterSense enables and empowers water conservation professionals and the communities they serve. This award application will highlight several activities SCV Water implemented in 2020 to promote the WaterSense brand and those which leveraged tools in innovative and scalable approaches. SCV Water is proud to apply for a 2021 WaterSense Promotional Partner Excellence Award and welcomes continued partnership and collaboration to improve promotion and use of water use efficiency products, practices, and programs.

1. Education and Outreach Activities

Online WaterSMART Workshop

In 2020, SCV Water relaunched the WaterSMART Workshop (watersmartworkshop.com) to include messaging and billing data specific to its various retail water divisions. The WaterSMART Workshop uses a blended instructional design approach to optimize retention and obtain an immediate measurable impact. User centric customization ensures the self-paced online interactive e-learning module educates the customers on what they need for their home. Multimedia and step-by-step procedures teach and guide them through improvements that immediately result in water use efficiency both inside and with their irrigation. One activity requires the attendee to identify if their faucets, fixtures, and other appliances are WaterSense Labeled or EnergyStar Certified. The workshop recommends customers install labeled products and directs them to the WaterSense website. One additional benefit of the WaterSMART Workshop is that it enabled SCV Water to continue to provide conservation services in a safe and effective manner during the COVID-19 quarantine. In 2020, 432 residential customers completed the WaterSMART Workshop.

Through the WaterSMART Workshop, SCV Water can collect data on customer successes, preferences, and water efficiency needs. Table 1 notes a few of the key outcomes derived from completed workshops in 2020.

Table 1. WaterSMART Workshop Findings (Key Outcomes)

Item	Total	Percent
Completed Water Smart Workshops	432	100%
Leaks Reported*	234	7%
Toilet Leak Checks	567	97%
No Smart Controller	211	58%
No Irrigation Pressure Regulation	204	45%
Check for Water Sense Certified Fixtures**	551	95%

Notes:

*Leaks reported include those for Kitchen and Bathroom Faucets, Tub Diverters, Showerheads, Toilet Leaks, outside hose faucet, and irrigation valves.

**WaterSense Certified Fixture checks include Kitchen and Bathroom Faucet Aerators, Showerheads, and High and Ultra-High Efficiency Toilets.

2. Strategic Collaboration

Water Efficiency Works – Multifamily Apartment Project

As in 2020, this year's showcase for SCV Water's award application is the Multifamily Apartment Water Efficiency Program (MFA) as it includes Education and Outreach Activities, Strategic Collaboration, and Promotes Adoption of Water Sense Labeled Products (Refer to Attachment C). Research for the program started in 2018 and continued in 2020 and was developed using the EPA's Portfolio Manager Water Score tool. SCV Water collected water use data and property data on approximately 90% of the multifamily complexes in Santa Clarita Valley to generate a water score for each property. The water score and the overall volume of water use of each property was used to determine target properties and customers where the most water savings could be achieved (Refer to Attachment A). SCV Water conducted interviews with multiple property owners to gauge interest in the program and to understand customer needs, concerns, and motivations.

Phase II check-ups for the Multifamily Project began in February of 2020 and included three properties in SCV Water's service area. Prior to the start of quarantine in March 2020, SCV Water conducted 877-unit inspections, installed the following WaterSense Certified faucets and fixtures:

- 698 Kitchen Faucet Aerators
- 1,490 Bathroom Faucet Aerators
- 1,389 HE Showerheads

As noted, the program involves water efficiency check-ups, where a contractor installs high efficiency kitchen and bathroom aerators, showerheads, and records current toilet specifications for efficiency upgrade recommendations. The contractor also provides a "Leave Behind Card" (Refer to Attachment B) identifying the use of WaterSense Labeled products and tips and practices to improve behavioral impacts to water use efficiency. This service also offers free

leak detection, irrigation system review, and a comprehensive indoor water use review at no cost to the customer. At the conclusion of the check-up, SCV Water and the customer are provided with a water efficiency report containing details of water saving opportunities. Table 2 identifies continued conservation success from the first phase of the program and conservation activities that occurred during the second phase of the project including 3,573 UHET installations in 2020. Using meter data, SCV Water staff verified over an additional 12.4 million gallons conserved in 2020as a result of the device retrofits, toilet installations, and leak repairs and has verified that over 95 million gallons have been saved since the implementation of Phases I and II. The attached PowerPoint presentation includes video that clearly demonstrates improved indoor water use efficiency performance following the device retrofits and toilet installations.

Table 2. 2020 Conservation Activity (WEW-MFA Project)

Phase	Site	Survey Month	Toilet Installation Month	Units	K. Aerators	B. Aerators	Shower heads	Leave-Behind Cards	Toilets Replaced with UHETs	Verified Gallons Saved So Far*	Estimated Gallons Saved/Year**
I (4 properties)	A-D	2019-2020	2019-2020	1,615	616	1,988	1,848	1,398	2,899	82,873,163	52,477,115
II	E***	Feb-20	-	568	430	888	753	475	-	2,649,916	-
II	F***	Mar-20	-	465	268	602	661	402	-	7,461,621	-
II	G	Jan-2021****	Dec-20	-	-	-	-	-	2,258	2,273,653	7,833,056
	TOTALS			**2,648**	**1,314**	**3,478**	**3,262**	**2,275**	**5,157**	**95,258,352**	**60,310,171**
* Verified Gallons Saved So Far includes estimated water saved after the checkups and after the UHET installations using actual water use as of Feb 2021.											
** Estimated Gallons Saved per Year was calculated from average monthly water savings estimates multiplied by 12 months.											
*** Water use increased due to people being at home more due to COVID-19 "Safe at Home" orders.											
****Distance outdoor inspection only.											
All Fixtures Installed are WaterSense certified products.											

Based on these results, SCV Water and its partners, including multifamily complex management and landscape irrigation staff, plan to expand the program to include all properties with low water scores.

3. Promoting the Adoption of WaterSense Labeled Products

WaterSense Labeled Products

Currently, SCV Water offers rebates and incentives for many water use efficiency products including WaterSense Labeled Irrigation Controllers, Spray Sprinkler Bodies, Residential/Commercial Toilets, and Urinals. SCV Water marketing materials and website (yourscvwater.com) clearly state that rebates for these devices are only provided pursuant to validation of the WaterSense Label.

In addition to the retrofit and toilet installation activities identified in the MFA program, SCV Water has provided hundreds of irrigation-related rebates to residential, commercial, and dedicated irrigation customers via our HELP initiatives (Healthy & Efficiency Landscape Programs). Table 3 identifies smart controller rebate activities for 2020.

Table 3. 2020 SCV Water Smart Controller Rebates

Customer Class	WaterSense Labeled Irrigation Controllers	Irrigation Zones
Residential	202	1,201
Non-Residential (CII)	6	1,525
Total	*278*	*2,726*

Conclusion

The EPA's WaterSense team and the programs and messaging it provides enables improved service to our customers. SCV Water greatly appreciates the value WaterSense adds to our efforts and will continue to look for ways to communicate these benefits to our customers. The Conservation Team also wants to share its gratitude to Water Score development and management team as the tool has energized a program in a manner that will ultimately result in improved outcomes and impacts of our programs. As noted in the discussion and supplemental materials, effective utilization of the Water Score tool drives our prioritization efforts and has achieved significant savings. While COVID-19 delayed our momentum, we are encouraged by the feedback we have received from our customers and have noted their intention to expand the program to include additional sites. Based on this feedback, the program has potential to grow by >400%.

Thank you again for your support and dedication to our shared mission and for providing customers with information on options which, in many cases, can improve utility of the water service while reducing water waste and associated externality including energy waste and unnecessary costs. Please feel free to contact me should you have any additional questions or comments.

Matthew S. Dickens, MPA
Sustainability Manager, SCV Water
mdickens@scvwa.org
661-510-9733

I. About SCV Water

SCV Water was created January 1, 2018 by an act of the California State Legislature (SB 634) through the merger of the three water agencies in the Santa Clarita Valley and serves a population of 280,000 through 70,000 retail water connections. The merger included Castaic Lake Water Agency and its Santa Clarita Water Division, Newhall County Water District and the Valencia Water Company. The Castaic Lake Water Agency was formed as a wholesale water agency to acquire, treat, and deliver State Water Project water supply throughout the Santa Clarita Valley. The Santa Clarita Water Division, Newhall County Water District and the Valencia Water Company were the retail water purveyors. The SCV Water service area has a population of 280,000 and covers approximately 195 square miles or 124,000 acres. Population at build-out is estimated to be 420,000. SCV Water also provides wholesale water to Los Angeles County Waterworks District #36.

II. Attachment List

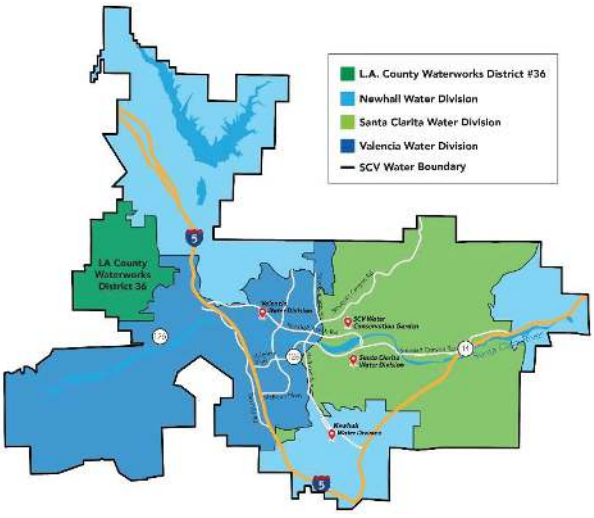
a. SCV Water – 2020 MF Project Phases I & II (PowerPoint Presentation)
b. Leave Behind Card - (PDF)
c. SCV Water – Water Efficiency Works: Multifamily Apartment Project (PDF Communication Brief)
d. Electronic File Share – GapMinder Video of Monthly Consumption for Phase I and II Projects.

3/15/2021

2020 MF Apartment Project

Phases I & II Updates

SCV Water – Who We Are



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

- 195 square miles
- 74,000 retail customers
- 273,000 population served

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

Multifamily Project Overview

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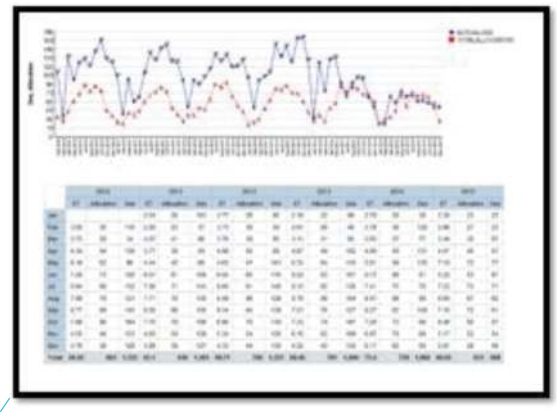
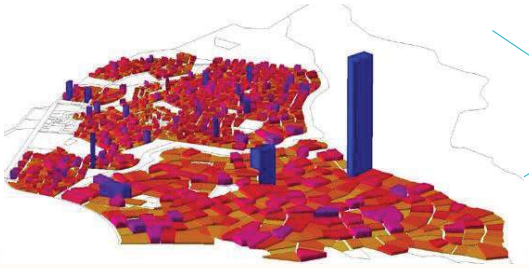
Step 1 - Analysis

Analysis

SCV Water's Water Efficiency Tools





Education
Engagement
Indoor WUE Programs
Irrigation WUE Programs

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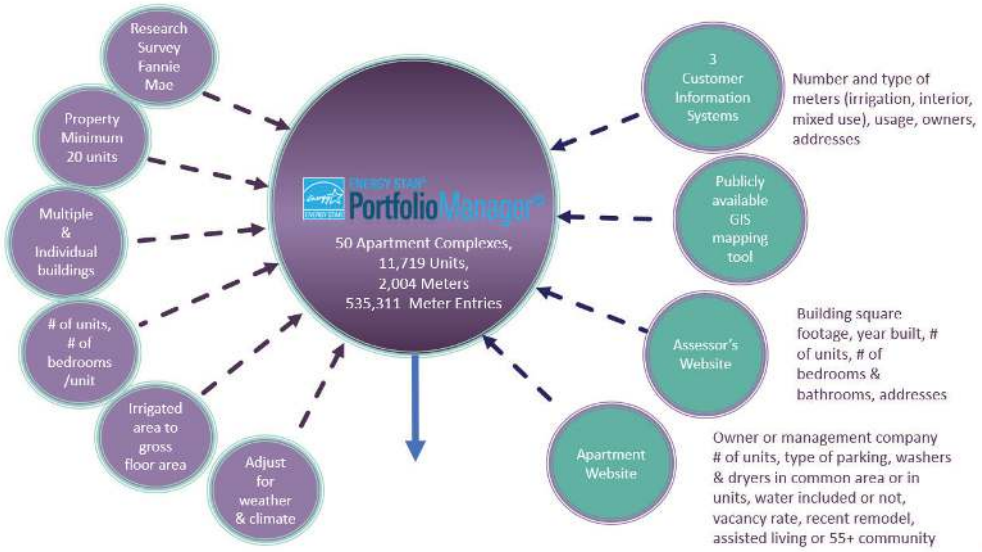
Analysis

Energy Star Portfolio Manager Water Score for Multifamily Apartments Tool

Technical References
Portfolio Manager

SCVWA Data & Sources



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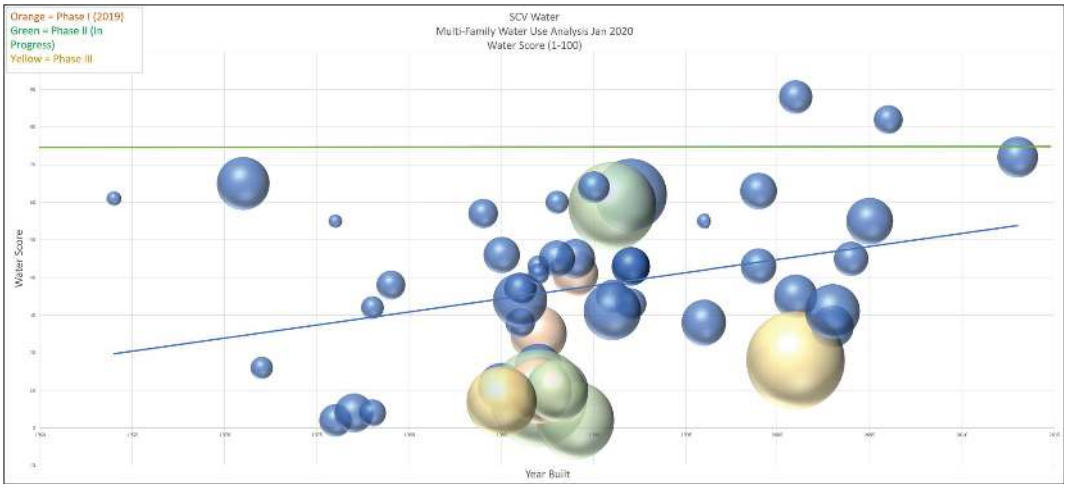
Analysis

Multifamily Project Overview



- Initiated in 2018
- EPA Water Score Analysis
- ~90% MF Complexes Sampled
- Identified High Savings Opportunities
- SCV Water Outreach
- 4 MF complexes participated in 2019
- 3 MF complexes participated in 2020

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Step 2 - Engagement

Engagement

Engagement

- Customer Outreach
  - Property Owners, Management, Staff
  - Surveys
- Assessment of Priorities & Opportunities
- Kickoff Meetings
- Current water savings estimate:
  ~60 million gallons/year (based on the 1st 7 apts.)

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Step 3 – Efficiency Measures

Efficiency Measures

Phase I & 2 Measures

All Fixtures Are WaterSense Certified:

- 2,648 Check-Ups
- 3,262 HE Showerheads
- 1,314 HE Kitchen Aerators
- 3,478 Bathroom Aerators
- ~200 Toilet Leak Repairs
- 500 Irrigation Zones Inspected
- 5,157 UHET Toilets Installed & Rebated

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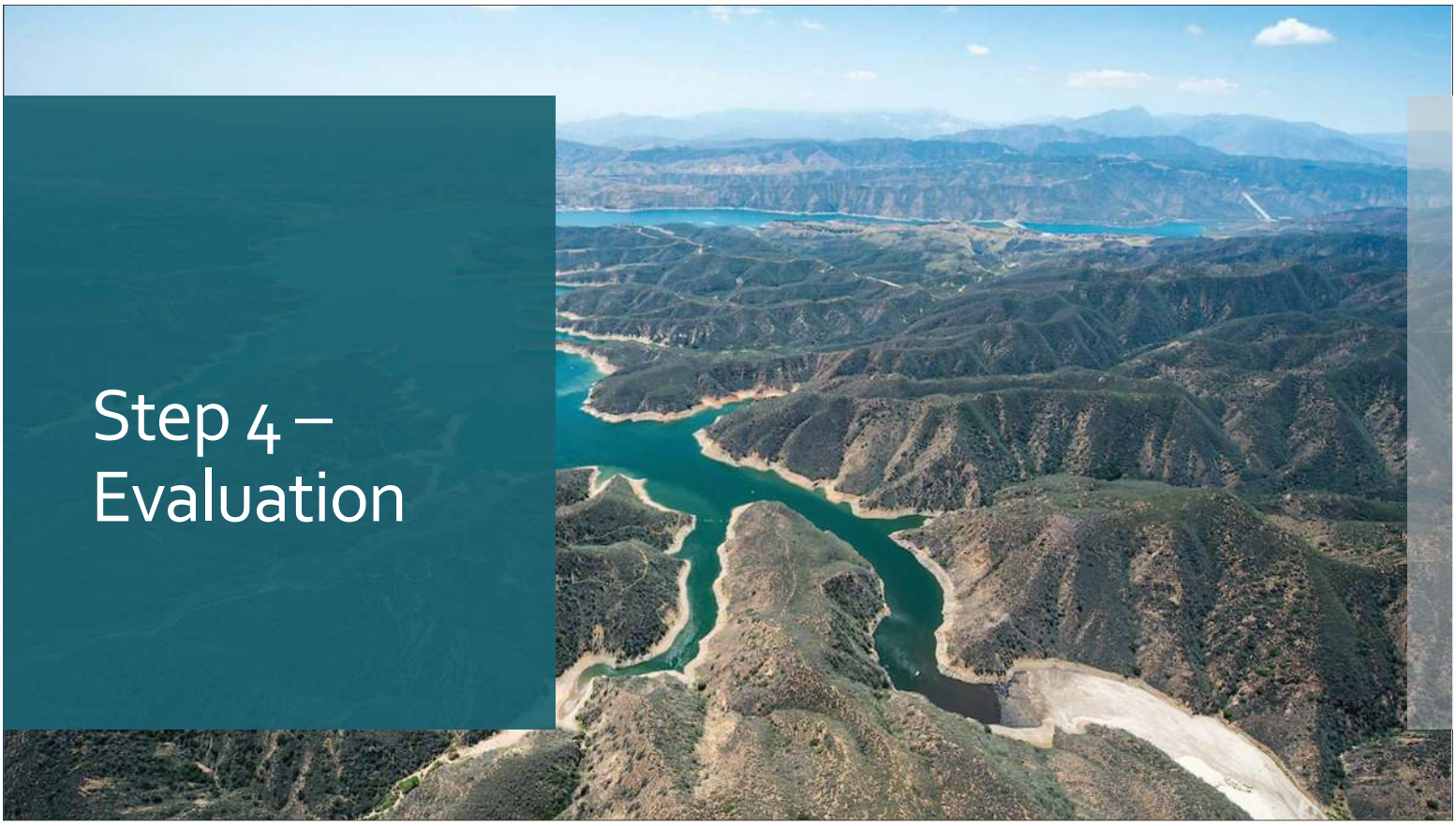
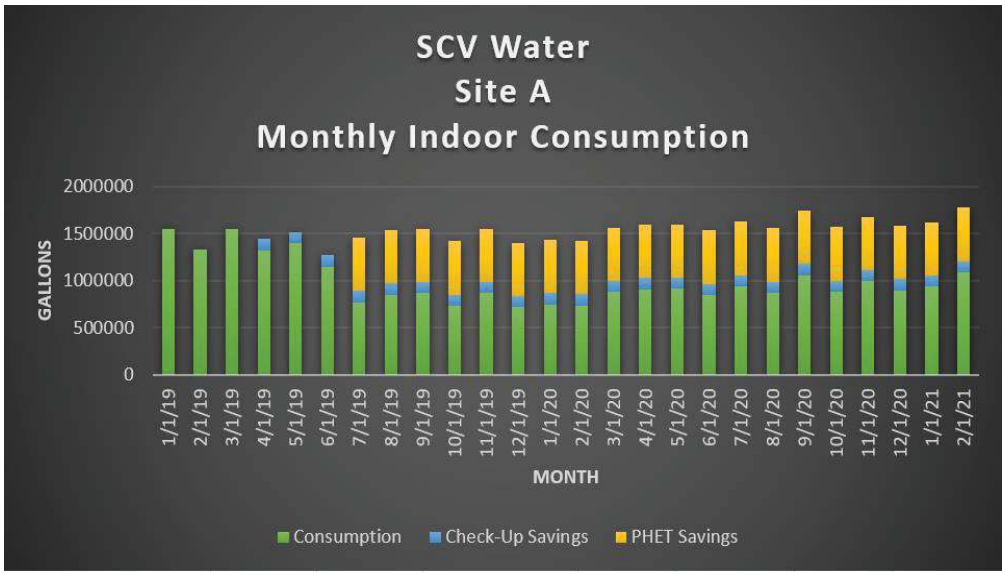


Step 4 – Evaluation

Evaluation

Site A: 2019-2021 Monthly Indoor Consumption

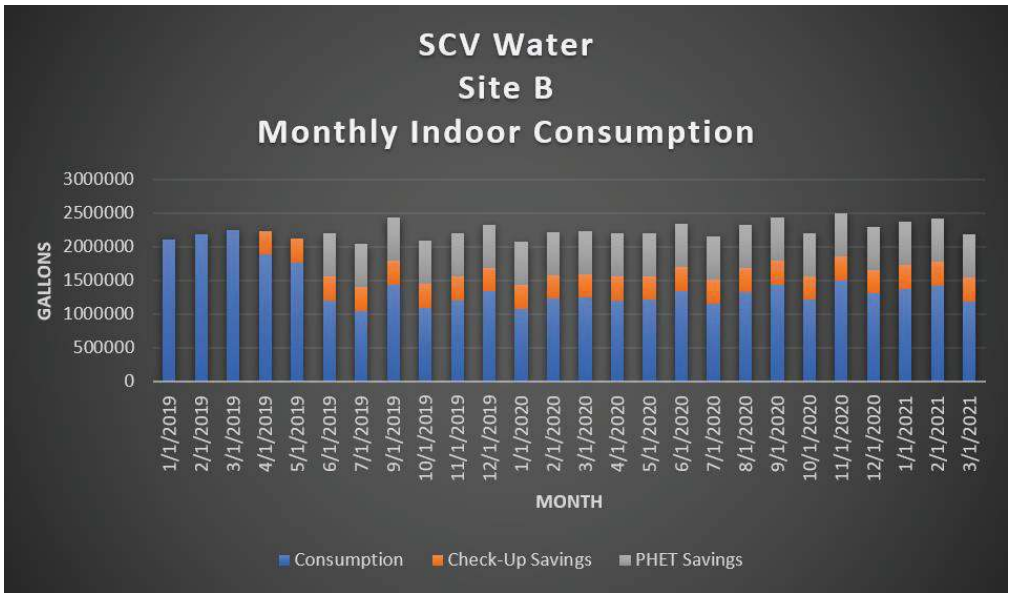
Check-Ups: Feb 2019
Toilet Installations: Jun 2019



Evaluation

Site B: 2019-2021 Monthly Indoor Consumption

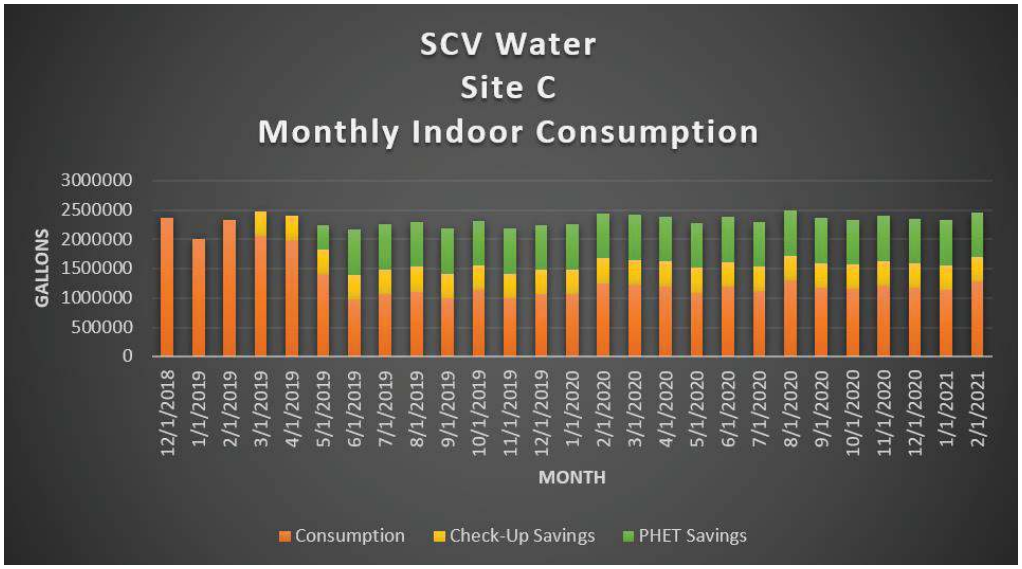
Check-Ups: Mar 2019
Toilet Installations: Jun 2019



Evaluation

Site C: 2019-2021 Monthly Indoor Consumption

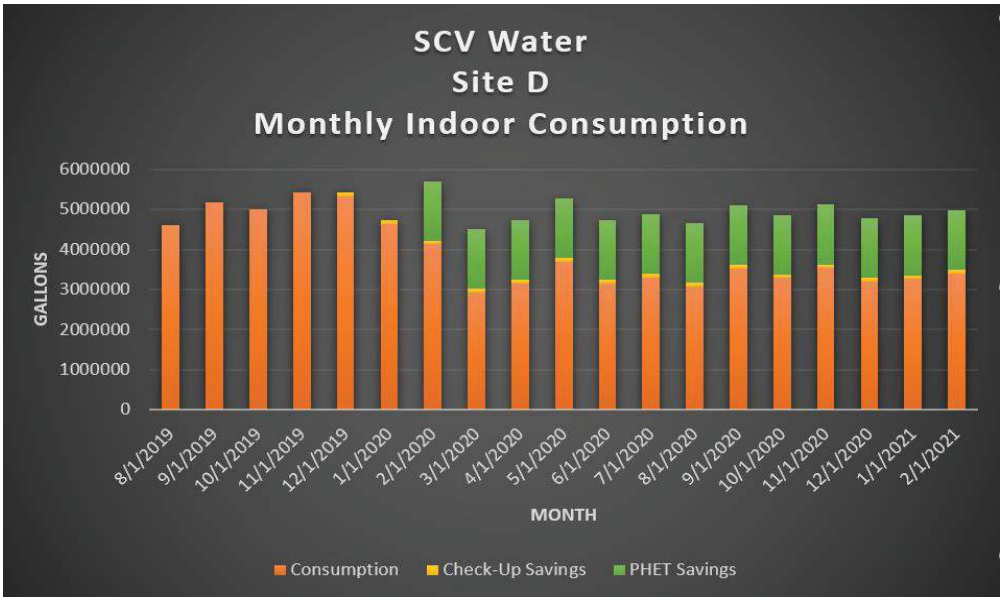
Check-Ups: Apr 2019
Toilet Installations: Jul 2019



Evaluation

Site D: 2019-2021 Monthly Indoor Consumption

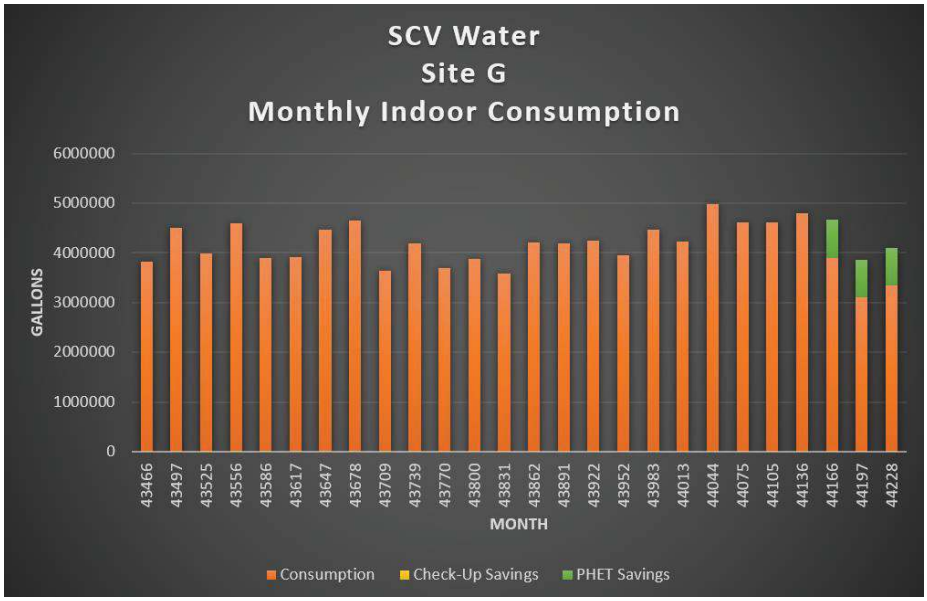
Check-Ups: Nov 2019
Toilet Installations: Feb 2020



Evaluation

Site G: 2019-2021 Indoor Meter Use

Check-Ups: TBD
Toilet Installations: Dec. 2020



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Step 5 – Performance

Evaluation

Total Water Savings Per Year

Phase	Site	Survey Month	Toilet Installation Month	Units	K. Aerators	B. Aerators	Shower heads	Leave-Behind Cards	Toilets Replaced with UHETs	Verified Gallons Saved So Far*	Estimated Gallons Saved/Year**
I (4 properties)	A-D	2019-2020	2019-2020	1,615	616	1,988	1,848	1,398	2,899	82,873,163	52,477,115
II	E***	Feb-20	-	568	430	888	753	475	-	2,649,916	-
II	F***	Mar-20	-	465	268	602	661	402	-	7,461,621	-
II	G	Jan-2021****	Dec-20	-	-	-	-	-	2,258	2,273,653	7,833,056
	TOTALS			**2,648**	**1,314**	**3,478**	**3,262**	**2,275**	**5,157**	**95,258,352**	**60,310,171**

* Verified Gallons Saved So Far includes estimated water saved after the checkups and after the UHET installations using actual water use as of Feb 2021.

** Estimated Gallons Saved per Year was calculated from average monthly water savings estimates multiplied by 12 months.

*** Water use increased due to people being at home more due to COVID-19 "Safe at Home" orders.

**** Distance outdoor inspection only.

All Fixtures Installed are WaterSense certified products.

- Verified Savings (Feb. 2021): **95,258,352 gal.**
  - Equivalent to ~140 Olympic Swimming Pools
- Estimated Gallons Saved per Year: **60,310,171 gal.**
  - Vs. ~51.83 MGPY originally estimated*

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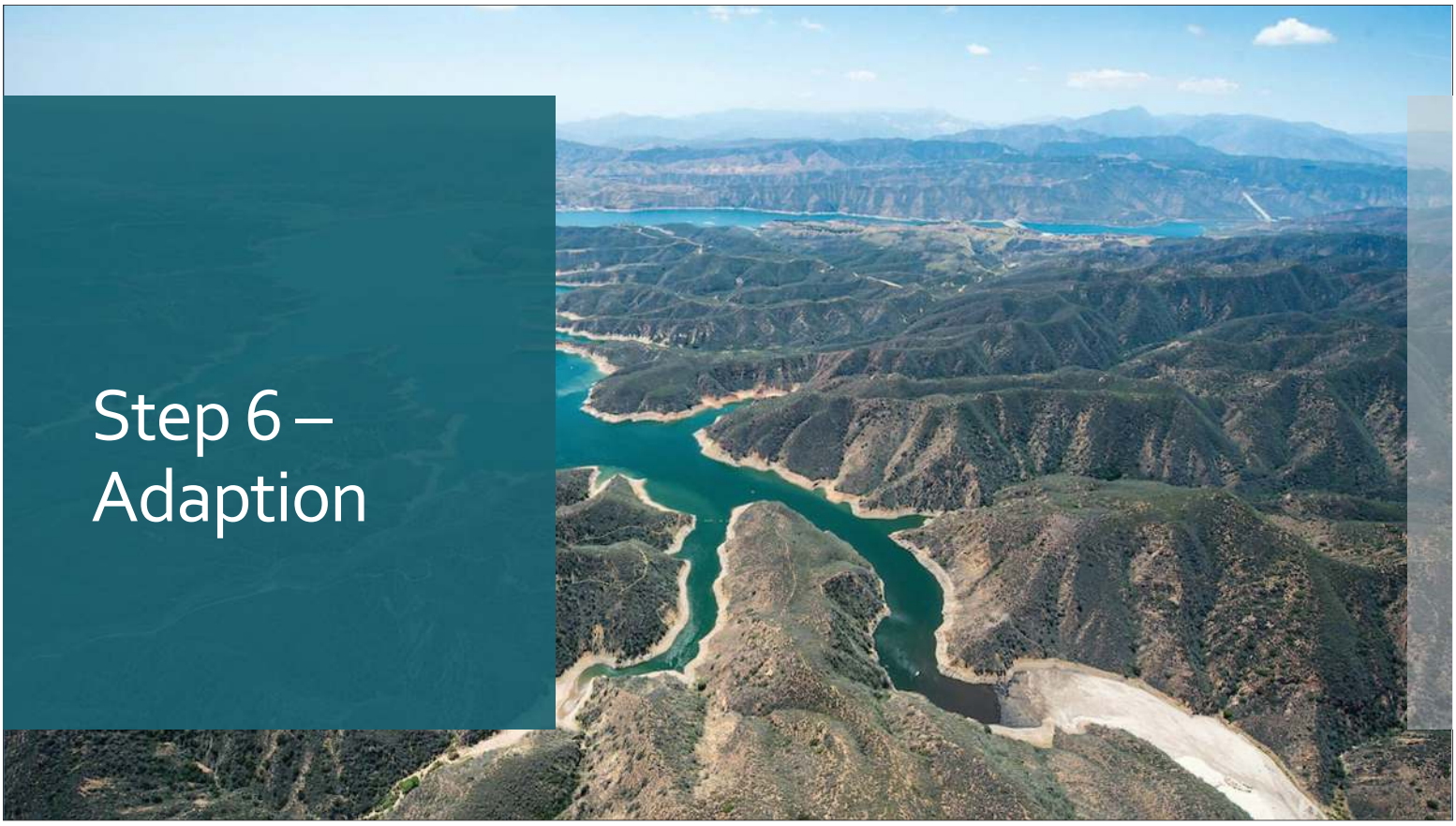
*Savings estimates based on current performance and actual results may vary.



Step 6 – Adaption

Adaption

Irrigation Efficiency Improvements

Irrigation Issues	Site A	Site B	Site C
Operations & Maintenance	Landscape maintained on weekly basis 42% Efficiency	Landscape maintained on weekly basis 58% Efficiency	Landscape maintained on weekly basis 56% Efficiency
Irrigation Scheduling	4 of 5 controllers are weather based - ET adjusted run times	2 of 3 controllers are weather based - ET adjusted run times	12 weather based controllers - ET adjusted run times
Irrigation Equipment	Spray irrigation used in planters and turf	Spray irrigation used in planters and turf	Spray used in planters Spray and Rotor for turf
Plant and Land	Total Landscape 134,318 sf Turf area – 41% Planter/Tree 59%	Total Landscape 62,248 sf Turf area - 41% Planter/Tree 59%	Total Landscape 339,550 sf Turf area - 35% Planter/Tree - 65%
Leaks & Other	Broken irrigation lines, leaking, misaligned, broken spray heads	Broken irrigation lines, leaking, misaligned, broken spray heads	Broken irrigation lines, leaking, misaligned, broken spray heads

Adaption

Irrigation Efficiency Improvements

Site A	Site B	Site C
Fix Irrigation Problems (21) Estimated Annual Savings $1,661	Fix Irrigation Problems (122) Estimated Annual Savings $3,429	Fix Irrigation Problems (97) Estimated Annual Savings $11,192
Replace Spray Nozzles with Rotary Nozzles (255 Units) Estimated Annual Savings $455	Replace Spray Nozzles with Rotary Nozzles (395 Units) Estimated Annual Savings $610	Replace Spray Nozzles with Rotary Nozzles (1,583 Units) Estimated Annual Savings $3,716
Redesign 29 Stations with Drip Irrigation @ .50 per Sq. Ft. (74,502 sf) 4 Dedicated Irrigation Meters $37,251 Total Rebate	Redesign 25 Stations with Drip Irrigation @ .50 per Sq. Ft. (36,981 sf) 4 Dedicated Irrigation Meters $18,491 Total Rebate	Convert all planter areas to drip @ .50 per Sq. Ft. (221,630 sf) 10 Dedicated Irrigation Meters $100,000 Total Rebate
Smart Controller Rebate $25 per station (15 stations) $375 Total Rebate	Smart Controller Rebate $25 per station (30 stations) $750 Total Rebate	100% Smart Controllers
Large Landscape Turf Removal $2 per Sq. Ft. (54,794 sf) $109,588 Total Rebate	Large Landscape Turf Removal $2 per Sq. Ft. (25,267 sf) $50,534	Large Landscape Turf Removal $2 per Sq. Ft. (117,920 sf) $235,840 Total Rebate

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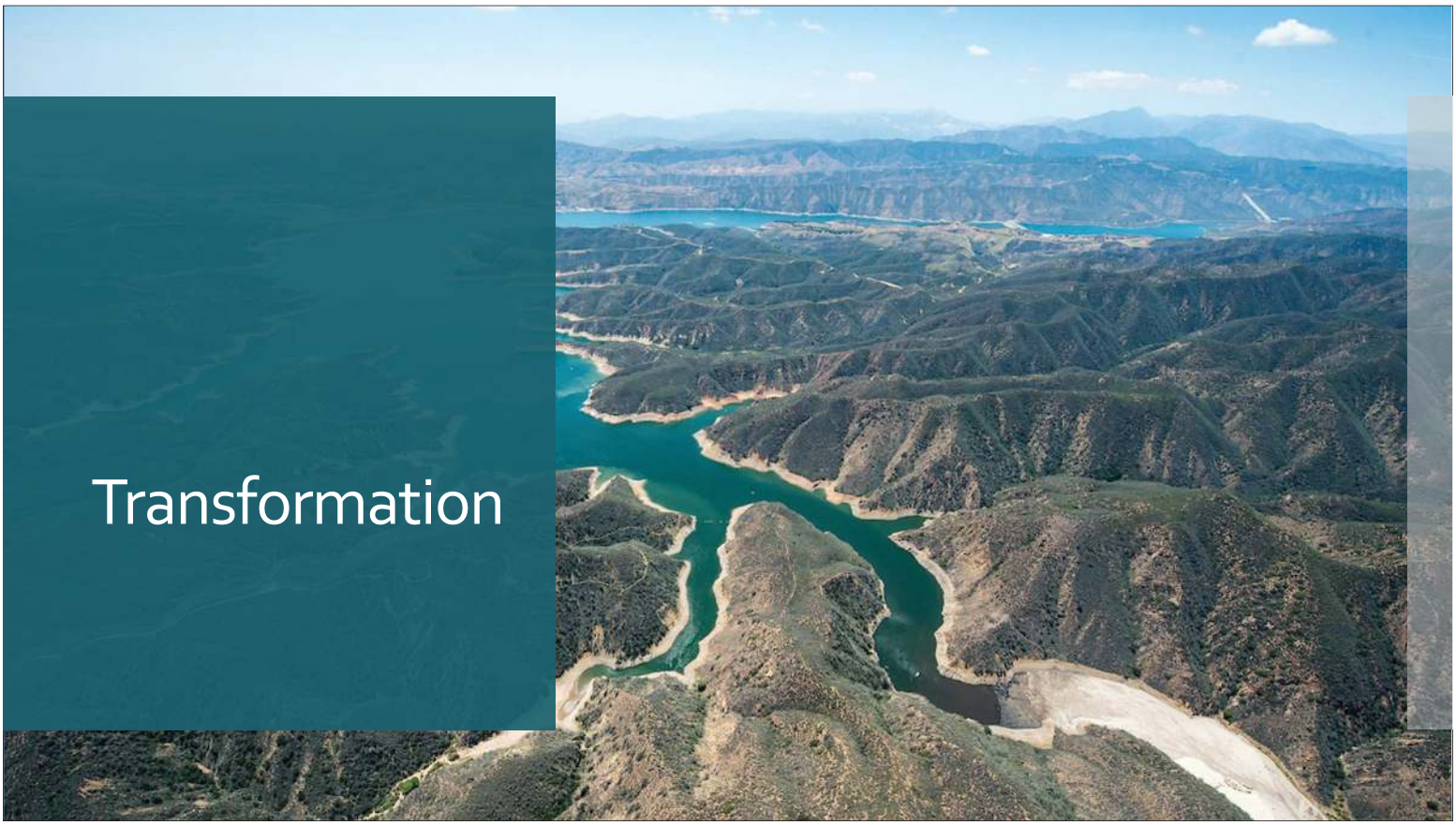
Transformation



Transformation

Transformation

- Qualitative analysis
  - Customer acceptance
  - Workorders and repair calls
- Next Steps:
  - Continued monitoring and evaluation
  - Expansion of services
  - Sustained conservation

Thank you!

SCV Water

Matthew S. Dickens, MPA
Sustainability Manager
mdickens@scvwa.org

Janet Keith
Water Conservation Specialist II
jkeith@scvwa.org

Julia Grothe
Water Conservation Specialist I
jgrothe@scvwa.org

SCV Water – Water Efficiency Works (Multifamily Apartment Project)

Improving Water Use Efficiency, Quality of Service and User Experience.

Communication brief prepared by:

Matthew S. Dickens, MPA
Resource Conservation Manager
mdickens@scvwa.org

March 2021

Overview – Water Efficiency Works (Multifamily Apartment Project)

The Santa Clarita Valley Water Agency (SCV Water) is committed to providing the highest quality of service to our customers and to ensuring that water supplies are reliable, affordable, and sustainable today and tomorrow. In support of this goal, and to better serve our commercial, industrial, and institutional customers, SCV Water developed the Water Efficiency Works (WEW) program which offers educational, technical, and financial incentives to encourage water conservation program participation.

Like programs provided to residential customers, WEW offers free facility/site check-ups and installation of free high-efficiency devices including showerheads, kitchen and bathroom faucet aerators and rebates for WaterSense Certified toilets. The program also offers irrigation system inspections, and rebates for purchasing and installing smart controllers and other irrigation efficiency improvements (turf conversion, high-efficiency sprinkler nozzles, pressure regulation, and drip irrigation).

Launched in 2018, SCV Water's WEW program focused on the Multifamily apartments (MF). Utilizing the free Portfolio Manager Water Score tool for apartments provided by the EPA, SCV Water conservation staff have developed baseline analysis and efficiency benchmarking for over 90% of apartments in the valley. A highly successful campaign has engaged property owners, managers, landscape contractors, and residents. With the completion of Phase I, it is anticipated that interest and participation in the program will continue to grow.

Multifamily Apartment Project

Scope & Methodology

Utilize existing tools to identify opportunities for water use efficiency and develop processes for engagement, collaboration, and community partnerships. Tools should provide a baseline for conservation activity and serve as a mechanism to develop performance benchmarking for long-term programmatic evaluation, measurement, and verification.

Water Score Analysis

EPA Water Score for Multifamily Housing, a recent addition to the Energy Star Portfolio Manager and supported by WaterSense, ranks water use performance compared to similar properties across the country. SCV Water has currently evaluated ~90% of the multi-family customers in its service territory.

Outreach & Engagement

Following the Water Score Analysis, SCV Water worked with the Wolcott Company to survey property owners and managers for sites with high water use efficiency opportunities. 32 unique complexes were included in the survey with 21 successful responses (3 sites refused, 8 did not respond). Customers were mostly interested in check-ups, rebates, and follow- up with the agency. Further, the survey noted participants' request for additional resources and information.

Conservation Activity

SCV Water coordinated with apartment management and staff to launch the check-ups in 2019 and has since installed 5,157 Ultra-High Efficiency Toilets. Pursuant to completion of the indoor programs and will work with apartment maintenance and landscape contractor staff to improve its overall irrigation efficiency.

Measurement & Verification

Immediately following the check-ups and installation of HE devices, participant Water Scores increased. SCV Water will continue to monitor Water Scores to reflect the total outcomes and impacts resulting from participation in the WEW Program.

Scope and Methodology

Objectives

To provide education, training, and incentives to encourage implementation of cost-effective water efficiency improvements and achieve conservation targets while improving utility of water service.

Supplemental Objectives

- Mission/Vision alignment and delivery
- Stakeholder identification, engagement, partnerships, and collaboration
- Integrated communications and marketing strategies
- Performance measurement/management

Methodologies

- EPA Water Score for Multi-family Housing
  - -Comparisons to national efficiency standards
  - -Scores range from 1-100
  - -Top performers score 75 or better
- Interviews and surveys with stakeholders (property managers, staff, and participants)
- Site surveys (Check-Ups)
  - - Leak detection
  - -High-efficiency product installation (showerheads, aerators, toilet flappers)
  - - Irrigation inspection
  - - Report on findings & recommendations
- Customer implements conservation measures
- Program evaluation, measurement & verification

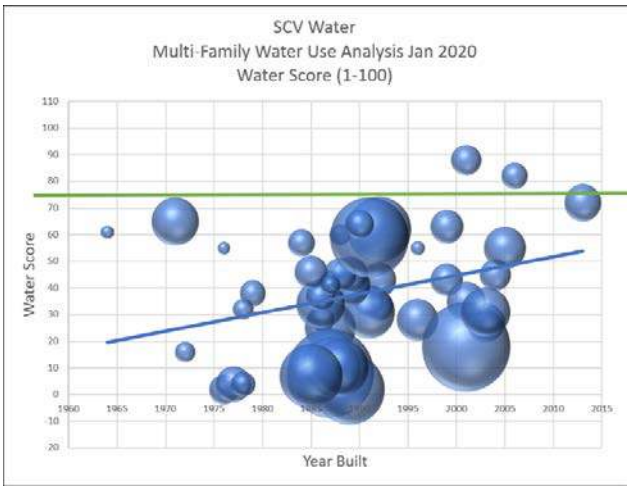
Targets

Prioritizing customers with the highest potential for water savings. Using the EPA's Water Score tool, SCV Water conservation team identified unique customers and customer groups with the highest propensity for water savings.

The bulk of multifamily customers have water scores far below the Water Score efficiency target of 75. The conservation team directed outreach, engagement, and programmatic activity to customers with low performance scores

Plumbing codes have proven water conservation benefits, though opportunities for additional savings persist. Creating a baseline Water Score, SCV Water can monitor, measure, and verify performance in the short and long-term.

Comparison of Common Sites



Stakeholders

Multifamily Property Managers demonstrate a high level of interest in programmatic support for indoor and outdoor water use efficiency rebates and technical consultation.

- Indoor water-use efficiency measures include leak detection and installation of HE kitchen and bathroom faucet aerators, showerheads, ultra-high efficiency toilets, and toilet leak repair, where feasible.
- Outdoor measures include rebates for water efficient plants, drip irrigation, HE nozzles, pressure regulation, and smart irrigation controllers.

Multifamily Property Owners are developing sustainability plans and seek support for their long-term "green" initiatives.

Residents continue to identify water conservation and water use efficiency as an essential service and prioritize its associated values and benefits. Multifamily residential customers comprise about 15% of total annual water sales and have had low participation historically.

SCV Water recognizes that water conservation is cost-effective and critical to its mission, vision, and values. Additionally, the agency continues to work towards meeting its SBx7-7 20% Reduction in GPCD by 2020 goals and is in the process of developing strategies to comply with the Conservation Long-term Framework identified in AB1668 and SB 606 set to begin in 2023.

Engagement

Develop and Implement Integrated Communication Plan

- Integrate mission, message, brand into business activities and tactics
- Develop organic branding to effectively reflect mission, vision, and values

Strengthen Targeting Capabilities and Build New Audiences

- Focus on programs with high demand
- Target high-opportunity customers
- Pre-1994 complexes and target groups

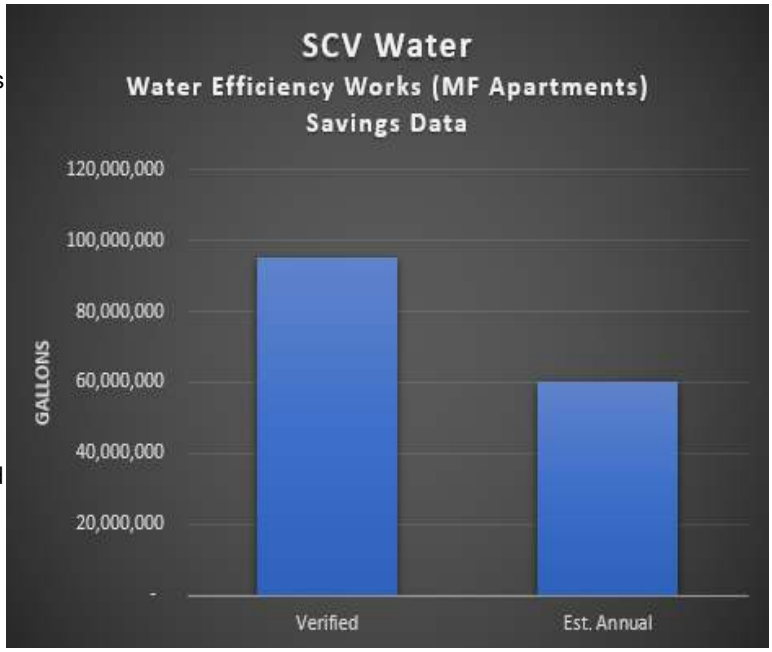
Expand and Enhance Online Presence, Social Media Use, and Traditional Marketing Materials

- Continue to update website and drive traffic to programs.
- Incorporate email management systems for email campaigns (Mail Chimp or Constant Contact)
- Enhance social media via Facebook, Instagram, and YouTube (user-generated video content is key)
- Curate traditional marketing materials for use with direct mailers, posters/flyers, news releases and magazine ads, promotional giveaways, and special events

Implementation

An essential component to the WEW Program includes the installation of WaterSense labeled HE products, leak detection, and management practices. Through 2020, the following activities were implemented.

- **Site Surveys**
  - 7 Apt. Complexes, 2,648 Units
- **HE Product Installation**
  - 4,792 HE Kitchen/Bath Aerators
  - 3,262 HE Showerheads
  - ~200 Toilet Flappers (Leak Repairs)
  - **Report on Findings**
  - Indoor Activities Complete
  - Irrigation Efficiency Opportunities
- **UHET Installation**
  - 5,157 UHETs
- **Irrigation Efficiency Improvements**
  - 628 Irrigation Zones Inspected
  - Pressure Regulation
  - Drip Conversion for Non-Turf Irrigation
  - HE Nozzles
  - Turf Conversion



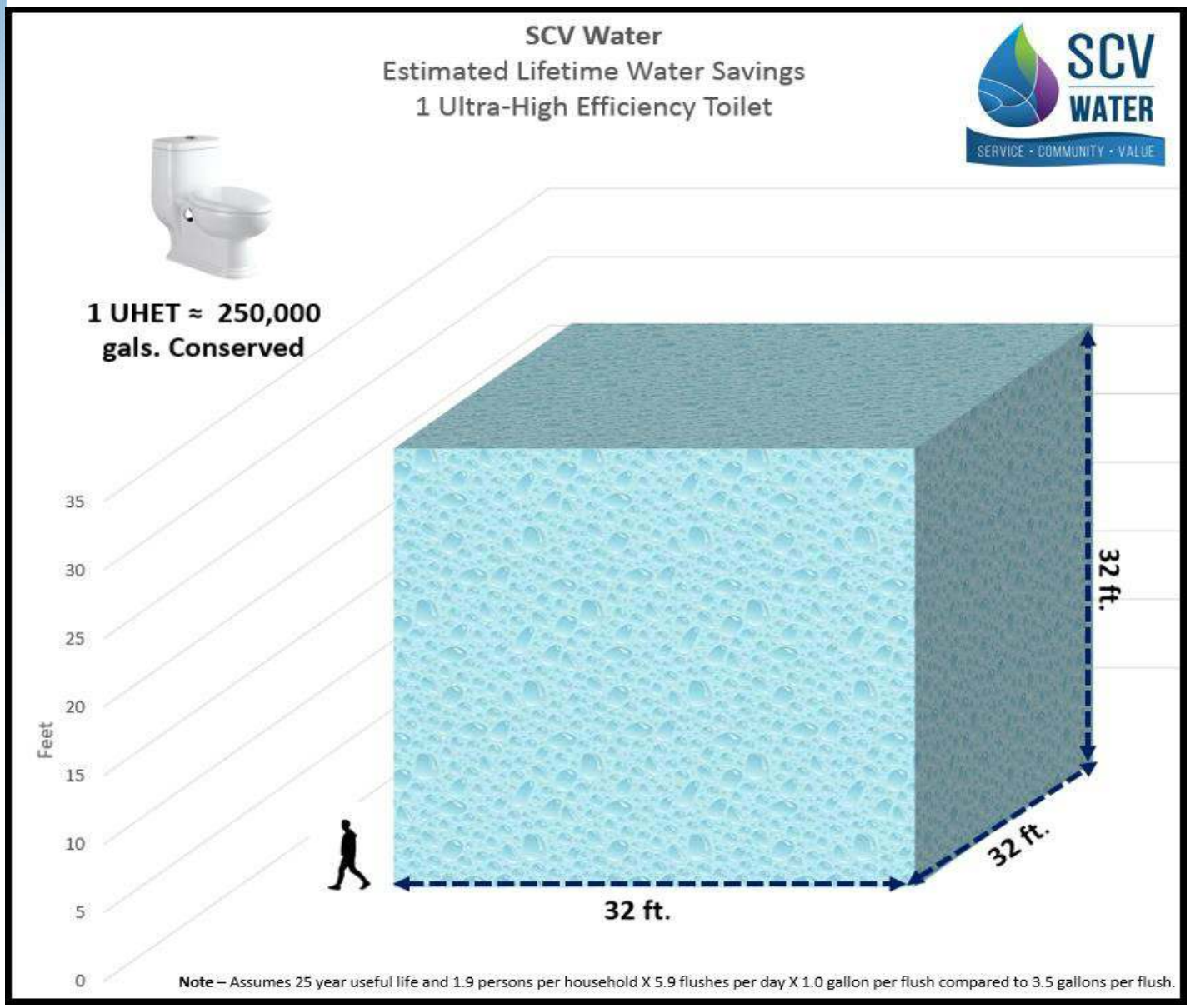
Timeline

Next Steps

The four phases are effective immediately and extend through 2022.

These actions create a comprehensive effort towards supporting the multi-family apartment community's sustainability goals.

FY 18/19	Phase 1	**Data Analysis & Targeted Engagement** to develop collaboration and partnership opportunities and to identify conservation and water use efficiency opportunities.
June 19/20	Phase 2	**Field Verification & Conversion** upon initial activities to ensure continuity of operations, continue to implement recommendations, monitor performance, and adapt as needed.
2021/2022	Phase 3	
***Beyond** 2022*	Phase 4	**Program Expansion, Performance Measurement & Verification, Adaption** goals of a water efficient facility, including irrigation efficiency operations, as identified in the associated reports, monitored annually via the Water Score Tool and expand services to new commercial customers and apartment complexes.



...TO BE PART OF THE WATER CONSERVATION SUCCESS STORY.

A water check-up was performed at your home. Depending on the need, water-saving fixtures like a high-efficiency showerhead or faucet aerator were installed.

While fixtures can help save water, you can also help in how you use water. For instance:

BATHROOM

- Don't use your toilet as a trash can. Those extra flushes add up.
- Turn off the water when you wash, brush your teeth or shave.
- Take shallow baths and plug the drain before you run water.
- Keep showers short, 5-10 minutes.

LAUNDRY

- Use the load selector to match water level to size of load.
- Presoak heavily soiled items.
- Always use the minimum amount of detergent.

KITCHEN

- Do only full loads of dishes in the dishwasher and avoid using extra cycles.
- Hand wash dishes.
- Scrape dishes, but don't pre-rinse. Soak pots and pans before washing.
- Instead of running water continuously, fill wash and rinse basins with water.
- Use a minimum amount of dish detergent.
- Use sink disposal unit sparingly.
- Instead of cooling water by running, keep a container of cold water in the refrigerator.

NOW

IT'S YOUR TURN...

Your Partners in Water Conservation

SCV WATER
SERVICE • COMMUNITY • VALUE

EPA WaterSense PARTNER

conserve.yourSVCwater.com

...SER PARTE DEL ÉXITO DE LA CONSERVACIÓN DEL AGUA.

Un chequeo de agua se realizó en su casa. Dependiendo de la necesidad, se instalaron accesorios que ahorran agua, como un cabezal de ducha o aireador de grifo.

Los accesorios pueden ayudar a ahorrar agua, también puede ayudar a usar el agua. Por ejemplo:

BAÑO

- No uses tu inodoro como un bote de basura. Esos colores adicionales se suman.
- Apague el agua cuando se lave, cepille los dientes o afeite.
- Tome baños poco profundos y tape el desagüe antes de dejar correr el agua.
- Mantenga las duchas cortas, 5-10 minutos.

LAVANDERÍA

- Use el selector de carga para ajustar el nivel de agua al tamaño de la carga.
- Remojar artículos que estan muy sucio.
- Siempre use la mínima cantidad de detergente.

COCINA

- Haga solo cargas completas en la maquina de lavaplatos y evite usar ciclos adicionales.
- Lavar a mano los platos.
- Raspe los platos, pero no enjuague previamente. Remoje las ollas y sartenes antes de lavar.
- En lugar de dejar correr el agua continuamente, rellene los lavabos y enjuágelos con agua.
- Use una mínima cantidad de detergente para los platos.
- Use la unidad de desecho del fregadero con moderación.
- En lugar de enfriar el agua corriendo, mantenga un contenedor con agua fría en el refrigerador.

AHORA

ES TU TURNO...

SCV WATER
SERVICE • COMMUNITY • VALUE

EPA WaterSense PARTNER

conserve.yourSVCwater.com

Sus Socios en la Conservación del Agua

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ITEM NO.
5.2

COMMITTEE MEMORANDUM

DATE: April 2, 2021

TO: Water Resources and Watershed Committee

FROM: Matthew S. Dickens, MPA
Sustainability Manager

SUBJECT: Water Shortage Contingency Plan and Water Conservation and Water Shortage Ordinance Update

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SUMMARY AND DISCUSSION

In response to the severe drought of 2012-2016, legislation was approved in 2018 which created a Water Shortage Contingency Plan (WSCP) mandate replacing the water contingency analysis proscribed in previous legislation. As part of its 2020 Urban Water management Plan update, SCV Water staff, with support from A&N Technical Services, developed the WSCP in accordance with the new legislation requirements and in alignment with guidance from the California Department of Water Resources (DWR). Additionally, the WSCP update provides the agency opportunity to revise existing ordinance salient to water conservation, water waste, and compliance and enforcement mechanisms in a unified format. This staff report includes summary of both the WSCP and Water Conservation and Water Shortage Ordinance (WCWSO), and an overview of Public Engagement, Public Comments, and Public Hearing Noticing activities.

Water Shortage Contingency Plan

The Water Shortage Contingency Plan documents SCV Water's processes and procedures for conducting Water Supply Reliability Analysis, Annual Water Supply and Demand Assessments, Six Standard Water Shortage Stages, Communications Protocols, Compliance and Enforcement, Legal Authorities, Financial Consequences, Monitoring and Reporting, Refinement Procedures, and Special Water Feature Distinctions. The Draft Water Shortage Contingency Plan is included in the packet as Attachment 1.

Water Conservation and Water Shortage Ordinance

The Water Conservation and Water Shortage Ordinance contains water conservation restrictions that increase during stages of declared water shortage and may be enforced pursuant to the provisions of the Ordinance. The Ordinance includes mandatory restrictions that prohibit certain wasteful water use activities and places limitations on outdoor water use (e.g. number of days, days per week, and time of day). The water use restrictions escalate upon declaration of stages of water shortage by the SCV Water Board of Directors. The Ordinance includes penalties for violations and compliance mechanisms, as well as appeals and waiver(s) processes. The Draft Water Conservation and Water Shortage Ordinance is included in the packet as Attachment 2.

Public Engagement, Public Hearing Noticing, and Public Comments

Public Engagement

Public engagement is a critical component of the planning process as it enables SCV Water to educate the public, gather input, solicit feedback, and connect stakeholders and the public with opportunities to ask questions and receive answers. For the WSCP and WCWSO, many engagement formats were provided including, but not limited to:

- Updates to Water Resources and Watershed Committee (November 2020 – March 2021 Meetings)
- Public Workshop (January 28, 2021) (See Attachment 3)
- Thirty-Day Public Comment Period (March 12, 2021 thru April 12, 2021)
- Comments and Questions via email: wscp@scvwa.org

Additionally, upcoming public engagement opportunities include:

- Water Resources and Watershed Committee (April 14, 2021 Meeting)
- Public Hearing for the Water Shortage Contingency Plan (April 26, 2021)
- Public Hearing for the Water Conservation and Water Shortage Ordinance (April 26, 2021)
- Comments and Questions via email: wscp@scvwa.org

Regarding notice to the City of Santa Clarita, Los Angeles and Ventura Counties, United Water Conservation District, and Los Angeles Sanitation District, SCV Water provided advance notice of updates to the Urban Water Management Plan, Water Shortage Contingency Plan, and Water Conservation and Water Shortage Ordinance in October 2020 and March 2021.

Public Comments

SCV Water uploaded the Draft Water Shortage Contingency Plan and Draft Water Conservation and Water Shortage Ordinance to its website and notified the public regarding the thirty-day public comment period on March 12, 2021. To date, SCV Water has received five (5) comments from the public via email at wscp@scvwa.org. Qualitatively, comments received address concerns regarding growth and development, water rates and costs, and water supply reliability. Staff will continue to monitor the wscp@scvwa.org account for electronic comments and incoming mail for written comments through the close of the thirty-day public comment period on April 12, 2021.

Public Hearing Noticing

The SCV Water Board of Directors will hold distinct public hearings for the Water Shortage Contingency Plan and the Water Conservation and Water Shortage Ordinance on Monday April 26, 2021. The Public Hearings will be held via Zoom Webinar and can be accessed using the following credentials:

https://scvwa.zoomgov.com/j/1605774067

Or Telephone: 1-(833)-568-8864 (Toll Free)
Webinar ID: 160 577 4067

Notice of the public hearing will be published in the SCV Signal for two successive weeks (14 calendar days), at least two times, with at least five days between publication dates, as prescribed by Government Code section 6066. Additionally, SCV Water will publish advertisements for supplemental public awareness purposes.

ATTACHMENTS

1. DRAFT Water Shortage Contingency Plan
2. DRAFT Water Conservation and Water Shortage Ordinance
3. Water Shortage Contingency Plan, Public Workshop, January 28, 2021, Summary

MGS

ATTACHMENT 1

Draft Water Shortage Contingency Plan

March 2021

Table of Contents

List of Figures

List of Tables

Executive Summary

This Water Shortage Contingency Plan (WSCP, Plan) is a detailed proposal for how the Santa Clarita Valley Water Agency (SCV Water) intends to act in the case of an actual water shortage condition. SCV Water's mission is to provide responsible water stewardship to ensure the Santa Clarita Valley (Valley) has reliable supplies of high-quality water at a reasonable cost. Reliable, high quality water service is critical to an economically and environmentally vibrant community. This plan is part of good management policy even if SCV Water's water supply appears to have a low probability of shortage conditions, as it improves preparedness for droughts and other impacts on water supplies. The WSCP anticipates a water supply shortage and provides pre-planned guidance for managing and mitigating a shortage. The WSCP allows real-time water supply availability assessment and structured steps designed to respond to actual conditions, to allow for efficient and effective management of any shortage with predictability and accountability.

Certain elements of the WSCP are required by California Water Code (Water Code), including five specific response actions that align with six standard water shortage levels based on SCV Water's water supply conditions and shortages resulting from catastrophic supply interruptions. The WSCP also contains SCV Water's procedures for conducting an annual water supply and demand assessment, which is the written decision-making process for determining supply reliability each year, along with the data and methods used to evaluate reliability.

As part of its Urban Water Management Plan (UWMP), Water Code Section 10632 requires Suppliers to prepare and adopt a WSCP that consists of each of the following elements, which comprise the sections in this plan document:

1. Water Supply Reliability Analysis
2. Annual Water Supply and Demand Assessment Procedures
3. Six Standard Water Shortage Stages
4. Shortage Response Actions
5. Communication Protocols
6. Compliance and Enforcement
7. Legal Authorities
8. Financial Consequences of WSCP
9. Monitoring and Reporting
10. WSCP Refinement Procedures
11. Special Water Feature Distinction
12. Plan Adoption, Submittal, and Availability

The WSCP is a stand-alone document created separately from the UWMP and can be amended, as needed, without amending the UWMP. This 2020 WSCP is included in SCV Water's 2020 UWMP submitted to the California Department of Water Resources (DWR) by July 1, 2021.

Section 1: Water Supply Reliability Analysis

This section[1] summarizes (a) the findings related to water system reliability conducted pursuant to Water Code Section 10635, and (b) key issues that may create a shortage condition when looking at the SCV Water's water asset portfolio. Specifically, this section summarizes the SCV Water's supply analysis in the UWMP Chapter 6 and its water reliability findings in UWMP Chapter 7, recognizing that the WSCP can be a stand-alone document that will be submitted with the 2020 UWMP.

The UWMP Act requires urban water suppliers to assess water supply reliability that compares total projected water use with the expected water supply over the next twenty years in five-year increments. The Act also requires an assessment for a single dry year and multiple dry years. This section presents the reliability assessment for SCV Water's service area. SCV Water's goal is to deliver a reliable and high-quality water supply for their customers, even during dry periods.

Reliability of Water Supplies

Each water supply source has its own reliability characteristics. In any given year, the variability in weather patterns around the state may affect the availability of supplies to the Valley differently, depending on whether supplies are from local sources or are imported from other parts of the state. The Valley is typical in terms of water management in southern California; local groundwater supplies are used to a greater extent when imported supplies are less available due to dry conditions in the north, and larger amounts of imported water supplies are used during periods when northern California has wetter conditions. This pattern of "conjunctive use" has been in effect since State Water Project (SWP) supplies first came to the Valley in 1980. SWP and other imported water supplies have supplemented the overall supply of the Valley, which previously depended solely on local groundwater supplies.

To supplement these local groundwater supplies, SCV Water contracts with DWR for delivery of SWP water, providing an imported water supply to the Valley. However, the variability in SWP supplies affect the ability of SCV Water to meet the overall water demands for the service area. While each of the Valley's available supply sources has some variability, the variability in SWP supplies has the largest effect on overall supply reliability.

Groundwater

In accordance with the groundwater operating plan for the basin, groundwater supplies for all uses from the Alluvial Aquifer are planned to be in the range 30,000 to 40,000 AF. With long-term pumping for municipal purveyors estimated to be approximately 30,800 AFY at buildout during normal years and about 26,100 AFY during dry-years. Available supplies are substantially less in the near-term as supplies have been curtailed because of

[1] This section is based on the 2015 UWMP and 2017 Supply Reliability Analysis. These documents are periodically updated, and subsequent updates will be incorporated in the WSCP pursuant to completion.

PFAS contamination and transfers of pumping associated with the Newhall Ranch development have not yet been fully realized. In 2021 SCV Water estimates 12,000 AF of alluvial supplies will be available. Recovery of Alluvial supplies over the next decade is shown in Table___. The basin operating plan for the Saugus Aquifer provides for 7,500 AFY-15,000 AFY in normal years and up to 35,000 AFY during dry-years. In the near-term supplies are limited due to Perchlorate contamination and the need to construct additional dry-year well capacity. Currently, SCV Water estimates recovery capacity at about 15,000 AFY. Table __ indicates when additional yield can be accessed from the Saugus Aquifer.

Recycled Water

The existing and projected availability of recycled water supplies, including various factors having the potential to affect the amounts and availability of those supplies, are discussed in detail in the UWMP.

SCV Water has constructed Phase I of the Recycled Water Master Plan (RWMP, 2016), which can deliver up to 1,700 AFY of water to the Valencia service area. Deliveries of recycled water began in 2003 for irrigation water supply at a golf course and in roadway median strips, however demand from permitted customers have limited deliveries of recycled water. In 2015, recycled water deliveries were 450 AF.

Phase 2 is planned to expand recycled water use within Santa Clarita Valley and consists of four projects currently in various stages of design. The Draft RWMP Update projects providing up to 10,054 AFY of treated (tertiary) recycled water suitable for reuse on golf courses, landscaping and other non-potable uses in Santa Clarita Valley to the extent those supplies are available. Subsequent long-term estimates of available supplies based on recycled water being generated from new development estimate about 9,000 AFY new recycled water being available. All of the available recycled water in the peak summer months would be used to meet demands that include existing Phase 1 projects, Phase 2 expansions currently in design, planned developments (including Newhall Ranch and Vista Canyon) and future nearby customers served by extending off the Phase 2 system.

State Water Project Table A Supply

For this Plan, the availability of SWP supplies to SCV Water was based primarily on DWR's *Delivery Capability Report* (DCR). For the four hydrologic conditions evaluated here, the SWP deliveries to SCV Water were taken from DWR's analyses based on the following: average/normal year based on the average deliveries over the studies' 82-year historical hydrologic study period (1922-2003), single-dry year based on a repeat of the worst-case actual allocation of 2014, four year dry period based on a repeat of the historical drought of 1931-1934, and three-year dry period based on a repeat of the historical drought of 1990-1992.

While contractors may store their unused Table A supply as carryover, and additional types of water such as Article 21 water may periodically be available from the SWP, further the recent Water Management Tools amendment allows for single and multi-year water transfers among SWP Contractors, these are not included as supplies in Section 6

because of the uncertainty in their availability. However, to the extent SCV Water is able to make use of these supplies when available, SCV Water may be able to improve the reliability of its SWP supplies beyond the values used in this section.

Flexible Storage Account

Under the Supply Contracts with DWR for SWP water, the contractors that share in the repayment of Castaic Lake may access a portion of the storage in that reservoir. This accessible storage is referred to as "flexible storage." The contractors may withdraw water from flexible storage, in addition to their allocated Table A supplies, on an as-needed basis. A contractor must replace any water it withdraws from this storage within five years of withdrawal. As one of the three contractors sharing in the repayment of Castaic Lake, SCV Water has access to this flexible storage. Its share of the total flexible storage is currently 4,684 AF.

Storage and Water Banking Program

SCV Water has invested in flexible supply programs that can be accessed to avoid water shortages and shortage costs to its customers in the Valley. Sometimes termed "water banking," these shortage mitigation investments allow water to be stored in a groundwater basin to be accessed when needed to avoid water shortages. These "smart" investments in storage programs improve the diversity of SCV Water's supply portfolio and cost-effectively improve water service reliability throughout our community. SCV Water currently has two banking programs. The Rosedale-Rio Bravo Bank can store up to 100,000 AF and can currently recover 10,000 AFY. The Semitropic Bank can store 35,000 and recover 5,000 AFY.

Storage programs and supplies that were considered for supply evaluation are as follows.

- Rosedale-Rio Bravo Banking Program – increased take capacity: Under SCV Water 's existing contract with RRBWSD for this program, SCV Water has the right to develop four additional extraction wells, which would bring the firm recovery capacity under this program from 10,000 AFY to 20,000 AFY. This increase would provide additional dry year access to the water SCV Water stores in this existing program, which has a maximum storage capacity of 100,000 AF (and is currently full). This additional take capacity was included in the 2015 UWMP as a planned banking supply increase, assumed in that document to be available by 2030.
- Semitropic Banking Program – Newhall Land: Newhall Land participates in a groundwater banking program with Semitropic in which it has a pumpback capacity of 4,950 AFY and a storage capacity of 55,000 AF. Newhall Land entered into this banking program in anticipation of the development of Newhall Ranch. Under its agreement with Semitropic, Newhall Land may assign its rights to this program to SCV Water. However, the terms for such an assignment have yet to be determined. In the 2015 UWMP, it was assumed that Newhall Ranch would be developed and that Newhall Land's rights in this banking program would be transferred to SCV Water at the time of development, and that prior to

that time the take capacity under this program would be available to SCV Water. This program, including interim access to take capacity, was excluded from the initial assessment of Scenario C.

- New groundwater bank: In the 2015 UWMP, additional groundwater banking programs with a take capacity of 5,000 AFY were assumed to be developed, with supplies assumed to be available after 2045. No specific programs were identified in the UWMP, although a number of groundwater banking programs in various stages of planning and development, or new programs yet to be defined, could provide this supply.
- Willow Springs Water Bank, Antelope Valley: This project is located in eastern Kern County, in the northern portion of the Antelope Valley. It is adjacent to both the East Branch of the California Aqueduct and the Los Angeles Aqueduct. This program is active and is seeking participants.
- Antelope Valley-East Kern Water Agency High Desert Water Bank: This is a project proposed by the Antelope Valley-East Kern Water Agency (AVEK), a SWP wholesaler located in the Antelope Valley area of southeastern Kern County and northern Los Angeles County. The proposed groundwater banking project would be developed and operated by AVEK, and would be located adjacent to the East Branch of the California Aqueduct. As proposed, the project would have a total storage capacity of 280,000 AF, with recharge and recovery capacities of 70,000 AFY. AVEK is currently conducting pilot testing, and the environmental analysis for the proposed project is in process. AVEK is actively seeking banking partners.
- Palmdale Regional Groundwater Recharge and Recovery Project: The Palmdale Water District (PWD), a SWP wholesaler, is implementing a large-scale groundwater recharge and recovery project located adjacent to the East Branch of the California Aqueduct. The project will obtain water for recharge from the SWP and also from recycled water produced by the Los Angeles County Sanitation District Palmdale Water Reclamation Plant. CLWA could be a potential partner in the project by banking excess supply in wet years and recovering that supply in dry years.
- Saugus Formation Aquifer Storage and Recovery (ASR) Program: The feasibility of implementing an ASR program in the Saugus Formation has been evaluated through field testing and groundwater modeling simulations. Reconnaissance-level analysis indicates that such a program is feasible. In addition to water reliability benefits, a Saugus ASR program could provide other operational benefits (e.g., higher groundwater levels) and local storage.
- Groundwater Replenishment with Recycled Water: The feasibility of using recycled water for a groundwater recharge program in the eastern portion of the Alluvium has been evaluated in the Water Supply Measures Reconnaissance Study and further refined in the draft RWMP. A recycled water recharge project could provide operational benefits (e.g., higher groundwater levels in the Alluvium), increased recycled water usage and greater water recovery from the

Alluvium in eastern parts of the groundwater basin. Conceptual design for the project is an extension of the proposed Phase 2A recycled water pipeline, with approximately 5,000 AFY of recycled water from the Valencia WRP discharged to a recharge basin adjacent to the Santa Clara River, and average recovery of 3,500 AFY from downstream Alluvial wells.

Supply and Demand Comparisons

The available supplies and water demand for SCV Water's service area was analyzed to assess the region's ability to satisfy demands during four scenarios: a normal water year, a single-dry year, and two multiple-dry year periods in the 2015 UWMP.

PFAS

Per- and polyfluoroalkyl substances (PFAS) are a group of man-made chemicals, which includes PFOA, PFOS and GenX. For more than 70 years, PFAS have been manufactured and used in a variety of industries worldwide. According to the Environmental Protection Agency, exposure to certain PFAS can lead to adverse health effects in humans. (Source: https://yourscvwater.com/pfas/).

SCV Water quickly responds to changing guidelines and regulations from the State Water Resources Control Board – Division of Drinking Water. Under the current response levels, last lowered in February 2020, 17 of the 42 active agency wells have been removed from service. This accounts for approximately 45 percent of the Agency's groundwater supply. In 2019, groundwater accounted for 28% of the total water used in the SCV Water service area. SCV Water will continue to rely on its diverse water supply portfolio, including imported and banked water, to minimize supply impacts to customers. SCV Water's first PFAS treatment facility opened in fall of 2020, restoring about one-third of the impacted groundwater, with others to follow by summer 2021. (Source: https://yourscvwater.com/pfas/).

Perchlorate

SCV Water prioritizes the delivery of clean water that meets all state and federal health standards. Long-term work toward the remediation of perchlorate contamination, first discovered in 1997 in several Saugus wells, continues at the present time. The objective of the perchlorate restoration and containment plan has been to stop the migration of the contaminant plume and restore the lost well capacity through a pump and treat method. SCV Water's Saugus Perchlorate Treatment Facility (SPTF) has been online since 2011, and a second Perchlorate Treatment Facility came online in 2017, and together these facilities have now treated a combined amount of almost 32,000 AF. The ability to pump the Saugus Formation at dry year levels has been historically impaired due to perchlorate contamination issues and resultant reduced production capacity. Both of these issues are expected to be resolved through installation of treatment and achieving containment. (Source: Adapted from 2019 Santa Clarita Valley Water Report, July 2020).

Section 2: Annual Water Supply and Demand Assessment Procedures

Beginning by July 1, 2022, SCV Water is required to prepare and submit its annual water supply and demand assessment (referred "Annual Assessment"). The Annual Assessment will be due by July 1 of every year, as required by Water Code Section 10632.1. The Annual Assessment and associated reporting are to be conducted based on the SCV Water procedures detailed in this section of the WSCP. As required by Water Code Section 10623(a), the WSCP shall include its specific procedures—akin to its instruction manual—that describe annual steps and timing to complete the Annual Assessment, such that it can be consistently followed year-after-year, regardless of changing staff undertaking the steps:

- Decision making process
- Data and methodologies
    1. Evaluation criteria
    2. Water supply
    3. Unconstrained customer demand
    4. Planned water use for current year considering dry subsequent year
    5. Infrastructure considerations
    6. Other factors

Decision making process

This section describes the decision-making process—including functional steps—to formally approve the Annual Assessment determination of water supply reliability each year.

September

- Prepare SWP water order for upcoming year.
- Continue to track monthly water demands in service area.
- Monitor San Luis Reservoir Storage Levels including carryover storage levels for Agency and other State Water Contractors (SWC).
- Monitor NOAA precipitation forecasts.

October

- Continue to track monthly water demands in service area.
- Monitor San Luis Reservoir Storage Levels including carryover storage levels for Agency and other SWC.
- Monitor NOAA precipitation forecasts.

November

- Continue to track monthly water demands in service area.
- Monitor San Luis Reservoir Storage Levels including carryover storage levels for Agency and other SWC.
- Monitor NOAA precipitation forecasts.

- Consider early implementation of water recovery from banking and exchange programs when early water year precipitation is low and low levels of carryover water exist.
- Review DWR outage schedules for upcoming year.

December

- Continue to track monthly water demands in service area.
- Monitor San Luis Reservoir Storage Levels including carryover storage levels for Agency and other SWC.
- Monitor NOAA precipitation forecasts. Receive initial SWP allocation.
- Review DWR positional analysis (from SWC Water Operations Committee)
- Prepare alternative operating plans.
- Consider early implementation of water recovery from banking and exchange programs when early water year precipitation is low and low levels of carryover water exist or limitations of local groundwater supplies are anticipated to exist in the upcoming calendar year.

January

- Review DWR positional analysis (from SWC Water Operations Committee)
- Update alternative operating plans.
- Consider early implementation of water recovery from banking and exchange programs and investigate water purchases (transfers) when early water year precipitation is low and low levels of carryover water exist or limitations of local groundwater supplies are anticipated to exist in the calendar year.

February

- Review DWR positional analysis (from SWC Water Operations Committee)
- Update alternative operating plans.
- Consider implementation of water recovery from banking and exchange programs and water transfers when early water year precipitation is low and low levels of carryover water exist or limitations of local groundwater supplies are anticipated to exist in the calendar year.

March

- Review DWR positional analysis (from SWC Water Operations Committee)
- Update alternative operating plans.
- Consider implementation of water recovery from banking and exchange programs and water transfers when early water year precipitation is low and low levels of carryover water exist or limitations of local groundwater supplies are anticipated to exist in the calendar year.
- Seek approval of dry-year water transfers if any.

April

- Review DWR positional analysis (from SWC Water Operations Committee)

- Update alternative operating plans. Consider implementation of water recovery from banking and exchange programs when early water year precipitation is low and low levels of carryover water exist or limitations of local groundwater supplies are anticipated to exist in the upcoming calendar year.
- Seek approval of dry-year water transfers in any.

January/June

- Report to WR Committee and Board Status of Water Supplies (update the WR Committee monthly to bimonthly, starting in January, depending on conditions).

July/August

- Submit Annual Water Supply and Demand Assessment, July 1 each year

Data and methodologies

This section includes the description of key data inputs and Annual Assessment methodologies used to evaluate the water system reliability for the coming year. In general, SCV Water follows the state DWR determination of "dry" years, as this is directly related to SWP Table A supply availability. Figure 2 illustrates this Shortage Evaluation Process.

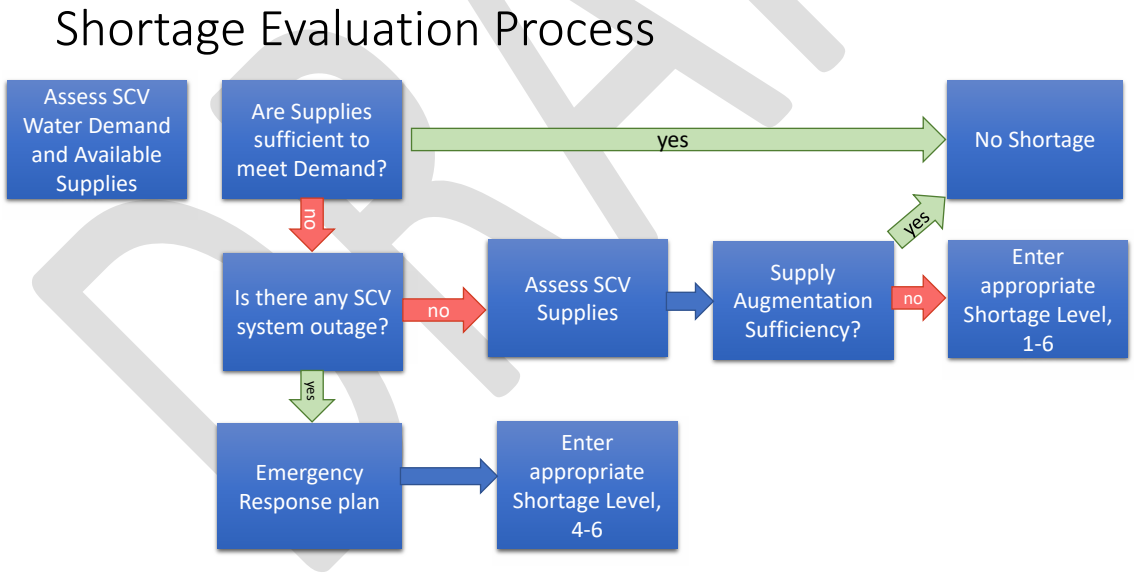

Figure 1: Shortage Evaluation Process

1. Evaluation criteria

The following local and statewide documents and data sources form the evaluation criteria that SCV Water will use for each Annual Assessment:

- SCV Water demand forecast
- Local and imported operations constraints, local groundwater/import demands from each system (collected in September for following calendar year estimates)

- DWR monthly operations report documents (includes snowpack data, DWR positional analysis (allocation forecasts), San Luis Reservoir storage forecasts, streamflow forecasts, and weather updates (Nov-June)
- State Water Table A Allocation ("Notice to Contractors")
- Banking program balances
- Exchange program balances
- SCV precipitation

2. Water supply

The following summarizes the portfolio of water supplies SCV Water relies on to provide reliable service.

Alluvial Groundwater- Use the quantification numbers referenced in the UWMP tables chapter 3 for total amount available with and without PFAS wells each year moving forward (not completed yet). Operations provides an estimate of alluvial groundwater production on a monthly basis for each year. This estimated information is provided in September before the annual assessment year. This information is based on historical monthly demands from each area and includes any operations outages anticipated for the year.

Saugus Groundwater - Use the quantification numbers referenced in the UWMP tables chapter 3 for total amount available each year (not completed yet). Operations provides an estimate of Saugus groundwater production on a monthly basis for each year. This estimated information is provided in September before the annual assessment year. LAWWD 36 also provides an estimate of their monthly Saugus production demands annually. This information is based on historical monthly demands from each area and includes any operations outages anticipated for the year.

Recycled Water – Use the urban plan tables for recycled water estimates and double check with operations to verify amount each year as this production ramps up into the future.

State Water Table A allocation – Range is 0-100%, total Table A supply is 95,200 AF and based on % allocation issued by state throughout the year. This allocation is issued around November prior to the year of the Water Supply Assessment (starts low and ramps up or down depending on winter conditions). In October prior to the Water Supply Assessment year, SCV Water provides DWR with a range of scenarios for our imported water needs based on different allocations (100%, 60%, 50%, 30%, 15%). SCV Water monitors the change in allocation through to the final allocation which could be issued anytime between April and June depending on conditions. Low allocations indicate use of Dry Year Water supplies. Higher allocations could indicate potential surplus conditions which lead to other potential water management options like increased storage at banking programs, increased carryover storage at San Luis Reservoir, transfer of excess SWP or BVRRB water supplies, and deliveries to water exchange programs with other contractors.

Buena Vista Rosedale-Rio Bravo Water Supply – This water source provides 11,000 AFY. This is a firm water supply that does not change from year to year. Delivery based on the agreement for this water supply is 1,100 AF each month March-December. In the water supply assessment, we would utilize this water locally in dry conditions, and as describe above, look at selling this supply to other Agencies in wet conditions.

Article 56c Water Supply – This water supply is extremely variable from year to year. In dry years it can be a critical source of water to supplement low imported Table A supplies. In wet years, this water is generally not used, or available. This water is utilized within the Water Supply Assessment in the first few months (Jan-April) to help meet imported water demands if available. It is also conserved as needed in anticipation of consecutive dry year scenarios.

Rosedale-Rio Bravo Water Storage District Banking Program – This water supply is classified as a Dry Year water supply and is used to supplement imported water needs in dry years. Annual recovery capacity for this supply is 10,000 AFY, dependent on available water storage balances for the SCV Water program. The water can be delivered throughout the year as requested, with monthly recovery capacity limitations dependent on operations at the RRB Facility. More water is generally available in the Spring, Fall and Winter months. SCV Water makes decisions to use this water based on early dry Winter conditions, dry water operations forecasts from DWR, potential low SWP Table A allocation, reduced local groundwater supply conditions, and or increased imported demands. Preliminary order for this water supply must be submitted to RRB by Feb. 15th and final request by May 1 each year.

Semitropic Stored Water Recovery Unit Banking Program – This water supply is classified as a Dry Year water supply and is used to supplement imported water needs in dry years. Annual recovery capacity for this supply is 5,000 AFY, dependent on available water storage balances for the SCV Water program. The water can be delivered throughout the year as requested with monthly recovery capacity limitations dependent on operations at the Semitropic Facility. Minimal water deliveries are available through the summer months, with greater deliveries available in the Fall and Winter months. SCV Water makes decisions to use this water based on early dry Winter conditions, dry water operations forecasts from DWR, potential low SWP Table A allocation, reduced local groundwater supply conditions, and or increased imported demands. Recovery request are due May 1st each year, and storage requests are due by April 15th.

Yuba Accord Water – This water supply is utilized in dry years to supplement lack of SWP Table A supplies. It is based on an agreement that allows the Agency to purchase transferable and exportable surface water. This water is only available in dry years when there is transfer capacity through the Delta available. The total amount of water supply is variable each year. Reports on Yuba supply availability are provided at the DWR Operations monthly meetings starting in March. Average supply available to SCV Water is about 1,000 AF in dry years.

State Water Contractors Dry Year Water Transfer Program y– This is an opt. in program available for SCV Water if they are in need of supplemental dry year water supplies. This water is only available in dry years when there is transfer capacity through the Delta available. The total amount of water supply is variable each year. Negotiations for this water supply start in January, and deliveries occur in late summer-fall. Delivery amounts for the Agency depend on cost per acre-foot, participation from other agencies and need.

Water Exchange Programs – These programs provide additional imported water supplies, used in below normal or normal years. The water is not generally available in dry years to supplement lack of water supplies. Deliveries of this water can occur when requested throughout the year if the exchange partner is in agreeance. Current exchange program water is available with a SWP Table A allocation of 30% or higher.

Flexible Storage Account – This is an emergency supply of water for the Agency which is stored in Castaic Lake. The total available water is 6,060 AF. This water can be used as needed but must be returned within 5 years of use. SCV Water can use any amount at any time, there are no limitations on this.

Nickel Water – This water supply is owned by 5 Point and is available for purchase in dry years with agreement from 5 Point. The amount available each year is 1,607 AFY.

Newhall Land Semitropic Water Storage District Banking Program – This water supply is based on NLF's contract rights to store and recover water from this program. The amount available each year is up to 4,950 AFY.

3. Unconstrained customer demand

SCV Water uses the Decision Support System (DSS) model to estimate unconstrainted customer water demand based on sociodemographic and land use data.

4. Planned water use for current year considering dry subsequent year

As SCV Water plans for the current year, it evaluates several different scenarios for the current year, ranging from a 100% SWP Table A allocation down to a 5% SWP Table A allocation. In the lower allocation scenarios, the different supplies sources are distributed throughout the operating plan to preserve sufficient supplies for the following year, assuming the worst-case scenario, "Single Dry Year" with a 5% State Water Project Table A allocation. First, it evaluates local groundwater supplies to evaluate available groundwater and adjust imported water needs appropriately (source UWMP tables for different dry year scenarios for Alluvial and Saugus groundwater supplies in chapter 3). Specifically, it would modify the use of our Article 56c supplies, banking program supplies, and its Flexible Storage account to make sure it has adequate supplies available for a consecutive Single Dry Year.

5. Infrastructure considerations

In September, Operations provide estimates of imported and groundwater demands to Water Resources for the upcoming water supply assessment. Infrastructure capability considerations are included in this analysis. For example, operations will take into

account the schedule for PFAS well recovery in addition to any known outages. Infrastructure capabilities are constantly monitored by operations and water resources staff and communicated if adjustments in water supplies needed are required throughout the year. When there are unexpected infrastructure complications, operations, water resources, engineering and management meet regularly to monitor and manage water supplies decisions as needed.

6. Other factors

The following are locally applicable factors that can influence or disrupt supplies, along with other unique local considerations that are considered as part of the Annual Assessment:

- Construction projects
- DWR planned outages and maintenance at Castaic Lake and other reaches of the CA Aqueduct
- Permitting request delays to get wells back online
- Dry conditions locally can reduce alluvial groundwater supplies
- Agreement coordination delays can influence imported water deliveries
- Demand fluctuations with weather changes
- Fires, earthquakes
- Electrical outages
- Water quality, locally or imported
- Equipment failures

Section 3: Six Standard Water Shortage Levels

SCV Water has developed response action **stages** that correspond to the DWR defined six standard water shortage **levels** (up to 10-, 20-, 30-, 40-, 50-percent, and greater than 50-percent shortage compared to the normal reliability condition). SCV Water's response actions are divided by stages in the WSCP ordinance to meet the severity of the impending shortage level.

The six standard water shortage levels correspond to progressively increasing estimated shortage conditions (up to 10-, 20-, 30-, 40-, 50-percent, and greater than 50-percent shortage compared to the normal reliability condition) and align with the response actions SCV Water will implement to meet the severity of the impending shortages.

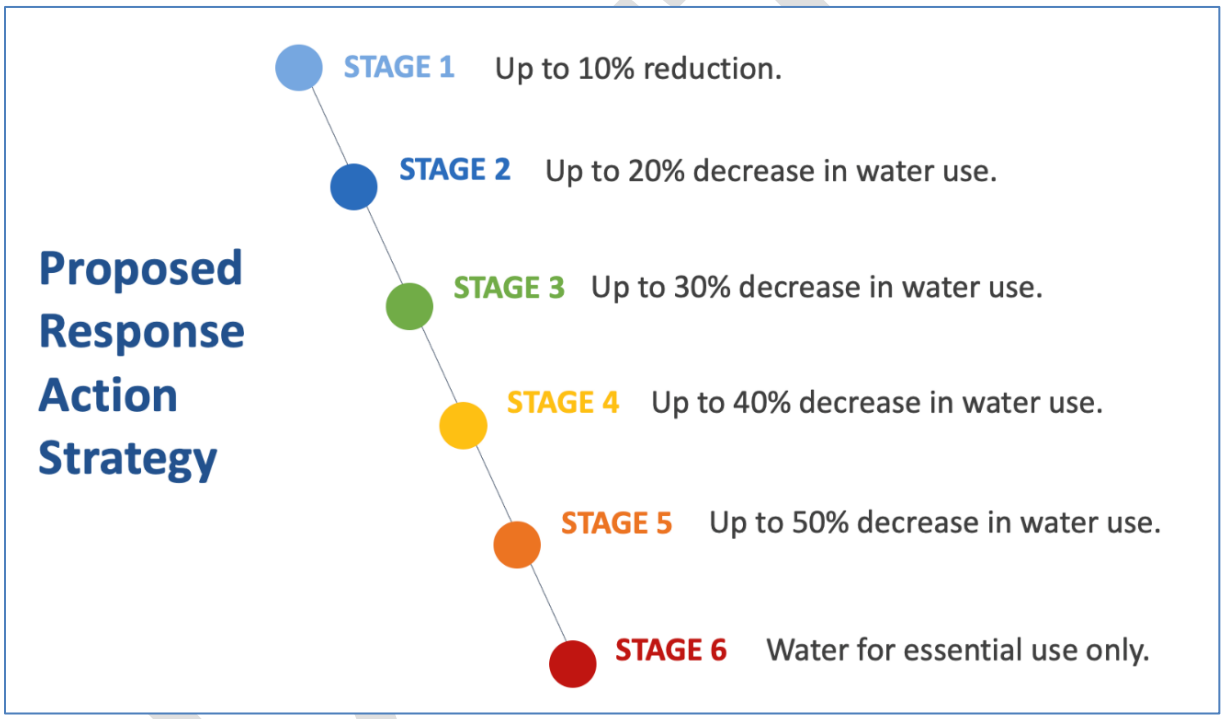

Figure 2: Proposed Response Action Strategy

SCV Water will take an adaptive performance-based approach to its response at all of the water shortage levels. If performance monitoring detects a lack of equilibrium between available supply and expected customer demand, the agency will adapt its approach. To illustrate, SCV Water can adaptively increase activity in public education and awareness to mitigate demand load. SCV Water builds credibility with its customer base through targeted messaging and collaboration. These approaches have been successful in large drought periods in the past without the use of fines, which can be reserved for extreme cases. All of the indicators will be closely monitored and responses will be assessed based on real-time conditions.

Timing of demand response actions will be a key consideration, given different lags between initiated actions and the customer response time. Close monitoring will allow SCV Water to have the lead time to implement response actions in time for needed demand adjustments. Demand response actions can take several weeks to several months to get traction and to move the behavior of a community.

Timing of supply response actions is not as uncertain, given there is not the need to motivate customer behavior, yet it requires careful sequencing and planning to achieve reliability given the various local and imported supply, storage, and transmission infrastructure. SCV Water will closely monitor production numbers and monthly billing as indicators providing visibility into current conditions. In summary, SCV Water will utilize lots of tracking to see what response is needed and adapt in the moment.

The **monitoring framework** provides the tools and process to determine the existence and severity of a drought or water shortage.
This framework will rely on SCV Water regularly monitoring numerous data sources, interpretation of real-time conditions and prediction of future supply.
There are five primary components to the monitoring framework.

- Hydrologic conditions
- Imported water availability
- Local groundwater levels
- Banking and transfer availability
- Local demands

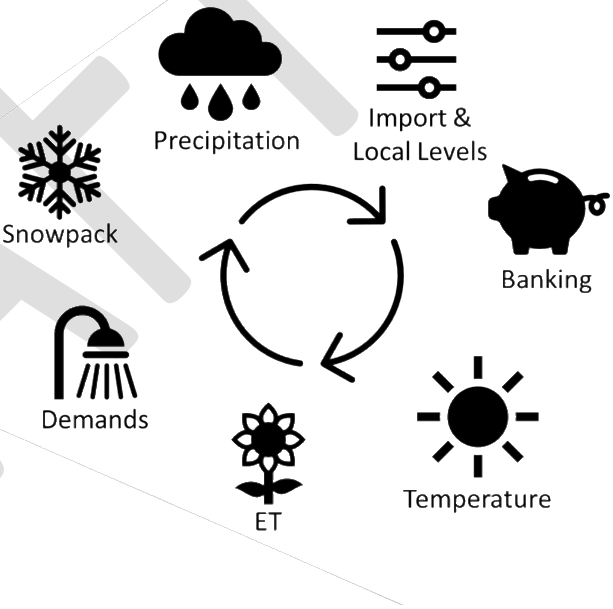

Figure 3: Monitoring Framework

The assessment looks at current and future projected water supplies as compared to current and projected water demand. Should there be a downward shift in available water supplies or an increase in customer demand, SCV Water will determine the severity of the change, the categorized stage level, and then determine the required response.

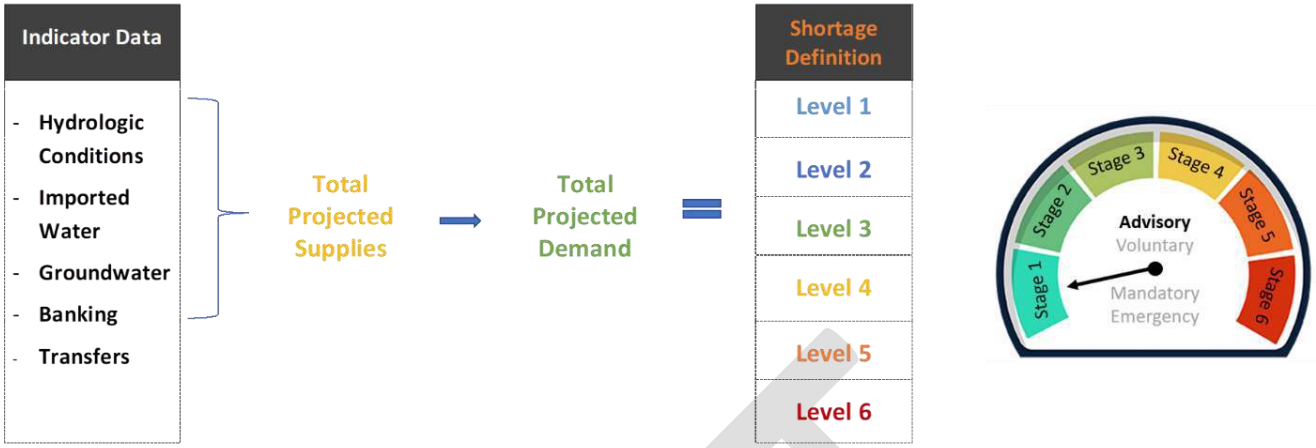

Figure 4:Indicator Data and Shortage Stages

Stages will be defined based on the calculated supply-demand ratios for the service area. The water shortage stages and descriptions are shown in Figure 6 and Table 1 below. These stages will be used to help the Water Shortage Taskforce identify the most appropriate responses for the anticipated shortages. The stages are in compliance with the 2018 state legislation (SB 606 and AB 1668), which now requires water shortage plans to be standardized and include six stages of water shortage severity.

Table 1: Drought Stages

Shortage Stage:	Stage Descriptions:	Triggers:
Stage 0	Normal Conditions	No water shortages anticipated.
Stage 1	Watch Conditions	Voluntary up to 10% decrease in water use.
Stage 2	Moderate Shortage	Voluntary up to 20% decrease in water use.
Stage 3	Significant Shortage	Voluntary up to 30% decrease in water use.
Stage 4	Critical Shortage	Mandatory up to 40% decrease in water use.
Stage 5	Emergency Shortage	Mandatory up to 50% decrease in water use.
Stage 6	Catastrophic Shortage	Water for essential use only.

Section 4: Shortage Response Actions

This section presents SCV Water's locally appropriate "shortage response actions" as required by Water Code Section 10632 (a)(4). These include a broad range of supply augmentation responses, customer-class or water use-specific demand reduction initiatives, system infrastructure and operations responses, and increasingly stringent water use prohibitions. We align response actions to the six shortage levels in the Response Plan outlined below.

The overall response strategy SCV Water uses during shortage periods follows the same logical extension of normal operations which balances supply augmentation strategies with conservation progress and demand management. Priority dispatch is designed into SCV Water shortage response actions. Priority dispatch is a well-known principle in networked utilities industry. Lowest cost resource alternatives are base loaded and more expensive flexible resources are dispatched later on an as-needed basis. These principles apply to prioritize the Shortage Response Actions.

What are the characteristics of Shortage Response Actions that would determine an early or late dispatch priority on an action in response to a shortage? The first characteristic is cost: lower-cost actions should be selected for dispatch first. Another important characteristic might be the certainty of result: actions that generate more certain results should be prioritized over actions that were more speculative. Another characteristic would be operational feasibility: actions that can be implemented quickly need to be.

As a result, supply augmentation is the first shortage response action. Implemented prior to calls for demand reduction: shortage response actions involving customer demand reduction impose shortage costs on SCV Water customers. These customer shortage costs, though they do not appear as direct financial costs to SCV Water, do appear as very real costs to SCV Water customers. The purpose of the plan is to minimize the effect of a shortage of water for customers in the Valley. Though described as customer shortage costs, the impact on customers can equally be described as the avoided benefits from having water available.

Motivated by the need to minimize customer shortage costs, a priority for protecting customer end uses of water emerges as shown in Table 2.

Table 2: Prioritized Water Uses

Prioritized Water Uses
1. Health and Safety – interior residential and firefighting
2. Commercial, Industrial, and Institutional – maintain economic base, protect jobs
3. Permanent Crops – takes 5 to 10 years to replace
4. Annual Crops – protect jobs
5. Landscaping – direct water to trees and shrubs
6. New Demand – beyond construction projects already approved

4.1. Supply Augmentation

This section specifies SCV Water's locally appropriate supply augmentation actions, as required by Water Code Section 10632 (a)(4)(A). As described in Section 1 Supply Reliability Analysis, SCV Water has invested in creating a diversified portfolio of water supply assets that include flexible supply options for dry years. The current dry year supplies potentially available for supply augmentation to mitigate shortage are outlined in Table 3.

Table 3: Supply Augmentation

Dry Year Supplies	Amounts Available	Comments
Article 56C (Carryover Supplies SWP)	varies each year	Used before other programs, but portions saved in case of consecutive dry years
Existing Banked Programs	0-15,000 AFY	RRB - 10,000 AFY, Semitropic SWRU 5,000 AFY
Saugus Groundwater	amounts vary	Pump more water locally if available
Yuba Water Accord Agreement	0-1,000 AFY	Water Purchase in Dry Years only
State Water Contractors Dry Year Transfer Program	0-3,000 AFY	Water Purchase in Dry Years. Not guaranteed amounts
Nickel Water	0-1,607 AFY	Water Purchase
Newhall Land Banking	0-4,950 AFY	Water Purchase
Flex Storage	0-6,060 AFY	Emergency Storage in Castaic Lake

The selection of flexible (dry year) supplies will be determined on a real-time, case by case basis depending on the circumstances discerned by the SCV's supply and demand assessment and the drought monitoring process.

4.2. Demand Reduction

With growing populations and the inevitability of future drought cycles, SCV Water's overarching goal is to create a water efficient region that can successfully withstand future water shortages without hardship.

SCV Water has been arduously working to re-shape customers' attitudes about water sustainability and their personal role in achieving water shortage resiliency. Through education, messaging, and programs, SCV Water has been driving change, however, customers still have a way to go to fully make the transition. A significant percentage of customers have made significant equipment and lifestyle changes at their properties, but though significant water conservation and efficiency opportunities persist. Regional water sustainability can be achieved only when:

1. Customers understand the value of water & the unique conditions of the Santa Clarita Valley.
2. Customers have shortage-sustainable properties prior to emergency conditions.
3. Customers experience no water deprivation hardship during a drought cycle or water shortage due to the sustainable landscape design of their properties and their water-consuming equipment.

While striving for full water efficiency as the goal, SCV Water understands challenges persist. With this knowledge, SCV Water recognizes that water savings, during droughts or other water shortages, will need to be driven through an escalation in marketing, increased programming, and enhanced incentives that rise as water shortage stages advance.

The goals of the Response Plan are to:

- Increase the speed that response actions can be rolled out by pre-planning.
- Reduce workload by providing a blueprint for deployment of strategic actions as water shortage stages are declared.
- Provide recommendations on the optimal measures, activity levels, incentives, and services that will drive water savings according to need.
- Act as a starting point for creating a final plan of action during a water shortage event. The finalized plan will include adjustments from customer input, new technologies, grants, or other circumstances.

The plan is devised to balance *customer incentives and programs* with *prohibitions and penalties*. This balance between "carrot and stick" will give SCV the flexibility to achieve optimal conservation through engagement and education while enticing customers to move to long-term market transformation through program participation. Enforcement would then serve as a "backstop" the agency could implement when conservation performance fails to achieve the respective water shortage level targets.

Types of Response Actions

There are many response actions available to SCV Water. These include supply augmentation, escalation of customer messaging content and frequency, expanded outreach channels, enhanced water efficiency incentives and programs, and as necessary, water usage restrictions.

- **Supply Augmentation**

  Water supply augmentation includes water storage programs—where water supplies are stored in groundwater basins in wet years and removed in years of need—and water transfers (bulk purchases of water.)

- **Expanded Outreach**
  Customer attitudes and expectations have changed dramatically over the past

decade, driven by consumers who have higher demands for expanded outreach vehicles. It's a customer-centric world and water agencies are competing for attention. This requires a modern approach to outreach including social media and influencer marketing.

- **Programs**
  Water efficiency programs provide customers with the means and guidance to lower their properties' water usage. Customer-friendly programs, substantial incentives, direct installation options and strong support services drive stronger response rates. The higher the services and incentives; the higher the customer response.

- **Restrictions**
  Watering restrictions further reduce water usage while reinforcing the message of community importance and "doing your part". If the reasoning is well communicated, this message can be highly effective in securing additional water savings and constitutes a powerful tool for agencies.

Response Action Process

Once the monitoring framework indicates that the region has reached a specific stage of water shortage condition, several actions will occur.

First, the Response Taskforce will assemble.

The Response Taskforce is the organizational group empowered to:

1. Create the Response Plan blueprint.
2. During water shortage stages, finalize strategic response actions.
3. Manage the implementation of response actions, according to plan.
4. Monitor supply and demand performance.
5. Adapt response plan and activity accordingly.

The taskforce is comprised of representatives from SCV Water management, conservation team, public affairs, and other public entities in the Valley.

The taskforce will make recommendations about the level of program and services, restrictions, and messaging to customers. These recommendations will be brought to management for approval.

The group will review the proposed actions set forth in the existing plan and make modifications as necessary. The plan was intended to be flexible and changeable. Modifications to the plan might include a change in incentive levels or program delivery mechanisms. There may also be a new water-saving technology that should be offered to customers. The taskforce might be able to secure additional grant funding, as well. Once the action plan is finalized and approved, the taskforce will advise the agency and SCV

Water will manage the implementation of the programs, penalties, and communications plan.

An overview of the response process is below:

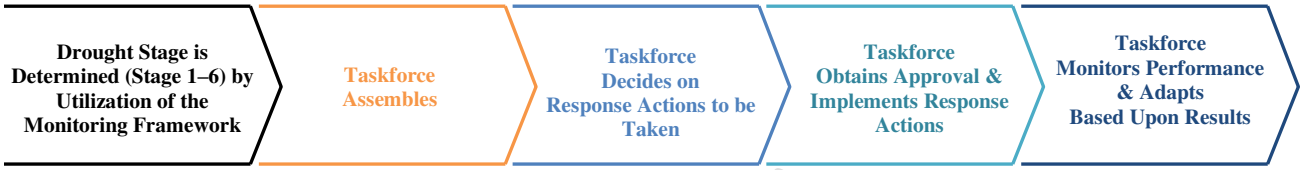

Figure 5: Response Action Process

Response Action Objectives & Strategy

The objectives of the Response Plan are to integrate the response actions into a cohesive whole that improves the effectiveness of each component. The plan's objectives are to:

- Outline programs that are highly appealing to customers.
- Provide targeted marketing and communications for programs and restrictions.
- Guide escalation of response actions as water shortage stages increase.
- Allow for a consistent regional rollout that reduces customer confusion, raises response, and increases savings per household.
- Ensure communication, marketing, programs, and restrictions are interconnected and support each other in achieving water savings goals.

SCV Water's overall strategy is straightforward, ***prioritize water waste and high-savings opportunities.***

Figure 6: Response Plan

Interconnectivity of Response Actions

The Plan's strategy and tactics are devised to effectively communicate, motivate, and gain participation from customers in ever-increasing stages. There is an interactivity between these strategic components that, when performed effectively, creates synergy and heightened response. This happens when multiple, successful marketing initiatives combine to create an effect greater than the sum of the individual parts.

Quality targeting drives better outreach, which in turn creates a larger community of people. These people become influencers and they help agencies to "sell" the programs, services and messages to others in the community. When rebates and direct installation is added, response increases even further. And lastly, increased restriction and penalties will ultimately drive savings up. When the Plan functions in this synergistic fashion, full goal attainment is achievable.

Figure 7: Interconnectivity of Response Actions

Table 4 aligns the shortage response actions to each shortage stage. Note that the Ordinance Sections 3 and 4 contain recommendations and restrictions that are in place even when there is no shortage, and what is described below is in addition.

Table 4: Water Shortage Contingency Plan Stages

Water Shortage Contingency Plan Stages	
Water Shortage Stage	**Shortage Response Actions**
Water Shortage Stage 1: (Voluntary - up to 10% reduction)	Groundwater/banking/transfers
	Program: Lawn Replacement Rebates
	Program: Smart Controller and Irrigation Rebates--Online Store
	Program: Home Surveys
	Program: Irrigation Tune-up and Leak Detection Device Incentives
	Messaging importance of water efficient property to prepare for future shortages
	Outreach to increase Lawn Replacement Program and smart irrigation
	Watering restrictions in Section 4 of the Ordinance become mandatory; continue general (non-shortage) recommendations (Section 3) in the Ordinance
Water Shortage Stage 2: Moderate Shortage (Voluntary - up to 20% decrease in water use)	Groundwater/banking/transfers
	Programs remain the same
	Messaging Watch Condition "Moderate Shortage"
	Begin profiling, targeting, messaging high potential customers
	Escalate efforts at compliance with general recommendations in Section 3 and restrictions (mandatory >=Stage 1) listed in the Ordinance.
	Communicate, ask everyone to do their part to save
Water Shortage Stage 3: Significant Shortage (Voluntary - up to 30% decrease in water use)	Groundwater/banking/transfers
	Programs w rebates remain the same
	Program: Virtual irrigation controller programming assist.
	Program: Direct installation of smart irrigation controllers and nozzles
	Program: Increase Home Surveys
	Messaging Watch Condition "Significant Shortage"
	Continue profiling, targeting, messaging high potential customers
	Introduce influencer marketing (role models, respected community members, active HOAs)
	Continue escalated efforts at compliance with general recommendations in Section 3 and restrictions (mandatory >=Stage 1) listed in the Ordinance.

Water Shortage Contingency Plan Stages	
Water Shortage Stage 4: Severe Shortage (Mandatory - up to 40% decrease in water use)	Groundwater/banking/transfers
	Programs: Continue and increase incentives for nozzles and controllers
	Program: Continue virtual irrigation controller assist
	Messaging Watch Condition "Emergency, Significant Shortage"
	Expand targeting to include mid- and high-water customers
	Ramp up influencer marketing
	Additional staff for expanded communication and enforcement
Water Shortage Stage 5: Critical Shortage (Mandatory – up to 50% decrease in water use)	Groundwater/banking/transfers
	Program: Continue virtual irrigation controller assist
	Program: Increase incentives and direct installation
	Suspend Lawn Replacement Program promotions
	Messaging "Critical Condition" and urgency
	Restrictions: implement emergency alerts and media coverage
Water Shortage Stage 6: Super Critical Shortage (Mandatory – greater than 50% decrease in use and water for essential use only)	Groundwater/banking/transfers
	Programs: Only offer leak detection and repair programs
	Suspend all landscape & irrigation programs
	Messaging "Super Critical Shortage"
	Crisis messaging; Announce Water for Essential Use Only

Strategy per Water Shortage Level

Tactics for shortage stages will expand as drought levels escalate. SCV Water will increase staffing capability, add more customer support, and provide a higher level of program incentives and services as increased water shortage stages are declared.

At **Level Zero**, a non-shortage level, programs and incentives will continue to be offered to customers at current levels. During this time, the goal will be to encourage and incentivize customers to create drought sustainable properties in advance of an emergency. The focus will be on turf replacement programs and customer education offerings.

Once a water shortage enters a specific Level, the taskforce will assemble to finalize the Response Plan for that Level and begin the implementation process for customer targeting and increased outreach.
For all shortage Levels the first priority leverages existing storage and water banking investments to result in supply augmentation.

- At **Level 1,** the goal is up to a 10% water use reduction. The proposed plan is to target high use potential customers, customers that are using water inefficiently. The proposed programs would likely stay the same. The outreach will enforce the importance of water efficiency as a preparedness for heightened shortages and continue voluntary restrictions.

- The goal for **Level 2**, or a moderate shortage is up to 20% reduction in water use. The proposed focus for Level 2 is to expand activity for irrigation equipment direct installation programs and ramp up outreach providing customers with understanding of a Moderate Shortage is and asking everyone to do their part.

- The goal for **Level 3**, or a significant shortage, is to achieve up to a 30% decrease in water use. Tactics for Level 3 may require incentive increases for landscape and irrigation rebates and direct installation programs, expansion in outreach to customers so there's an understanding of what a significant shortage is as well as escalation of water waste prohibition and enforcement.

- The goal for **Level 4**, or a critical shortage, is up to mandatory 40% decrease in water use. The Level 4 proposal is for SCV Water to increase incentives for measures like sprinkler nozzles and smart controllers, expand targeting to included mid-range water users, expand outreach so the community knows there is a critical shortage condition and expand water waste enforcement.

- The goal for **Level 5**, or an emergency condition, is a mandatory 50% reduction in water use. Level 5 may require SCV Water to heighten the message of urgency and put forth a community call to action. Additionally, there will be an increase in implementation of emergency alerts and expanded news and social media outreach notifying customers of up to a 50% decrease in water use.

- During **Level 6,** or a catastrophic shortage, includes mandatory reductions greater than 50%. In this event, it's likely only indoor plumbing and property leak detection programs will be offered. It's proposed that all landscape & irrigation programs be suspended and SCV Water would implement messaging, announcing water for essential use only. SCV Water would conduct strict enforcement of water waste restrictions.

On the following pages are snapshots of the programs, messaging, and activities for each drought stage:

Level 1 Strategy

Goal: Up to voluntary 10% reduction. Customers create drought sustainable properties prior to emergency conditions. Consider increasing incentives if activity does not increase.

Programs:

- Lawn Replacement Rebates
- Smart Controller and Irrigation Rebates - Consider Online store
- Home Surveys
- Consider Irrigation Tune-up Program and Leak Detection Device Incentive

Work to increase response for the Lawn Replacement Program and smart irrigation incentives through increased outreach and a higher level of linkage to support services.
Messaging: & Outreach: Reinforce the importance of creating/maintaining a water efficient property as preparedness for future water shortages.
Restrictions: Continue with current restrictions.

Level 2 Strategy

Goal: Up to a voluntary 20% decrease in water use.
Water Banking: SCV deploys groundwater/banking/transfers as deemed appropriate to reduce customer shortage request.
Programs: Programs remain the same.
Messaging & Outreach: Define Watch (Moderate Shortage) Condition and utilize in general customer messaging.
Begin profiling customers and micro-target high potential customers, utilizing messaging that will best resonate with those customers.
Restrictions: Consider escalation of local water waste prohibitions.
At this level, SCV will communicate to customers that there's a need to increase water efficiency levels and will ask everyone to do their part to save.

Level 3 Strategy

Goal: Voluntary/Mandatory 30% decrease in water use.[2]
Water Banking: SCV deploys groundwater/banking/transfers as deemed appropriate to reduce customer shortage request.
Programs:

- Rebate programs remain the same.
- Provide virtual irrigation controller programming assistance.
- Consider direct smart irrigation installation programs (controllers and nozzles).
- Increase the volume of Home Surveys performed.

Messaging & Outreach: Define Warning (Significant Shortage) Condition to use in general customer messaging.
SCV continues profiling and micro-targeting of high potential customers. Introduce influencer marketing (role models, respected community members and active HOAs).

[2] Note that the Water Shortage Task Force would be responsible for recommending voluntary or mandatory status to SCV Water management which would then seek Board approval to implement mandatory actions and advise when voluntary.

Restrictions: Escalation of water waste prohibitions and enforcement. Increase regional outreach regarding prohibitions.

Level 4 Strategy

Goal: Up to a Mandatory 40% decrease in water use.
Supply Augmentation: SCV Water deploys groundwater/banking/transfers as available to reduce customer shortage costs.

Programs:

- Continue base programs and increase incentive amounts for high efficiency nozzles and smart controllers.
- Continue virtual irrigation controller programming assistance and smart irrigation direct installation programs.

Messaging & Outreach: Define Emergency (Severe Shortage) Condition and utilize as general customer messaging.
SCV expands profiling and micro-targeting to include mid-range water users as well as high-water use customers. Ramp up influencer marketing.
Restrictions: Hire additional local staff and set up operations for expanded customer communication and enforcement administration.

Level 5 Strategy

Goal: Up to a Mandatory 50% decrease in water use.
Supply Augmentation: SCV Water deploys groundwater/banking/transfers as available to reduce customer shortage costs.

Programs:

- Continue virtual irrigation controller programming, increased incentives, and smart irrigation direct installation.
- Suspend Lawn Replacement Program promotions.

Messaging & Outreach: Define Critical Condition and use as general customer messaging.
SCV strengthens the message of urgency and the community call to action.
Restrictions: Increase penalties, implement emergency alerts and new media coverage.

Level 6 Strategy

Goal: Mandatory 51+% decrease in water use.
Water Banking: SCV deploys groundwater/banking/transfers as available to reduce customer shortage costs.

Programs:

- Only offer leak detection and repairs programs.

- Suspend all landscape & irrigation programs.

Messaging & Outreach:
Define Catastrophic (Super Critical Shortage) Condition and utilize as general customer messaging.
Implement crisis messaging, announcing essential use only.
Restrictions: Conduct stringent enforcement of restrictions.

Table 5 summarizes the Water Shortage Contingency Plan Strategy per Shortage Stage/Level.

Table 5: Summary of Water Shortage Contingency Plan Strategy per Shortage Stage/Level

Shortage Stage	Goal	Demand Reduction Actions		
		Potential Programs	**Outreach**	**Restrictions**
No Shortage	Create Resilient Properties Prior to Shortage	Current Programs Lawn Replacement Irrigation Rebates Support & Education Services	Educate Importance of Efficiency as Preparedness for Shortages	Voluntary & General Water Use Efficiency Recommendations,
STAGE 1	up to 10% Reduction	Programs Remain the Same	Increase Outreach Reinforce Importance of Efficiency Target inefficient and high use	Continue with Voluntary General Water Use Efficiency Recommendations, Prohibited Water Waste Measures
STAGE 2	up to 20% Reduction	Consider Addition of Sprinkler System Tune-up and Leak Detection Programs	Educate about ***Moderate Shortage*** Request Everyone to do Their Part	Applicable General Water Use Efficiency Measures, Prohibited Water Waste Measures, Additional Measures (3 Days per Week Watering, 10 Minutes per Watering Station, Time of Day Restrictions)
STAGE 3	up to 30% Reduction	Add Virtual Sprinkler Timer Adjustment Assistance	Educate about ***Significant Shortage***	Applicable General Water Use Efficiency Measures, Prohibited Water Waste Measures, Additional Measures (Irrigation limited to 3 Days per Week April – October, 2 Days per Week November – March, 10 Minutes per Watering Station, Time of Day Restrictions)
		Consider Direct Installation of Irrigation Devices	Increase Outreach	

			Add Mid-range Users at Target	
STAGE 4	up to 40% Reduction	Increase Incentive Amounts for Sprinkler Nozzles & Smart Timers	Educate about ***Critical Shortage***	Applicable General Water Use Efficiency Measures, Prohibited Water Waste Measures, Additional Measures (Irrigation limited to 2 Days per Week, 10 Minutes per Watering Station, Time of Day Restrictions)
			Increase Outreach	
STAGE 5	50% Reduction	Suspend Lawn Replacement Program	Educate about ***Emergency Shortage***	Increase Penalties & Enforcement, Applicable General Water Use Efficiency Measures, Prohibited Water Waste Measures, Additional Measures (Irrigation limited to 1 Day per Week, 10 Minutes per Watering Station, Time of Day Restrictions, No Potable Water for New Turfgrass Installations, Pool and Spa Fill Restrictions, No New Potable Water Service, No Potable Water Use for Grading, Potable Water May Not Be Used to Wash Vehicles, Except at Commercial Facilities that Recycled Water)
		Continue Installation & Support Programs	Strengthen Urgency Message	
			Send Emergency Alerts	
Stage 6	50+% Reduction	Suspend All Programs Except Leak Detection & Repairs	Educate about ***Catastrophic Shortage***	Conduct Strict Enforcement, Applicable General Water Use Efficiency Measures, Additional Measures (No Irrigation Watering)
			Announce Water for Essential Use Only	

4.3. Operational Changes

A number of operational changes may be utilized at various shortage levels, and SCV Water utilizes a flexible approach whereby it looks for opportunities that meet supply needs at a given period of time. The following are examples:

- AMI Customer Portals can be utilized to convey water shortage messaging, water use within billing cycles, and potential alerts.
- Clusters of intermittent use can be identified and coordinated to maintain optimal supply (e.g., turnout constraints and rapid response customers).
- Well off-line periods can be reduced by fast tracking maintenance, or otherwise coordinating services.

4.4. Additional Mandatory Restrictions

SCV Water will consider mandatory restrictions if needed in addition to demand response actions mentioned above. These will be flexibly deployed for each on an as-needed basis. Table 6 provides a ranking of each water waste prohibition by stage. Note these are only the water waste measures, and they do not include other activities regulated in the ordinance (number of watering days, time restrictions, etc.).

Table 6: Water Waste Prohibitions--Ranking by Stage

Water Waste Measures	Outdoor/ Commercial	Savings Estimates	Stages V = Voluntary M = Mandatory 1	2	3	4	5	6	Notes
Allowing runoff onto non-irrigating areas when irrigating with potable water.	Outdoor	Up to 50%	M	M	M	M	M	M	Irrigation runoff is a significant contributor to water waste in SCV. With mostly clay soils in the valley, which absorb water at .2 inches/hour, and with average sprinklers applying ~3 inches/hour, watering times should be limited to no more than 3-5 minutes. However, this can be increased to 30 minutes when using High Efficiency Nozzles 20 minutes for drip.
Using hoses with no shutoff nozzles to wash cars.	Outdoor & Commercial	100-250 gallons per event	M	M	M	M	M	M	SCV Water provides free Water Efficiency Kits to customers upon request which include HE Showerheads, Hose Nozzles, HE Kitchen and Bathroom Aerators, Toilet Leak Detection Dye Tablets, Drip Gauges, and Flow Rate Bags to measure volumes. Consider working with carwashes that recycle water to promote additionally efficiency opportunities during a shortage.
Using potable water to wash sidewalks, driveways, and hardscapes	Outdoor & Commercial	100-250 gallons per event	M	M	M	M	M	M	SCV Water can provide brooms as part of its Drought Residential Check-Up service. Historically, customers have provided feedback on issues like washing dog feces, house cleaning and etc.
Using potable water in decorative water features that do not recirculate water	Outdoor	~80% of annual ET X surface area	M	M	M	M	M	M	Utilizing recirculating pumps on fountains is a smart feature and improves efficiency by eliminating single-pass use.

Irrigating Outdoors during and within 48 hours following measurable precipitation (quarter-inch or more)	Outdoor	500+ gallons per event	M	M	M	M	M	M	There are 3 weather stations in the Valley and these should be used in the agency's measurement. If all three stations report >.25 inches, the agency would enforce Stages 1-6.
Irrigation with potable water of landscapes outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development, including the Model Water Efficient Landscape Ordinance updated by the State as required by AB 1881 and Executive Order B-29-15 issued by Governor Brown on April 1, 2015.	Outdoor	26% over MWELO design standards	M	M	M	M	M	M	SCV Water could monitor irrigation meters and applicable water efficiency targets.
The irrigation with potable water of ornamental turf on public street medians.	Outdoor	~40 gallons per sq. ft. per year	M	M	M	M	M	M	Most, if not all, medians were converted during the last drought. The use of potable water for turfgrass on medians provides no functional purpose.
The serving of drinking water other than upon request in eating or drinking establishments, including but not limited to restaurants, hotels, cafes, cafeterias, bars, or other public places where food or drink are served and/or purchased.	Commercial	4-8 gallons per load + water and ice per glass	V	V	V	V	V	V	SCV Water starts with engagement and education, increased to enforcement at higher stages.
Hotels and motels must offer their guests the option to not have their linens and towels laundered daily, and prominently display this option in each guest room.	Commercial	% of total laundry load	V	V	V	V	V	V	SCV Water starts with engagement and education, increased to enforcement at higher stages.

4.5. Emergency Response Plan

SCV Water periodically updates its Emergency Response Plan (ERP) to ensure restoration of water service for essential use in the Valley if a catastrophic supply interruption--a power outage, earthquake, or other non-dry period related emergency—were to temporarily interrupt water supply. This plan is not publicly available but identifies actions to be taken if there is a catastrophic supply interruption. SCV Water staff responsible for water transportation, treatment, and distribution have established the ERP to guide assessment, prioritization, and repair of SCV Water facilities potentially damaged during such a disaster.

Catastrophic supply interruptions enter into the SCV Water determination of water supply shortages. Specific water shortage levels are not directly tied to supply interruptions as the nature of the interruption and the availability of alternative supplies can mitigate any shortage level experienced by SCV Water customers. To the extent that supply interruptions contribute toward the total SCV Water system shortage, the response actions associated with the determined water shortage level from this WSCP will apply.

4.6. Seismic Risk Assessment and Mitigation Plan

For its own facilities, SCV Water is completing a Seismic Risk Evaluation and Mitigation report that will appear as Appendix C when available. SCV Water has also contributed toward seismic mitigation on the State Water Project (SWP).

SWP Seismic Improvements
DWR's recent SWP seismic resiliency efforts have focused heavily on SWP Dam Safety. The most prominent is the joint USBR/DWR corrective action study of Sisk Dam which will result in a massive seismic stability alteration project, which is expected to begin construction in 2021. Similarly, Perris Dam had a major foundation modification and stability berm added to the downstream face which has resulted in the removal of the DSOD imposed storage restriction. Several analyses have been conducted on SWP dam outlet towers/access bridges which has resulted in seismic upgrades (some including the Castaic outlet tower described below are on-going). Dam seismic safety evaluations are being performed on the Oroville Dam embankment and the radial gate control structure on the flood control spillway.

At Castaic Lake DWR is undertaking a project to retrofit the bridge that provides access to the outlet tower. As part of a statewide effort to reduce seismic and hydrologic risk to SWP facilities, DWR's Castaic Dam Modernization Program begin in the fall of 2020. In its most recent inspection, the California Division of Safety of Dams (DSOD) rated Castaic Dam as fair – meaning there are no existing dam safety deficiencies that will impact the dam's functions under normal conditions. However, improvements can be made to prevent serious impacts after either an extreme weather or earthquake event. Studies indicate that the outlet structures (the large towers that allow DWR to release water from the reservoir) are vulnerable to collapse in a major earthquake. While this

would not cause the dam to fail, it would significantly reduce DWR's ability to release water reliably therefore slowing the delivery of water to customers.

Although not directly an impact on SCV Water, seismic retrofits have also been completed on 23 SWP bridges located in four Field Divisions with additional retrofits in various development stages. DWR has also updated the earthquake notification procedures and has replaced and expanded instrumentation for the SWP's seismic network.

Emergency Freshwater Pathway Description (Sacramento-San Joaquin Delta)
It has been estimated by the California Department of Water Resources (DWR) that in the event of a major earthquake in or near the Delta, water supplies could be interrupted for up to three years, posing a significant and unacceptable risk to the California business economy. A post-event strategy would provide necessary water supply protections to avert this catastrophe. Such a plan has been coordinated through DWR, Corps of Engineers (Corps), Bureau of Reclamation (Reclamation), California Office of Emergency Services (Cal OES), the Metropolitan Water District of Southern California and the State Water Contractors.

DWR Delta Flood Emergency Management Plan
The Delta Flood Emergency Management Plan (DWR, 2018) provides strategies for response to Delta levee failures, up to and including earthquake-induced multiple island failures during dry conditions when the volume of flooded islands and saltwater intrusion are large, resulting in curtailment of export operations. Under these severe conditions, the plan includes a strategy to establish an emergency freshwater pathway from the central Delta along Middle River and Victoria Canal to the export pumps in the south Delta. The plan includes the prepositioning of emergency construction materials at existing and new stockpile and warehouse sites in the Delta, and development of tactical modeling tools (DWR Emergency Response Tool) to predict levee repair logistics, timelines of levee repair and suitable water quality to restore exports. The Delta Flood Emergency Management Plan has been extensively coordinated with state, federal and local emergency response agencies. DWR, in conjunction with local agencies, the Corps and Cal OES, conduct tabletop and field exercises to test and revise the plan under real time conditions.

DWR and the Corps provide vital Delta region response to flood and earthquake emergencies, complementary to Cal OES operations. These agencies perform under a unified command structure and response and recovery framework. The Northern California Catastrophic Flood Response Plan (Cal OES, 2018) incorporates the DWR Delta Flood Emergency Management Plan. The Delta Emergency Operations Integration Plan (DWR and USACE, 2019) integrates personnel and resources during emergency operations.

Pathway Implementation Timeline
The Delta Flood Emergency Management Plan has found that using pre-positioned stockpiles of rock, sheet pile and other materials, multiple earthquake-generated levee

breaches and levee slumping along the freshwater pathway can be repaired in less than six months. A supplemental report (Levee Repair, Channel Barrier and Transfer Facility Concept Analyses to Support Emergency Preparedness Planning, M&N, August 2007) evaluated among other options, the placement of sheet pile to close levee breaches, as a redundant method if availability of rock is limited by possible competing uses. The stockpiling of sheet pile is vital should more extreme emergencies warrant parallel and multiple repair techniques for deep levee breaches. Stockpiles of sheet pile and rock to repair deep breaches and an array of levee slumping restoration materials are stored at DWR and Corps stockpile sites and warehouses in the Delta.

Emergency Stockpile Sites and Materials

DWR has acquired lands at Rio Vista and Stockton as major emergency stockpile sites, which are located and designed for rapid response to levee emergencies. The sites provide large loading facilities, open storage areas and new and existing warehousing for emergency flood fight materials, which augment existing warehousing facilities throughout the Delta. The Corps maintains large warehousing facilities in the Delta to store materials for levee freeboard restoration, which can be augmented upon request of other stockpiles in the United States. Pre-positioned rock and sheet pile are used for closure of deep levee breaches. Warehoused materials for rapid restoration of slumped levees include muscle (k-rail) walls, super sacks, caged rock containers, sandbags, stakes and plastic tarp. Stockpiles will be augmented as materials are used.

Emergency Response Drills

Earthquake-initiated multiple island failures will mobilize DWR and Corps resources to perform Delta region flood fight activities within an overall Cal OES framework. In these events, DWR and the Corps integrate personnel and resources to execute flood fight plans through the Delta Emergency Operations Integration Plan (DWR and USACE, 2019). DWR, the Corps and local agencies perform emergency exercises focusing on communication readiness and the testing of mobile apps for information collection and dissemination. The exercises train personnel and test the readiness of emergency preparedness and response capabilities under unified command and provide information to help to revise and improve plans.

Levee Improvements and Prioritization

The DWR Delta Levees Subventions and Special Projects Programs have prioritized, funded and implemented levee improvements along the emergency freshwater pathway and other water supply corridors in the central and south Delta. These efforts are complementary to the Delta Flood Emergency Management Plan, which along with pre-positioned emergency flood fight materials, ensures reasonable seismic performance of levees and timely pathway restoration after a severe earthquake. These programs have been successful in implementing a coordinated strategy of emergency preparedness to the benefit of SWP and CVP export systems.

Significant improvements to the central and south Delta levees systems along Old and Middle Rivers began in 2010 and are continuing to the present time. This complements substantially improved levees at Mandeville and McDonald Islands and portions of

Victoria and Union Islands. Levee improvements along the Middle River emergency freshwater pathway and Old River consist of crest raising, crest widening, landside slope fill and toe berms, which improve seismic stability, reduce levee slumping and create a more robust flood-fighting platform. Urban agencies, including Metropolitan, Contra Costa Water District, East Bay Municipal Utility District, and others have participated in levee improvement projects along or near the Old and Middle River corridors.

4.7. Shortage Response Action Effectiveness

The overall effect of water shortage response actions is to start with the expected unconstrained demand, apply supply augmentations and demand responses, and thereby demonstrate the level of service reliability. Table 7 provides estimates of demand response action effectiveness for each shortage stage.

Table 7: Demand Reduction Action Effectiveness

Shortage Stage	Demand Response Actions	How much is this going to reduce the shortage gap?
No Shortage	Create Resilient Properties Prior to Shortage	No Gap
Water Shortage Level 1: (Voluntary - up to 10% reduction)	Education	up to 5%
	Increased Cons. Program marketing	up to 3%
	Targeted Engagement	up to 1%
	Mandatory Prohibition	up to 1%
Water Shortage Stage 2: Moderate Shortage (Voluntary - up to 20% decrease in water use)	Education	5%
	Increased Cons. Program marketing	up to 3.5%
	Targeted Engagement	up to 10%
	Mandatory Prohibition	up to 3%
Water Shortage Stage 3: Significant Shortage (Voluntary - up to 30% decrease in water use)	Education--about Significant Shortage	5%
	Increased Cons. Program marketing--Consider Direct Installation	up to 5%
	Targeted Engagement -- Add Mid-range users	up to 15%
	Mandatory Prohibition	up to 5%
Water Shortage Stage 4: Severe Shortage (Mandatory - up to 40% decrease in water use)	Education--about Severe Shortage	up to 10%

Shortage Stage	Demand Response Actions	How much is this going to reduce the shortage gap?
	Increased Cons. Program Incentives	up to 6%
	Targeted Engagement -- Broaden	up to 15%
	Mandatory Prohibition	up to 5%
Water Shortage Stage 5: Critical Shortage (Mandatory - 50% decrease in water use)	Education--about Critical Shortage	up to 10%
	Suspend Lawn Replacement Programs, Continue Installation and Support Programs	up to 6%
	Targeted Engagement -- Broaden	up to 15%
	Mandatory Prohibition	up to 25%
Water Shortage Stage 6: Super Critical Shortage (Water for essential use only)	Educate about Catastrophic Shortage	up to 10%
	Conservation: Suspend All Programs Except Leak Detection & Repairs	less than 1%
	Announce Water for Essential Use Only	up to 15%
	Mandatory Prohibition	up to 25%

Table 8 provides estimates for how much emergency restrictions of all outdoor uses would reduce 2020 demand using estimates from SCV Water's DSS model.

Table 8: Estimated Demand Reduction from Restricting all Outdoor Water Uses

Estimated Demand Reduction from Restricting all Outdoor Water Uses					
Reduction in Outdoor Water Use	**Total Demand, Predicted 2020 (AF)**	**Estimated Indoor Use (AF)**	**Estimated Outdoor Use (AF)**	**Reduced Demand (AF)**	**Estimated Reduction in Total Demand (%)**
Base	68,900	26,182	42,718	0	0
25%	58,221	26,182	32,039	10,680	15.5%
50%	47,451	26,182	21,359	21,359	31.0%
75%	36,862	26,182	10,680	32,039	46.5%
100%	26,182	26,182	0	42,718	62.0%
Source: SCV Water DSS model predicted demand and estimated indoor/outdoor for 2020					

Section 5: Communication Protocols

Following the record-breaking drought of 2012-2016, SCV Water's legacy agencies prioritized expansion of their water conservation and education outreach programs to emphasize water efficiency as a sustainable way of life, rather than solely a response to dry conditions or drought. Messaging has encouraged behavioral changes that can be sustained regardless of weather and uses tools and technology that can be implemented to permanently save water in homes and businesses, particularly outdoors where up to 70% of total water use occurs.

These efforts have helped solidify a conservation ethic across Southern California, supporting investments in conservation, recycling, and groundwater recovery since 1990. When combined with additional investments in storage, local supply development, and programs to increase water storage reserves in wet years, the region is well positioned to withstand future droughts. Still, in response to the challenges of climate change and other abnormal supply conditions, increased water efficiency will still be necessary. As those conditions become more prevalent, effective communication strategies and a common understanding of necessary actions between water agencies, the public, elected officials, and other key stakeholders become even more important should the district need to activate the WSCP. These relationships and communication tools must be well-established to be successful. To that end, water providers should aim to communicate to customers in the following areas:

Communication Plan Purpose
This section of the WSCP describes the basic communications strategies needed to help SCV Water effectively communicate vital information for each of the six standard water shortage levels that represent changes from normal reliability.

The six standard water shortage levels depicted in this communications plan correspond to progressively increasing estimated shortage conditions up to 10%, 20%, 30%, 40%, 50%, and greater than 50% shortage compared to the normal reliability conditions.

Key Audiences
Communicating to various stakeholders is essential during normal supply periods and becomes increasingly more involved during water shortages. Communicating to these audiences requires varying levels of involvement depending on the status of supply conditions. Feedback, research, and leveraging existing relationships are central to an effective communications plan. Staff will continue to coordinate closely with member agencies, stakeholders, and governing agencies on an ongoing basis to ensure appropriate messaging is culturally competent and provided in multiple languages to reflect the region's demographics.

Residents
- Single family homeowners
- Multi-family tenants

- Multi-family property owners

Businesses

- Commercial/Industrial/Institutional
- Homeowner Associations
- Building Industry Association and Developers
- Media Networks
- Rapid Response Network (from SCV Water's Demand Management Program)
- SCV Chamber of Commerce
- Valley Industry Association (VIA)
- Vendors/Contractors/Consultants doing business with SCV Water

Public/Community Agencies

- Educational Institutions
- Elected Officials and Community Leaders
- Community-based Organizations (CBOs): Non-profits, service clubs and fraternal organizations
- State and Federal Representatives and Staff
- City of Santa Clarita
- Los Angeles County
- Sanitation Districts of Los Angeles County
- School districts/educators/students
- Community Councils (Canyon Country Advisory Council; unincorporated areas – Castaic, Acton and Agua Dulce)
- Area Public Information Officers Coalition
- Environmental Groups (Sierra Club; SCV Hiking Club)
- Watershed Interests

Partnerships

- Water Industry – Association of California Water Agencies (state and federal); Southern California Water Committee; National Water Resources Association; Association of Water Agencies; Ventura County; neighboring water agency partners (i.e., Palmdale)
- Regulatory Agencies (California Department of Water Resources; State Water Resources Control Board; Regional Water Quality Board; etc.)
- Environmental Agencies (state and federal Fish and Wildlife)
- California Water Efficiency Partnership (CalWEP)
- Alliance for Water Efficiency (AWE)
- EPA WaterSense

Media

- Local media outlets (Signal, KHTS, SCVTV, etc.)
- Regional media (TV, newspaper, etc.)

Internal

- Agency staff
  - Office staff
  - Field staff
  - Customer service
  - Management
- Retail Divisions
- Board of Directors

Goals and Objectives
SCV Water's communications goals are rooted in the following guiding principles:

- Motivate key audiences to:
  - Increase conservation
  - Follow voluntary or mandatory water use guidelines
  - Participate in water-saving incentive programs
  - Encourage family, friends, neighbors, and colleagues to do all of the above

- Raise awareness about:
  - Water shortage and/or drought conditions
  - Water sources, supplies and reserves
  - Local, regional and state regulations

- Educate key audiences about:
  - Water supply reliability
  - Water infrastructure and delivery
  - Water quality

- Prepare the region for:
  - Varying water supply conditions
  - Escalating supply shortage levels

Customer Outreach and Engagement Tools
Conservation as a way of life remains central to messaging during normal supply conditions. Regional rebate programs, indoor and outdoor water use efficiency, investments to maintain infrastructure, emergency preparedness, local supply programs, water quality, and regional supply reliability are among some of the themes that make up a normal supply period's communications mix to encourage ongoing conservation actions. Below is a snapshot of the various strategies involved:

Education

- Website
- Social media (boosted/promoted posts – Facebook, Twitter, Instagram, YouTube, LinkedIn, NextDoor)
- Emails to customers (Constant Contact)
- Emails to local elected officials

- eNewsletters
- Media Relations (Press releases, advisories, interview, op-eds)
- FAQ sheet/Fact sheets
- ROBO Calls (all customers)
- Digital, print, and other paid media marketing
- Direct mail (bill messages/inserts, postcards, targeted letters)
- Community Events
- User class outreach
- Education outreach (school programs and gardening classes)
- Resources (conservation "how to" videos, irrigation guide)

Action

- Conservation Rebate Programs

Regulatory

- SCV Water Board Approved Ordinances
- Local/state prohibited actions (State Water Resources Control Board)

Customer Engagement Strategy / Key Communication Strategies
Our customer engagement strategy focuses on prioritizing water savings opportunities, which follows the steps/flow listed in the response plan below:

Figure 8: Response Plan

Water Shortage Communication Response Action Strategy

Water Shortage Level 1 Communications – up to 10% Reduction

This section addresses communications strategies SCV Water uses during periods of 10% water shortage conditions. In addition to the Agency's ongoing communications efforts, a 10% shortage would require the following elements:

Outreach Goal (level 1)
• Increase Outreach • Reinforce importance of efficiency • Target inefficient and high-water use

Outreach Response:	
Protocols for customers, general public and interested parties	**Protocols for local, regional, and state government entities**
• E.g., social media posts, bill stuffers or newsletters, press releases, radio spots, television coverage, and blog posts	• E.g., formal notifications, emergency communications

Water Shortage Level 2 Communications – up to 20% Reduction

In a more severe supply shortage or demand management period, SCV Water will continue actions outlined in Level 1 communications strategies, and add the following efforts, which are designed to address a 20% percent mandatory conservation under the WSCP:

Outreach Goal (level 2)
• Educate about Moderate Shortage • Request everyone do their part • Option for customized reports

Outreach Response:	
Protocols for customers, general public and interested parties	**Protocols for local, regional, and state government entities**
• E.g., social media posts, bill stuffers or newsletters, press releases, radio spots, television coverage, blog posts, and customized water reports.	• E.g., formal notifications, emergency communications

Water Shortage Level 3 and 4 Communications – up to 30% or 40% Reduction

In addition to Level 2 communications strategies, the following efforts will address an even more severe shortage of 30%-40% mandatory conservation under the WSCP:

Outreach Goal (level 3)	**Outreach Goal** (level 4)
• Educate about significant shortage • Increase outreach • Add Mid-range users at target	• Educate about critical shortage • Increase outreach

Outreach Response:	
Protocols for customers, general public and interested parties	**Protocols for local, regional, and state government entities**
• E.g., social media posts, bill stuffers or newsletters, press	• E.g., formal notifications, emergency communications

releases, radio spots, television coverage, blog posts, and customized water reports.	

Water Shortage Level 5 – 6 Communications – 50% reduction or more

The severity of this level of the WSCP calls for immediate, extreme conservation measures and a focus on water use for health and safety only. As with previous levels, communications strategies at this level of the WSCP incorporate and build upon ongoing efforts.

Outreach Goal (level 5)	**Outreach Goal** (level 6)
• Educate about emergency shortage • Strengthen urgency message • Send emergency alerts	• Educate about Catastrophic shortage • Announce water for essential use only

Outreach Response:	
Protocols for customers, general public and interested parties	**Protocols for local, regional, and state government entities**
• E.g., social media posts, bill stuffers or newsletters, press releases, radio spots, television coverage, blog posts, and customized water reports.	• E.g., formal notifications, emergency communications

Crisis Communications – Catastrophic Shortage

In the event of a catastrophic shortage due to an infrastructure failure and/or natural disaster, SCV Water will enact its crisis communications as part of our Agency's Emergency Response Plan. The Emergency Response Plan was developed in accordance with local, regional, state and federal emergency response guidelines to ensure a coordinated effort and effective response.

Response Action Process

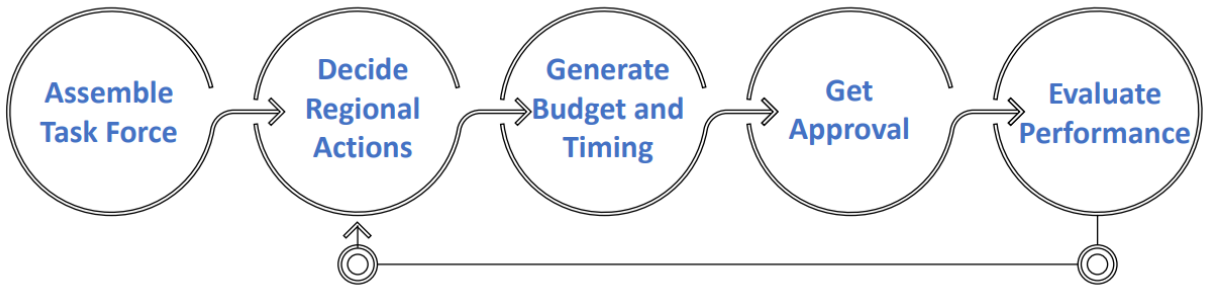

Figure 9: Response Action Process

Section 6: Compliance and Enforcement

Compliance and enforcement will be assured with the following methods:

- Letters of Noncompliance can be distributed with monthly bills to indicate water use above a designated level.
- Monthly efficiency goals can be communicated on bills (e.g., 55 gpd x 4 people + Landscape ETo).
- Water shortage service area inspections (patrols).
- Sending a general letter stating the rules for drought restrictions, with notification that patrols will drive through your area on a particular week. This way compliance is encouraged prioritizing education and engagement.
- SCV Water does not intend to utilize drought rates as a first response. Rather, financial impacts will be mitigated by planned use of reserve funds.

According to Section 11 of the Ordinance, "The General Manager and other authorized Agency representatives have the duty to enforce the provisions of the Ordinance consistent with this Section. The Agency's intent and goal in implementing the contents of this Section is to conserve water resources and generate the greatest benefit for the Agency customers during times of drought and water shortages. The Agency is committed to verifying complaints of excessive water use prior to deeming a customer is in violation and prior to taking enforcement actions. The Agency is focused on communication and education and enforcement as necessary." Section 11 contains scaled levels of actions it can take for the first, second, third, and greater violations that start with written notices and range to escalating fines and, ultimately, flow restriction. Appeals and Waivers (Section 12) are also included.

Section 7: Legal Authorities

The Agency has the legal authority to implement and enforce its water shortage contingency plan. California Constitution article X, section 2 and California Water Code section 100 provide that water must be put to beneficial use, the waste or unreasonable use or unreasonable method of use of water shall be prevented, and the conservation of water is to be exercised with a view to the reasonable and beneficial use thereof in the interest of the people and the public welfare. In addition, Water Code Section 375 provides the Agency with the statutory authority to adopt and enforce water conservation restrictions, and Water Code Section 350 et seq. authorizes the Agency to declare a water shortage emergency and impose water conservation measures when it determines that the Agency may not be able to satisfy ordinary demands without depleting supplies to an insufficient level. Lastly, the Agency is a Special Act Agency and has the authority to impose water conservation restrictions through Section 17 of the Santa Clarita Valley Water Agency Act, (SB 634, Chapter 833, 2017).

Pursuant to these authorities, the Agency adopted Ordinance No. __ in 2021, which prohibits the waste of water and imposes water conservation requirements on customers. Ordinance No. __ contains six stages of water shortage conditions with escalating water conservation requirements at each stage. These stages are consistent with the requirements of Water Code Section 10632(a)(3) and include the declaration of a water shortage emergency by the Agency Board of Directors depending on conditions at the appropriate stages. Such declarations will be made in accordance with Water Code Section 350. Ordinance No. __ also provides for the enforcement of all requirements and restrictions, and has a process for appeals.

Section 8: Financial Consequences of WSCP

Implementing the WSCP will produce financial consequences to SCV Water that can be anticipated, including potential reductions in revenue and increased expenses associated with implementation of shortage response actions. Likewise, SCV Water can implement actions to mitigate these financial impacts.

Water Rate Structure

SCV Water has a uniform commodity rate within each division and a fixed monthly charge.

Use of Financial Reserves

SCV Water has two types of cash reserves, Restricted and Unrestricted. Restricted reserves are established and utilized for narrowly defined purposes as specified by legal restrictions, bond covenants, and other regulations or ordinances. The SCV Water can have restricted cash reserves for:

- Unspent Bond Proceeds
- Bond Redemption
- Water Conservation
- Grants

The utilization of unrestricted reserves is guided by the Unrestricted Reserve Fund Policy (Dec. 2020). This policy was developed to maintain prudent management of the Agency water system and to integrate the unrestricted cash reserves of the four divisions of the Agency: Regional (formerly wholesale), Newhall Water Division (NWD), Santa Clarita Water Division (SCWD) and Valencia Water Division (VWD). The policy identifies the sources of funding for such reserves, and target amounts for each reserve. The policy established reserve funds applicable to water shortage events:

Water Supply Reliability Reserve —This reserve is maintained to provide a source of funding for the extraction of water from groundwater banking programs or acquisition of other necessary water supply during dry years that will help to further mitigate rate increases.

Revenue Rate Stabilization Reserve — This reserve is maintained to provide the Agency with the ability and flexibility to avoid sharp increases in customers' rates.

Emergency Reserves—This reserve is established to provide additional liquidity in the event of a natural disaster, financial crisis, various economic uncertainties or financial hardships, loss of significant revenue sources, local disasters or capital obligations, cash flow requirements, unfunded mandates including costly regulatory

requirements and other such needs. These amounts should supplement monies received from insurance policies and by state and federal programs.

Use of these reserve funds is based on the recommendation of the General Manager and approval of the Board.

Should revenue shortfalls due to drought or shortage occur, SCV Water could consider the options of drawing from the appropriate reserve fund balances, deferring operation and maintenance and capital projects, or using water stored for emergencies. Multiple year water shortages may require consideration of additional changes to SCV Water's rate structure to maintain financial capacity to deliver reliable water supply to water customers and communities in the Santa Clarita Valley.

Potential Revenue Reductions and Expenses Associated with Activated Shortage

Potential revenue reductions and expenses caused by WSCP deployment will vary depending on shortage response actions. Customer reductions in water consumption will result in decreased revenue in shortage events. Some short run operating costs may be lower, but operations expenditures for customer outreach and shortage mitigation will be significantly higher, depending on the shortage level.

Potential Consequences of Limiting Excessive Water Use

SCV Water's Water Conservation and Water Supply Shortage Ordinance identifies specific water waste measures and includes an escalating framework aimed at greatly reducing wasteful and excessive uses of water. Should the Agency declare a water shortage stage, specific water waste activities would be prohibited. Additionally, since discouraging excessive use is a standard part of SCV Water's everyday practice, the financial consequences of prohibiting excessive use would be minimal.

Section 9: Monitoring and Reporting

SCV Water monitors and reports water supply and demand monthly, including forecasts of supply availability and weather/drought tracking. Water supply volumes from all supply sources and customer billing records are generated monthly. If the monthly goals of balancing supply and demand under shortage conditions are not being met, SCV Water can implement shortage response actions, including both supply augmentation and demand response. Baseline and demand reduction targets can utilize unconstrained demands, demand target as a percent, and weighted by month to determine success.

Section 10: WSCP Refinement Procedures

WSCP refinement procedures are used to ensure shortage risk tolerance is appropriate and that water shortage mitigation tactics are implemented when required. SCV Water plans to refine the WSCP at least every five years in conjunction with the UWMP updates, unless a shorter time frame is deemed appropriate by SCV Water.

Evaluation tracking will be implemented with each future WSCP deployment to evaluate the effectiveness of the water shortage response actions on demand levels. The evaluation logic model will document SCV Water programmatic shortage response and compare the expected percent demand reduction against actual reductions; by this means, the shortage response actions in the WSCP will be revised using the evaluation generated evidence. The success of customer outreach and communications will also be assessed to inform the next WSCP revision. The WSCP development will be considered a life cycle with the following steps:

1. Implementation
2. Monitoring
3. Performance Indicators
4. Assessment and Evaluation
5. Process to Refine and Improve the Plan
6. Adoption by the Board

Section 11: Special Water Feature Distinction

The Water Code requires us to analyze water features that are not pools or spas separately from pools and spas in the WSCP. Non-pool or non-spa water features may use or be able to use recycled water, whereas pools and spas must use potable water for health and safety considerations.

An addition difference between types of water features that is of particular consequence to SCV Water is that some water features are used as firefighting water supplies.

Thus, the Response Actions in this WSCP reflect the following considerations:

- For pools and spas, and any other water features with direct human contact, potable water is needed for health and safety considerations. And thus, restrictions on these water features are consistent with and complement restrictions on other potable water end uses. [Put in example here—something from the Response Actions]

- For water features that use recycled water, restrictions on these water features are consistent with, and complement, restrictions on other water features that use recycled water. [Put in example here….] For example, recycled water is used for golf courses and median strips in the SCV Water service area. To the extent recycled water can be used to replace scarce potable water supplies, this is incorporated in the plan.

- For water features that are part of the emergency supply for firefighting purposes, water restrictions should avoid impacting the availability of this supply. For example, lakes in the SCV Water service area that are used for fighting purposes are not subject to water use restrictions even in the highest Shortage Levels.

Section 12: Plan Adoption, Submittal and Availability

1. Staff Analysis
2. Management Review and Revise
3. Committee Review, Revise, and Approval
4. Board Adoption
5. Submit to DWR
6. Implement
7. Amend WSCP Outside UWMP Cycle

Resources and References

"2018 Santa Clarita Valley Water Report," prepared for: Santa Clarita Valley Water Agency and Los Angeles County Waterworks District 36, May 2019.

"Urban Water Management Plan Guidebook 2020," DRAFT August 2020, State of California, Natural Resources Agency Department of Water Resources, DRAFT August 2020.

"Jumpstart Water Shortage Toolkit - Tool #1: Model Water Shortage Contingency Plans," 2021 Update.
http://toolbox.calwep.org/wiki/Model_Water_Shortage_Contingency_Plans

"2015 Urban Water Management Plan for Santa Clarita Valley," Prepared for Castaic Lake Water Agency (CLWA), CLWA Santa Clarita Water Division, Newhall County Water District, Valencia Water Company, and Los Angeles County Waterworks District No. 36/Cooperating Agency. July 1, 2016, including June 6, 2017 Update.

"2017 Water Supply Reliability Plan Update," Prepared for Castaic Lake Water Agency, Final Report, 1 November 2017.

"2019 Santa Clarita Valley Water Agency, 5-Year Strategic Plan,"
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"Upper Santa Clara River Integrated Regional Water Management Plan," February 2014.
https://yourscvwater.com/wp-content/uploads/2018/03/Integrated-Regional-Water-Management-Plan_February-2014.pdf

Urban Water Management Planning, California Water Code Sections 10610-10656,
http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml?tocCode=WAT&division=6.&title=&part=2.6.&chapter=&article=

California's Most Significant Droughts: Comparing Historical and Recent Conditions (DWR, 2019) https://water.ca.gov/drought/

National Drought Mitigation Center – U.S. Drought Monitor https://drought.unl.edu/

Appendix A: SCV Water Conservation and Water Supply Shortage Ordinance

[Insert Water Conservation and Water Supply Shortage Ordinance Following Public Hearing and SCV Water Board of Directors Approval.]

Appendix B: SCV Water Shortage Communications Plan

ATTACHMENT 2

DRAFT

ORDINANCE NO. XX

AN ORDINANCE OF THE BOARD OF DIRECTORS OF THE SANTA CLARITA VALLEY WATER AGENCY TO ESTABLISH WATER CONSERVATION AND WATER SUPPLY SHORTAGE RESTRICTIONS AND REGULATIONS

WHEREAS, the Santa Clarita Valley Water Agency (Agency) was created on January 1, 2018 by the Santa Clarita Valley Water Agency Act (SB 634, Chapter 833, 2017) and is the successor entity to the Castaic Lake Water Agency and Newhall County Water District, which were merged into SCV Water through SB 634; and

WHEREAS, pursuant to SB 634, Valencia Water Company, a former private retail water provider in the Santa Clarita Valley, was dissolved and its assets were transferred to the Agency in January 2018; and

WHEREAS Castaic Lake Water Agency, Newhall County Water District, and Valencia Water Company each had water conservation regulations in place and the Agency now desires to adopt one conservation ordinance to apply throughout its service area; and

WHEREAS, this Ordinance has six escalating stages of water shortage regulations and is consistent with new requirements in the Water Code for Urban Water Management Plans; and

WHEREAS, California Constitution Article X, Section 2 and California Water Code Section 100 provide that because of conditions prevailing in the state of California (State), it is declared policy of the State that the general welfare requires that the water resources of the State shall be put to beneficial use to the fullest extent of which they are capable, the waste of water or unreasonable use of or unreasonable method of use of water shall be prevented, and the conservation of such waters is to be exercised with a view to the reasonable and beneficial use thereof in the interest of the people and the public welfare; and

WHEREAS, in addition to Article X, Section 2, the Agency has the authority to adopt and enforce water conservation restrictions pursuant to Water Code sections 375 and 31026, and the Santa Clarita Valley Water Agency Act, (SB 634, Chapter 833 2017 Section 17.

WHEREAS, pursuant to California Water Code Section 350, the Board of Directors is authorized to declare a water shortage emergency to prevail within its jurisdiction when it finds and determines that the Agency will not be able to or cannot satisfy the ordinary demands and requirements of water consumers without depleting supplies of the Santa Clarita Valley to the extent that there would be insufficient water for human consumption, sanitation, and fire protection; and

WHEREAS, because of persistent and unpredictable water conditions in the State, statutory requirements for water planning, and the declared policy of the State, the Agency hereby finds and determines that it is necessary and appropriate for SCV Water to adopt, implement, and

enforce a water conservation program with stages of water shortage restrictions, including emergency stages, to reduce the quantity of water used by consumers within SCV Water, to preserve water supplies, to prevent the waste or unreasonable use or unreasonable method of use of water, and to ensure that there is sufficient water for human consumption, sanitation, and fire protection.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

Section 1. Findings and Determinations. The Agency hereby finds and determines that the above recitals are true and correct and incorporated herein.

Section 2. Rescission of Previous Regulations. Castaic Lake Water Agency Ordinance No. 44, Newhall County Water District Ordinance No. 117, and Valencia Water Company Rule 14.1 are hereby repealed and replaced by this Ordinance.

Section 3. General Water Use Efficiency Recommendations. The following recommendations are smart management practices for indoor and outdoor water use. Since more severe effects of a water shortage are often brought about due to wasteful water use habits carried over from times of sufficient supply, these certain water-use practices are encouraged at all times.

3.1 Outdoor Water Use Efficiency Recommendations

a. Irrigation systems should be checked monthly for breaks and adjusted so that overspray, runoff and water waste are avoided.
b. Repair all water system leaks within 24 hours of detection or before next scheduled watering cycle.
c. Drip irrigation for plantings and high efficiency nozzles for turf should be considered where appropriate.
d. Shredded bark mulch, spread at a minimum 3” depth, should cover all bare earth and landscape planting areas to help soil retain moisture and keep weeds from growing.
e. Turf should be core aerated annually.
f. Replace underutilized turf areas with low water use plants and mulch.
g. Pool covers should be used to reduce evaporation.
h. The following watering schedule should be maintained throughout the year during average rainfall years: December-January (1x/week), February, March and November (1-2x/week), April and October (2x/week), May and September (2-3x/week), June, July and August (3x/week). Irregularities in average temperatures could cause the actual scheduling to be adjusted either more or less.
i. Due to mostly clay soils in the Santa Clarita Valley, where clay soils have slow absorption rates (~1/5 (.2) inches/hour), irrigation runtimes should incorporate a cycle-and-soak schedule to allow maximum absorption of applied water and to greatly reduce/eliminate runoff. Runtimes for each cycle should not exceed the amount of time it takes for runoff to occur (example – if runoff occurs after 6 minutes, each cycle should be set to run no more than 5 minutes).

3.2 Indoor Water Use Efficiency Recommendations

a. All leaks to faucets, toilets, and indoor pipes should be repaired immediately.
b. WaterSense Certified devices for plumbing faucets, toilets, and showers should be used.
c. Install 1.0 gallon per flush ultra-low-flow toilets or dual-flush toilets.
d. Water-efficient Energy Star® appliances such as clothes washer and dishwashers should be used.
e. Showers should be limited to 5 minutes.
f. To promote water conservation, operators of hotels and motels should provide guests with the option of choosing not to have towels and linens laundered daily. The hotel or motel should prominently display notice of this option in each guestroom in a clear and easily understood manner.
g. Eating or drinking establishments, including but not limited to restaurants, hotels, cafés, cafeterias, bars, or other public places where food or drink are served and/or purchased, should only serve drinking water upon request.

Section 4. Watering Restrictions. To promote water conservation and prevent the waste, unreasonable use or unreasonable method of use of water, each of the following actions are discouraged at all times:

a. Allowing runoff onto non-irrigated areas when irrigating with potable water.

b. Using hoses with no shutoff nozzles to wash cars.

c. Using potable water to wash sidewalks, driveways, and hardscapes.

d. Using potable water in decorative water features that do not recirculate the water.

e. Irrigating outdoors during and within 48 hours following measurable precipitation (quarter-inch or more).

f. Irrigation with potable water of landscapes outside of newly constructed homes and buildings in a manner inconsistent with regulations or other requirements established by the California Building Standards Commission and the Department of Housing and Community Development, including the Model Water Efficient Landscape Ordinance updated by the State as required by AB 1881 and Executive Order B-29-15 issued by Governor Jerry Brown on April 1, 2015.

g. The irrigation with potable water of ornamental turf on public street medians.

Section 5. Stage 1 Water Shortage.

A Stage 1 Water Shortage condition exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, a reduction in water use is necessary to make the most efficient use of water and appropriately respond to existing water

and regulator conditions. The water use reduction goal during a Stage 1 Water Shortage condition is up to 10%. Upon declaration by the Agency of a Stage 1 Water Shortage condition, the following water conservation restrictions go into effect:

a. The actions described in Section 4 above are prohibited.

Section 6. Stage 2 Moderate Water Shortage

A Stage 2 Moderate Water Shortage condition exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, a reduction in water use is necessary to make the most efficient use of water and appropriately respond to existing water and regulator conditions. The water use reduction goal during a Stage 2 Moderate Water Shortage condition is 10-20%.

6.1 Additional Measures. Upon declaration by the Agency of a Stage 2 Moderate Water Shortage condition, in addition to the requirements for a Stage 1 Water Shortage, the following water conservation restrictions shall be in effect:

a. Limits on Watering Days
Outdoor irrigation of ornamental landscapes or turf with potable water is restricted to three (3) days per week. Customers with street addresses ending in an odd number (1,2,5,7,9) may only water on Monday, Wednesday, and Friday. Customers with street addresses ending in an even number (0,2,4,6,8) may only water Tuesday, Thursday, and Sunday. Outdoor irrigation of ornamental landscapes or turf with potable water is prohibited on Saturdays. Customers with multiple accounts on the same property must select either an even or odd address watering schedule for their property.

b. Limits on Watering Station Run Time (Duration)
Outdoor irrigation of ornamental landscapes or turf with potable water is limited to no more than Two 5-minute cycles (10 Minutes Max.) per watering station (recommend Cycle & Soak Schedule See 3.1.i).

c. Watering Times (Time of Day)
Outdoor irrigation of ornamental landscapes or turf with potable water must occur during the following timeframes:
November through April – 6 PM to 10 AM
May through October – 8 PM to 9 AM

d. The watering time limitations in this Section do not apply to landscape irrigation zones that use drip irrigation and/or low precipitation rated High-Efficiency rotary nozzles (equal to or less than 1 inch per hour).

Section 7. Stage 3 Significant Water Shortage

A Stage 3 Significant Water Shortage exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, a reduction in water use is necessary to make the most efficient use of water and appropriately respond to existing water and regulatory conditions. The water use reduction goal during a Stage 3 Significant Water Shortage condition is 20-30%.

7.1 Additional Measures. Upon declaration by the Agency of a Stage 3 Significant Water Shortage condition, in addition to the requirements for a Stage 1 and Stage 2 Water Shortage, the following water conservation restrictions shall be in effect. If there is a conflict between the restrictions in certain stages, the restrictions in the higher level stage will apply.

a. Limits on Irrigation Watering Days
During the months of April, May, June, July, August, September, and October, outdoor irrigation of ornamental landscapes or turf with potable water is restricted to three (3) days per week. Customers with street addresses ending in an odd number (1,3,5,7,9) may only water on Monday, Wednesday and Friday. Customers with street addresses ending in an even number (0,2,4,6,8) may only water Tuesday, Thursday and Sunday. Outdoor irrigation of ornamental landscapes or turf with potable water is prohibited on Saturdays. Customers with multiple accounts on the same property must select either an even or odd address watering schedule for their property.

b. During the months of November, December, January, February and March, outdoor irrigation of ornamental landscapes or turf with potable water is restricted to two (2) days per week. Customers with street addresses ending in an odd number (1,3,5,7,9) may only water on Monday and Thursday. Customers with street addresses ending in an even number (0,2,4,6,8) may only water on Tuesday and Friday. Outdoor irrigation of ornamental landscapes or turf with potable water is prohibited on Wednesdays, Saturdays and Sundays

c. Limits on Watering Station Run Times (Duration)
Outdoor irrigation of ornamental landscapes or turf with potable water is limited to no more than Two 5-minute cycles (10 Minutes Max.) per watering station (recommend Cycle & Soak Schedule See 3.1.i).

d. Watering Times (Time of Day)
Outdoor irrigation of ornamental landscapes or turf with potable water must occur during the following timeframes:
November through April – 6PM to 10 AM
May through October – 8 PM to 9 AM

e. The watering time limitations in this Section do not apply to landscape irrigation zones that use drip irrigation and/or low precipitation rated High-Efficiency rotary nozzles (equal to or less than 1 inch per hour).

Section 8. Stage 4 Critical Water Shortage

A Stage 4 Critical Water Shortage exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, a reduction in water use is necessary to make the most efficient use of water and appropriately respond to existing water and regulatory conditions. The water use reduction goal during a Stage 4 Critical Water Shortage condition is 30-40%.

8.1 Additional Measures. Upon declaration by the Agency of a Stage 4 Critical Water Shortage condition, in addition to the requirements for a Stage 1, Stage 2, and Stage 3 Water Shortage, the following water conservation restrictions shall be in effect. If there is a conflict between the restrictions in certain stages, the restrictions in the higher level stage will apply.

a. Limits on Irrigation Water Days
Outdoor irrigation of ornamental landscapes or turf with potable water is restricted to two (2) days per week at all times. Customers with street addresses ending in an odd number (1,3,5,7,9) may only water on Monday and Thursday. Customers with street addresses ending in an even number (0,2,4,6,8) may only water on Tuesday and Friday. Outdoor irrigation of ornamental landscapes or turf with potable water is prohibited on Wednesdays, Saturdays and Sundays. Customers with multiple accounts on the same property must select either an even or odd address watering schedule for their property.

b. Irrigation Watering Times (Duration)
Outdoor irrigation of ornamental landscapes or turf with potable water is limited to no more than Two 5-minute cycles (10 Minutes Max.) per watering station (recommend Cycle & Soak Schedule See 3.1.i).

c. Irrigation Watering Times (Time of Day) Outdoor irrigation of ornamental landscapes or turf with potable water must occur during the following timeframes:

November through April – 6PM to 10 AM
May through October – 8 PM to 9 AM

e. Watering time limitations above do not apply to landscape irrigation zones that use drip irrigation and/or low precipitation rated High-Efficiency rotary nozzles (equal to or less than 1 inch per hour).

Section 9. Stage 5 Emergency Water Shortage

A Stage 5 Emergency Water Shortage exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, an emergency situation

exists that requires a significant reduction in water use in order to maintain sufficient water supplies for public health and safety. The water use reduction goal during a Stage 5 Emergency Water Shortage is 40-50%.

9.1 Additional Measures. Upon declaration by the Agency of a Stage 5 Emergency Water Shortage condition, in addition to the requirements for a Stage 1, Stage 2, Stage 3, and Stage 4 Water Shortage, the following water conservation restrictions shall be in effect. If there is a conflict between the restrictions in certain stages, the restrictions in the higher level stage will apply.

a. The recommendations in Section 3.2(f) and 3.2(g) above are mandatory.

b. Limits on Irrigation Water Days
Outdoor irrigation of ornamental landscapes or turf with potable water is restricted to one (1) day per week. Customers with street addresses ending in an odd number (1,3,5,7,9) may only water on Monday. Customers with street addresses ending in an even number (0,2,4,6,8) may only water on Thursday. Outdoor irrigation of ornamental landscapes or turf with potable water is prohibited on Tuesdays, Wednesdays, Fridays, Saturdays and Sundays. Customers with multiple accounts on the same property must select either an even or odd address watering schedule for their property.

c. Irrigation Watering Times (Duration)
Outdoor irrigation of ornamental landscapes or turf with potable water is limited to no more than Two 5-minute cycles (10 Minutes Max.) per watering station (recommend Cycle & Soak Schedule See 3.1.i).

d. Irrigation Watering Times (Time of Day)
Outdoor irrigation of ornamental landscapes or turf with potable water must occur during the following timeframes:
November through April – 6PM to 10 AM
May through October – 8 PM to 9 AM

e. No potable water may be used for new landscaping installed after the declaration of a Stage 5 Emergency Water Shortage except for drought tolerant plants requiring less than typical water requirements.

f. No potable water may be used for any lawn, whether by seed or sod, established after the declaration of a Stage 5 Emergency Water Shortage.

g. No pools or spas may be filled with potable water, but existing water levels may be maintained.

h. No New Potable Water Service.

Upon declaration of a Stage 5 Emergency Water Shortage condition, no new potable water service will be provided, no new temporary meters or permanent meters will be provided, and no statements of immediate ability to serve or provide potable water service will be issued, except under the following circumstances:

- A valid, unexpired building permit has been issued for the project; or
- The project is necessary to protect the public health, safety, and welfare; or
- The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the Agency.

This Section 9.1(h) does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less.

g. Potable water may not be used for grading.

h. Potable water may not be used to wash vehicles, except at commercial facilities that recycle water.

i. Street cleaning with potable water is prohibited.

Section 10. Stage 6 Catastrophic Water Shortage

A Stage 6 Catastrophic Water Shortage exists when the Agency determines in its sole discretion that due to drought, state regulations, or other water supply conditions, a catastrophic situation exists that requires a significant reduction in water use in order to maintain sufficient water supplies for public health and safety. The water use reduction goal during a Stage 6 Catastrophic Water Shortage is more than 50%.

10.1 Additional Measures. Upon declaration by the Agency of a Stage 6 Catastrophic Water Shortage condition, in addition to the requirements for a Stage 1, Stage 2, Stage 3, Stage 4, and Stage 5 Water Shortage, the following water conservation restrictions shall be in effect. If there is a conflict between the restrictions in certain stages, the restrictions in the higher level stage will apply.

a. No Irrigation Watering
Water or irrigating of outdoor lawns, landscape, or other vegetated area with potable water is prohibited.

Section 11. Penalties & Enforcement

The General Manager and other authorized Agency representatives have the duty to enforce the provisions of this Ordinance consistent with this Section. The Agency's intent and goal in implementing the contents of this Section is to conserve water resources and generate the greatest benefit for the Agency customers during times of drought and water shortages. The Agency is committed to verifying complaints of excessive water use prior to deeming a customer is in violation and prior to taking enforcement actions. The Agency is focused on communication and education and enforcement as necessary.

11.1. Penalties for failure to comply with any provision of this Ordinance are as follows:

a. First Violation: A written notice will be provided to the customer by mail or personal delivery.

b. Second Violation: For a second violation within twelve (12) calendar months of the first violation, a written notice of non-compliance will be provided to the customer by mail or personal delivery and a fine of $50 per violation will be imposed.

c. Third and Subsequent Violations: For a third violation within twelve (12) calendar months of the first violation, a written notice of non-compliance will be provided to the customer by mail or personal delivery and a fine of $100 per violation and an increase of $100 for each subsequent violation up to a maximum of $500 per day will be imposed.

d. After a third violation within twelve months, the Agency may install a flow restrictor. It is the customer's responsibility to pay for the installation and removal of any such flow restrictor and the Agency may collect such costs from the customer. The Agency is under no obligation to provide sufficient fire flow to the customer after the third notice of violation within twelve months. This requirement is the sole responsibility of the customer.

11.2 Additional Penalties

a. In addition to any fines and the installation of a water flow restrictor imposed pursuant to this Section, the Agency may shut off a customer's water service for willful violations of mandatory restrictions in this Ordinance.

b. Leak Shut Off – Irrigation Meters
In instances where a leak is observed on the customer's side of a dedicated irrigation system or water meter, the Agency may immediately shut off such system and/or meter and may issue a notice of violation as provided for in this Ordinance. Water service will not be reinstated until such leak is repaired.

11.3 Separate Violations:

Each violation of this Ordinance is a separate offense.

11.4 Appeals:

The Agency will issue a Notice of Violation by mail or personal delivery. Customers may appeal a Notice of Violation by filing a written appeal with the Agency within ten (10) days of the date of the Notice of Violation. Any Notice of Violation not timely appealed will be final. Upon receipt of a timely appeal, a hearing on the appeal will be scheduled, and the Agency will mail written notice of the hearing date to the customer at least ten (10) days before the date of the hearing. The Agency's General Manager, or authorized delegate, shall serve as the hearing officer and make any and all decisions regarding any appeals. The Agency shall promptly send written notification of any decision and all decisions are final.

Section 12. Waivers

a. Undue or Disproportional Hardship:
If, due to unique circumstances, a specific requirement of this Ordinance would result in undue hardship to a person using water or to property upon which water is used, that is disproportionate to the impacts to the water users generally or to similar property or classes of water users, then the person may apply for a waiver to the requirements as provided in this section.

b. Establishment Waiver
Customers installing or renovating landscaped areas may qualify for a waiver if the Agency determines that additional watering is required to plant and maintain those landscaped areas for a limited amount of time. If such a determination is made, the Agency will provide the customer with an allowable watering schedule, which will include an allocated increase in water use, and when such watering schedule exception will expire. Any violation of the schedule will be punishable as described in this Ordinance. Approval of establishment waivers will be based on current conservation targets and the Agency's ability to meet those targets.

b. Application:
A person wishing to receive a waiver pursuant to this section must submit a written request/application to the Agency, which should include a statement describing the reasons for the request, a detailed watering schedule, duration of waiver, and any other relevant information to support the request, including but not limited to any photographs, drawings, or maps.

c. Written Finding:

The waiver may be granted or conditionally granted only upon a written finding of the existence of unique circumstances and facts demonstrating an undue hardship to a person using water or to property upon which water is used, that is disproportionate to the impacts to water users generally or to similar property or classes of water use due to specific and unique circumstances of the user or the user's property. The findings must also include a determination that, based on the information in the request/application and any other relevant information, a waiver does not constitute a grant of special privilege inconsistent with the limitations upon other residents and businesses.

d. Approval Authority
The General Manager or authorized delegate of the Agency must act on any completed application no later than ten (10) business days after submittal. The Agency may request a site visit, if needed, to verify or collect any missing information needed to make the final decision. The General Manager or authorized delegate may approve, conditionally approve, or deny the waiver request. The applicant requesting the waiver must be promptly notified in writing of any action taken. The decision of the General Manager or authorized delegate is final.

Section 13. CEQA Exemption

The adoption of this ordinance is not subject to the requirements of the California Environmental Quality Act ("CEQA"), or, alternatively, is exempt from CEQA. As only water conservation would result from the implementation of the Ordinance's provisions, the Ordinance would not commit the Agency to any action that would result in any significant environmental effects. As a result, per State CEQA Guidelines §15378, the Ordinance does not constitute a project subject to requirements of CEQA. Alternatively, the adoption of this Ordinance is exempt from CEQA under State CEQA Guidelines, §15061 (b)(3) and §15308 because CEQA only applies to projects that have the potential for causing a significant effect on the environment and it can be seen with certainty that there is no possibility that the Ordinance will have a significant effect on the environment, and because the Ordinance would result in the conservation of water, a limited and currently scare resource, and would, therefore, have a beneficial effect on the environment. On this basis, and the on the basis of the information contained in the whole of the administrative record, the adoption of this Ordinance requires no further analysis under CEQA.

Section 14. Severability

If any provision of this ordinance or the application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications of the ordinance which can be given effect without invalid provision or application, and to this end the provisions of this ordinance are severable. The Board hereby declares that it would have adopted this ordinance irrespective of the invalidity of any particular portion thereof.

Section 15. Effective Date

This Ordinance shall become effective immediately upon adoption.

ATTACHMENT 3

Water Shortage Contingency Plan

Public Workshop
January 28, 2021

SUMMARY

Contents

Appendix

1. Background

Santa Clarita Valley Water Agency (SCV Water) is preparing a Water Shortage Contingency Plan, which is a requirement of the California Urban Water Management Planning Act and other applicable laws. The Water Shortage Contingency Plan directs water suppliers' long-term resource planning to ensure adequate water supplies are available for today and tomorrow. In improving water conservation and water shortage planning, the Water Shortage Contingency Plan will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as during drought, earthquakes, fires, or other catastrophic events.

To provide information and receive input from stakeholders and the public during the planning and development of the Water Shortage Contingency Plan, SCV Water held a public workshop on January 28, 2021 and offered an online input opportunity. The public workshop focused on describing the purpose and outcomes of the Water Shortage Contingency Plan, water shortage metrics and consequences, and proposed response actions.

This summary documents the objectives of the public workshop, outreach methods and attendance, time and location, and the major topics presented and discussed. The last section summarizes the input collected from an online input form. The presentation slides may be viewed in Appendix A and all workshop outreach methods are provided in Appendix B.

2. Objectives

The objectives for the public workshop were to:

- Inform stakeholders and the public about the process to prepare the Water Shortage Contingency Plan
- Gather input from participants on general questions and issues along with input on water shortage events and water shortage response actions to consider in the Water Shortage Contingency Plan
- Solicit community input on water conservation opportunities
- Provide stakeholders and the public opportunities to ask questions and receive answers

3. When and Where

Due to covid-19 social distancing protocols, the public workshop was held virtually on the Zoom platform on January 28, 2021 from 6:30 to 8:00 p.m. and an online input form was open from January 28 to February 11, 2021. A recording of the workshop can be viewed at this link: https://youtu.be/cZEDk0RmU3Y

4. Notifications and Outreach

SCV Water used a variety of methods to inform stakeholders and community members about the public workshop and encourage participation, as shown in Table 1 and documented in Appendix B.

Table 1: Workshop Outreach Methods

Method	Description
Website	Information about the public workshop and a project fact sheet were posted on the Water Shortage Contingency Plan project webpage (https://yourscvwater.com/wscp/), hosted by SCV Water.
Social Media Posts	SCV Water posted information about the workshop on its Instagram, Twitter, and Facebook accounts (including a Facebook Event).
Emails	Invitation emails were sent to an interested parties list.
Newsletter	Information about the workshop was included in the January Water Currents Newsletter and information about the online input form was included in the February Water Currents Newsletter.
Press Release	A media advisory about the workshop was distributed and picked up by news sources including The Santa Clarita Valley Signal, SCVNEWS.com, KHTS Radio, and California News Times.
Advertisements	Advertisements included digital banners and print ads in The Santa Clarita Valley Signal.

5. Public Workshop

The following sections outline the format of the public workshop and present input received from community members. Approximately 45 people attended the Zoom virtual meeting, including 24 members of the public.

Workshop Format

The 90-minute virtual public workshop format included three presentation modules intermixed with input opportunities using live polling and the chat box. The workshop opened with the facilitator welcoming participants, introducing the project team, and describing the multiple planning efforts and projects that SCV Water has underway. The facilitator then played a short introduction video about the Urban Water Management Plan Update, a related project of which Water Shortage Contingency Plan is a component (see pages 1 through 6 in Appendix A).

The first presentation module described the purpose, components, and outcomes of the Water Shortage Contingency Plan and the available public involvement opportunities throughout the Water Shortage Contingency Plan process (see pages 6 through 13 in Appendix A). The remaining two presentation modules focused on water shortage metrics and consequences and then

proposed response actions (see pages 14 through 30 in Appendix A). The water shortage metrics and consequences module described how SCV Water determines there is a water shortage and the different variables that are regularly monitored. The proposed response actions module detailed the steps SCV Water would take and tools SCV Water would use if a water shortage occurred. Lastly, the facilitator thanked participants, encouraged people to stay involved, and reminded of the upcoming public review and comment period for the Draft Water Shortage Contingency Plan in March 2021 and public hearing and ordinance adoption in April 2021.

Community Input

Participants were invited to provide input on the following question: *What is your biggest concern about a water shortage?* Responses included:

- Limits on water usage
- Emerging contaminants
- Not having water for health and hygiene
- Costly water bills
- Not having enough water for humans and animal companions

Participants were also invited to answer the following multiple-choice questions throughout the workshop:

How did you hear about this public workshop? Responses included:

- Email Invitation (65% of total responses)
- Social Media (5% of total responses)
- SCV Signal Advertisement (5% of total responses)
- Other (25% of total responses)

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

- Everyone did their part (10% of total responses)
- Most did their part with few exceptions (70% of total responses)
- Uneven response (20% of total responses)

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

- Did everything I could do (79% of total responses)
- Did not pay attention (10.5% of total responses)
- Uneven response (10.5% of total responses)

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. Responses included:

- 1 (6% of total responses)
- 2 (23.5% of total responses)
- 3 (35% of total responses)
- 4 (23.5% of total responses)
- 5 (12% of total responses)

How can SCV Water be helpful in a water shortage event? Most participants selected all of the answer options which included:

- Communicate shortage status (17% of total answers selected)
- Provide information on what customers can do to take action (19% of total answers selected)
- Offer rebates for water-saving devices (10% of total answers selected)
- Offer direct customer assistance to improve water efficiency (check-ups, irrigation inspections) (16% of total answers selected)
- Provide special assistance to seniors and other community members who might need help in accessing information about the water shortage and actions (14% of total answers selected)
- Enforce water waste regulations (14% of total answers selected)
- All of the above (10% of total answers selected)

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? Options included:

- Email (36% of total answers selected)
- U.S. Mail (13% of total answers selected)
- Social Media (18% of total answers selected)
- Newspaper (10% of total answers selected)
- Radio/TV Ads (10% of total answers selected)
- Street Banners (8% of total answers selected)
- Door Hangers (5% of total answers selected)
- Notifications through Schools (0% of total answers selected)

Community members offered the following **questions and comments** throughout the workshop:

- How will the surrounding native watersheds be influenced or altered by the increased use of water within the city limits?
- People collecting water at their homes during storms is important and can be done using rain barrels.
- Can you briefly explain what "banking" water is?
- Would SCV Water staff members or someone else staff the task force?

- Much of the Water Shortage Contingency Plan is focused on responses by end users to disaster conditions, but what else can be done to conserve water locally in the long term? What about postponement of local development in the city which would reduce the number of water users?
- Does the Water Shortage Contingency Plan taking into consideration water use inside of multi-family housing (townhomes, condos, apartments, mobile homes, etc.), businesses, companies, and restaurants, in addition to single-family homes?
- Can you expand on how plans will be created to address potential sudden drastic decreases in water supply such as decreases resulting from a large earthquake or other natural disaster?
- What percentage of a water reduction are you anticipating in the near future due to climate change?
- Ways to reduce water use include installation of a grass-alternative, adjustment/ replacement of an irrigation system, and replanting a garden with drought-tolerant plants.
- Several participants said that the workshop was informative and thanked the project team.

6. Online Input Form

An online form was made available from January 28 – February 11, 2021 to provide an additional public input opportunity. Participants were invited to respond to the same question that was asked during the public workshop: **What is your biggest concern about a water shortage?** No responses were received from the online input form after the public workshop.

Appendix A

Presentation Slides

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

Go to:
Planning Efforts &
Projects Dashboard

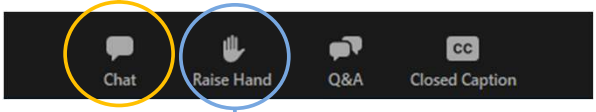
Agenda

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

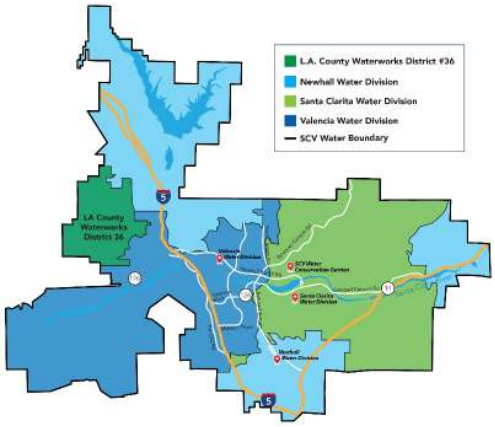
THOMAS W. CHESNUTT,
Ph.D., CAP®, PStat®
A&N Technical Services

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

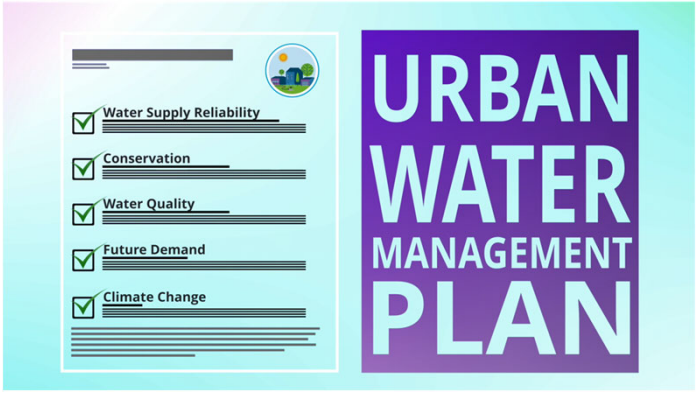
- Groundwater Sustainability Plan
- Urban Water Management Plan
- Water Shortage Contingency Plan
- Recycled Water Planning
- Rate Case Planning
- PFAS

To learn more visit: www.yourSCVwater.com/planning

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.

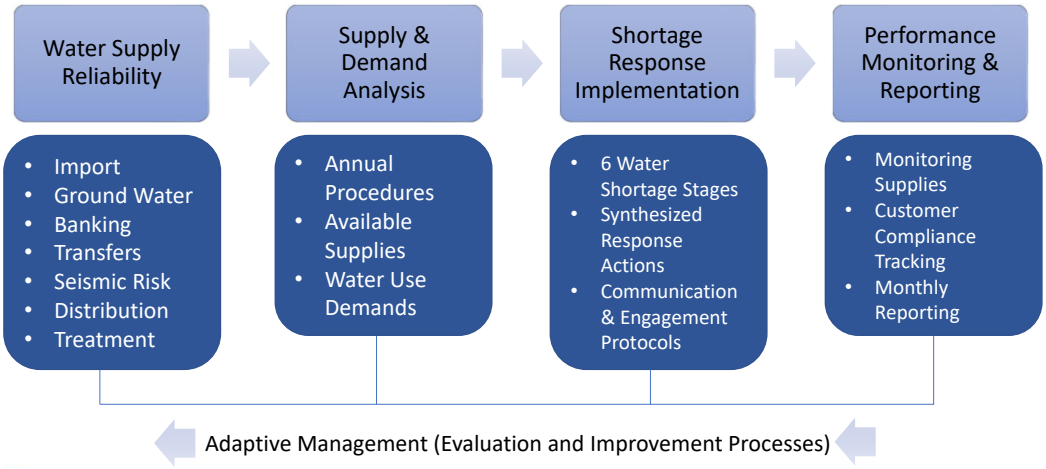
About Water Shortage Contingency Planning

- 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.

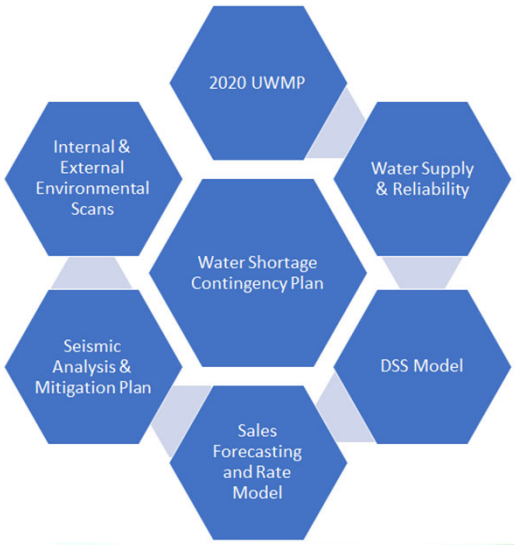
KEARNS WEST

Kennedy Jenks

Maddaus Water Management Inc.

BBK
BEST BEST & KRIEGER LLP
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

Questions? Ideas? Feedback?

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

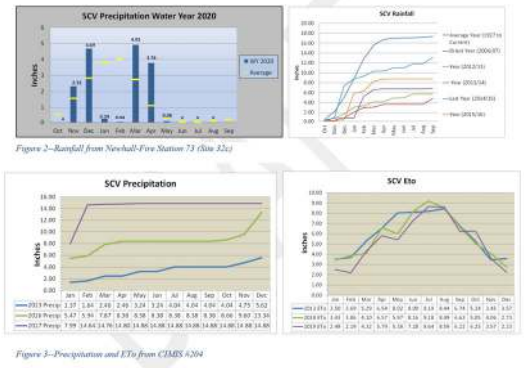
Did You Know?

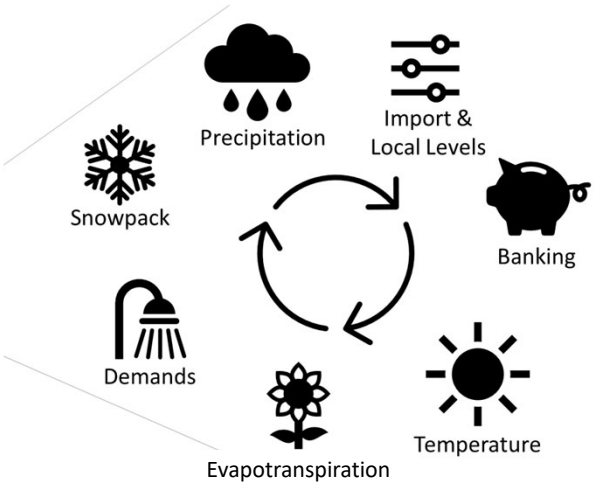
The Santa Clarita Valley as a whole **saved 30%** during the 2015-2016 Statewide Drought Emergency, showing some serious conservation skills.

Water Shortage Metrics

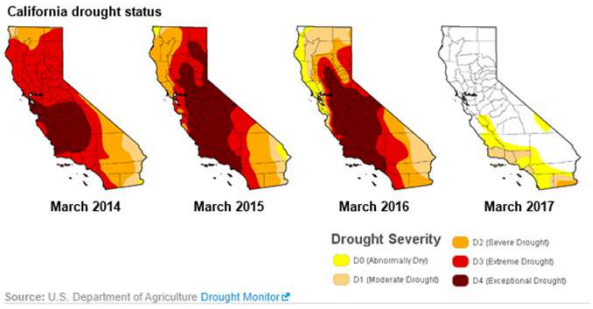
- Shortage = Demand is greater than supply
- Types of Metrics
  - Hot and dry weather – affects demand and supply
  - Local Weather
  - Regional Drought
  - Emergency Shortages – Earthquakes
- Real-time Water Resource Modeling of supply and demand to inform monitoring

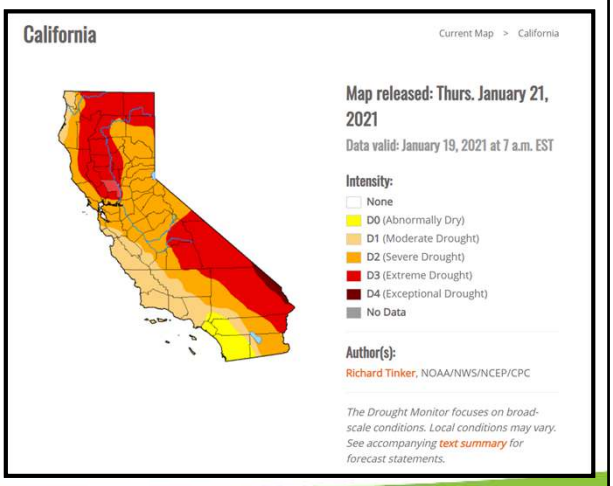
Water Supply & Demand Indicators





Drought Early Warning Monitoring





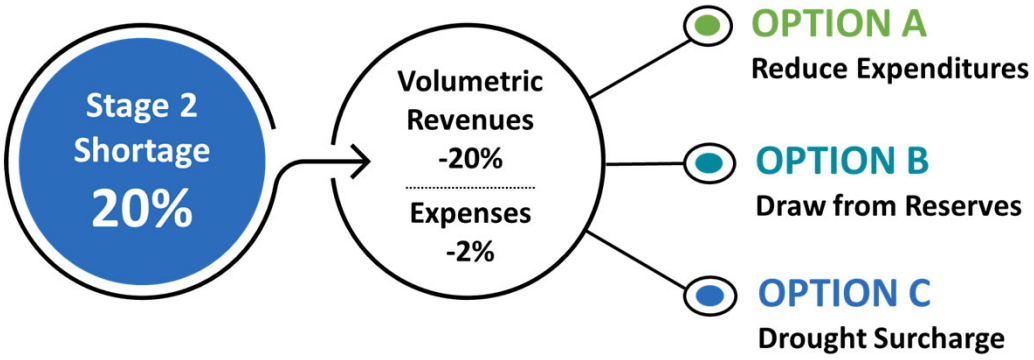
Monitoring Framework

Indicator Data
- Hydrologic Conditions
- Imported Water
- Groundwater
- Banking
- Transfers

Total Projected Supplies → Total Projected Demand =

Shortage Definition
Level 1
Level 2
Level 3
Level 4
Level 5
Level 6

Financial Implications



Poll Question #4

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

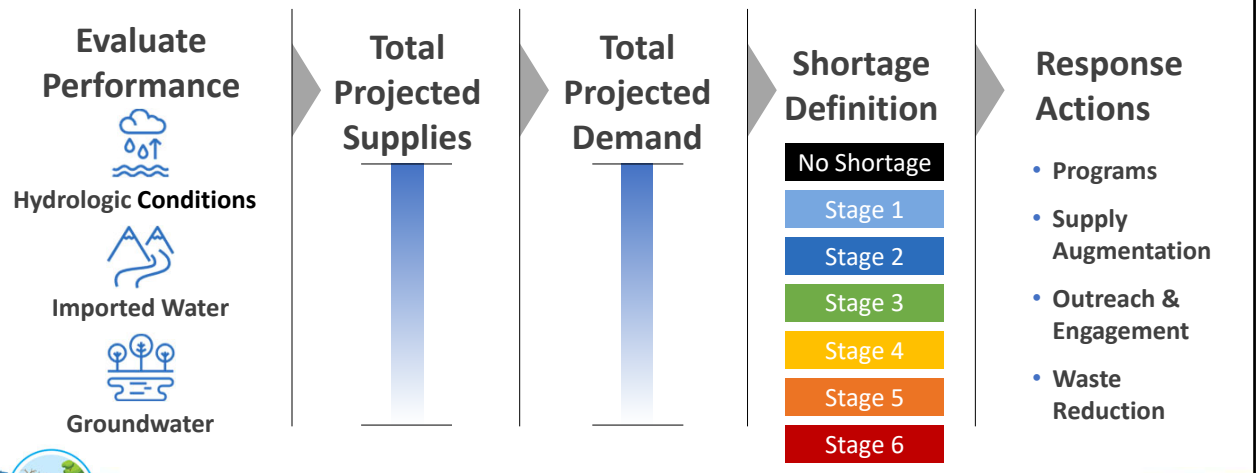
- Communicate shortage status
- Provide information on what customers can do to take action
- Offer rebates for water-saving devices
- Offer direct customer assistance to improve water efficiency (check-ups, irrigation inspections)
- Provide special assistance to seniors and other community members who 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

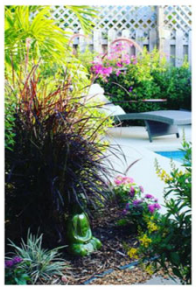
Customers understand the value of water & the unique conditions of the Santa Clarita Valley

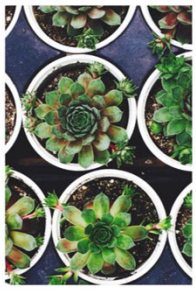
Customers have drought sustainable properties prior to emergency conditions

Existing Programs

- Lawn Replacement Rebates
- Smart Irrigation Controller Rebates
- Soil Moisture Sensor Rebates
- Pool Cover Rebates
- Drip Irrigation Rebates
- HE Sprinkler Nozzle Rebates
- Pressure Regulation Rebates
- Home & Commercial Surveys
- School Grants
- Watersmart Workshops
- 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

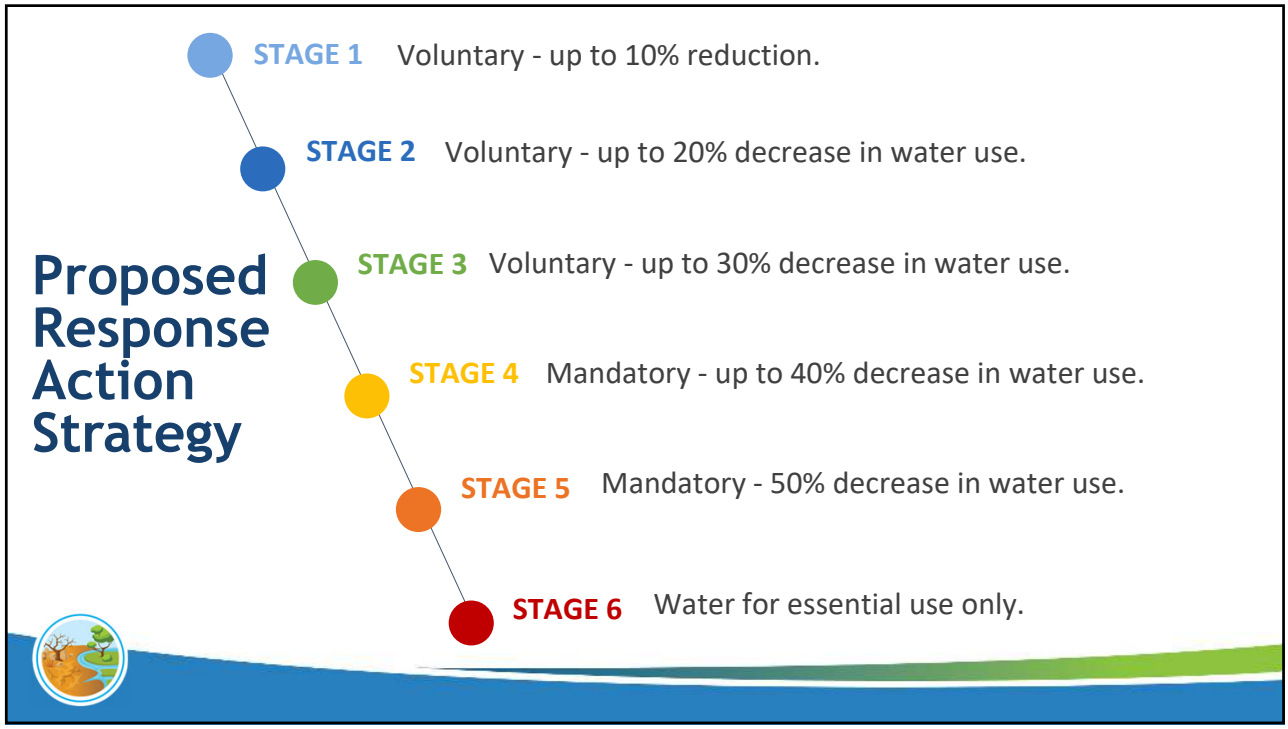
Reach Higher Water Savings

Accomplish Agency Water Reduction Goals per Water Shortage Level

Prioritize Water Savings Opportunities

Interconnectivity of Response Actions

Proposed Response Action Strategy



	Goal	Potential Programs	Outreach	Restrictions
No Shortage	Create Resilient Properties Prior to Shortage	• Current Programs • Lawn Replacement • Irrigation Rebates • Support & Education Services	Educate Importance of Efficiency as Preparedness for Shortages	Voluntary

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STAGE 1	10% Reduction	• Programs Remain the Same	Increase Outreach Reinforce Importance of Efficiency Target inefficient and high use	Continue with Voluntary

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STAGE 2	20% Reduction	• Consider Addition of Sprinkler System Tune-up and Leak Detection Programs	Educate about ***Moderate Shortage*** Request Everyone to do Their Part	Consider Escalation

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STAGE 2	20% Reduction	• Consider Addition of Sprinkler System Tune-up and Leak Detection Programs	Educate about ***Moderate Shortage*** Request Everyone to do Their Part	Consider Escalation
STAGE 3	30% Reduction	• Add Virtual Sprinkler Timer Adjustment Assistance • Consider Direct Installation of Irrigation Devices	Educate about ***Significant Shortage*** Increase Outreach Add Mid-range Users at Target	Escalate Mandatory Prohibitions & Enforcement - Using water to wash sidewalks - Washing cars - Limiting watering times

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STAGE 4	40% Reduction	• Increase Incentive Amounts for Sprinkler Nozzles & Smart Timers	Educate about ***Critical Shortage*** Increase Outreach	Expand Communication & Enforcement

	Goal	Potential Programs	Outreach	Restrictions
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STAGE 4	40% Reduction	• Increase Incentive Amounts for Sprinkler Nozzles & Smart Timers	Educate about ***Critical Shortage*** Increase Outreach	Expand Communication & Enforcement
STAGE 5	50% Reduction	• Suspend Lawn Replacement Program • Continue Installation & Support Programs	Educate about ***Emergency Shortage*** Strengthen Urgency Message Send Emergency Alerts	Increase Penalties & Enforcement

	Goal	Potential Programs	Outreach	Restrictions
No Shortage	Create Resilient Properties Prior to Shortage	• Current Programs • Lawn Replacement • Irrigation Rebates • Support & Education Services	Educate Importance of Efficiency as Preparedness for Shortages	Voluntary
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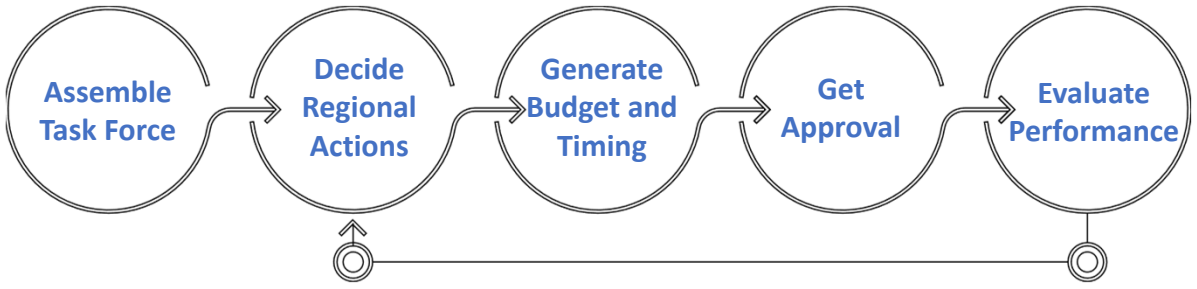
STAGE 4	40% Reduction	• Increase Incentive Amounts for Sprinkler Nozzles & Smart Timers	Educate about ***Critical Shortage*** Increase Outreach	Expand Communication & Enforcement
STAGE 5	50% Reduction	• Suspend Lawn Replacement Program • Continue Installation & Support Programs	Educate about ***Emergency Shortage*** Strengthen Urgency Message Send Emergency Alerts	Increase Penalties & Enforcement
STAGE 6	50+% Reduction	• Suspend All Programs Except Leak Detection & Repairs	Educate about ***Catastrophic Shortage*** Announce Water for Essential Use Only	Conduct 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

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

www.yourSCVwater.com

Appendix B

Workshop Outreach

January 21, 2021

Participate in our Water Shortage Contingency Plan Virtual Public Workshop on Thurs., January 28, 2021

Join SCV Water on Thursday, January 28, 6:30–8:00 p.m., to learn about and provide input on our Water Shortage Contingency Plan (WSCP). This plan, along with the Urban Water Management Plan, direct suppliers' long-term resource planning to ensure that adequate water supplies are available to meet existing and future needs.

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

Virtual Public Workshop
Thursday, January 28, 2021
6:30–8:00 p.m.

Zoom Information
https://zoom.us/j/94850646389?pwd=T05jU1FkVE1TbjRYNzRWbmN6M2tzdz09

Meeting ID: 948 5064 6389
Passcode: 901257

Call in to participate
+1 669 900 9128

For more information about the virtual public workshop and how you can participate, read our **WSCP Public Workshop Flyer**.

Click here to view our **WSCP Fact Sheet**.

To sign up for our mailing list to receive information about the WSCP and how you can participate please visit: **https://yourscvwater.com/wscp/**

We hope you will participate in the process.

Best Regards,

Matt Dickens
Sustainability Manager
Santa Clarita Valley Water Agency

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350
yourSCVwater.com
(661) 297-1600

SHARE:

Join Our Email List

January 2021

IN THIS ISSUE

SCV Water Seats 2021 Board Leadership

Gary Martin Re-Elected as Board President

Jerry Gladbach and Dan Mortensen to Serve as Vice Presidents

The SCV Water Board of Directors has selected Gary Martin to serve as SCV Water's president. Jerry Gladbach and Dan Mortensen were selected to serve as vice presidents. The trio will lead the agency in 2021 as it builds upon the foundation of success from its formation three years ago.

"I am very honored to be re-elected by my colleagues to serve as the board president for the next two years," said Martin. "My top priority is serving the board, our rate payers, and accomplishing the original SCV Water goal of being a best-in-class water service provider for our community.

To read more, click **here**.

Take Part in our Water Shortage Contingency Plan Development

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

We are providing information and asking for input from customers and stakeholders during the planning and development of the WSCP. Join us for a virtual public workshop on **Thursday, January 28 from 6:30 - 8:00 p.m.**

Click here for the workshop flyer.

More details can be found here: **https://yourscvwater.com/wscp/**

More Ways o Pay o r Water Bill

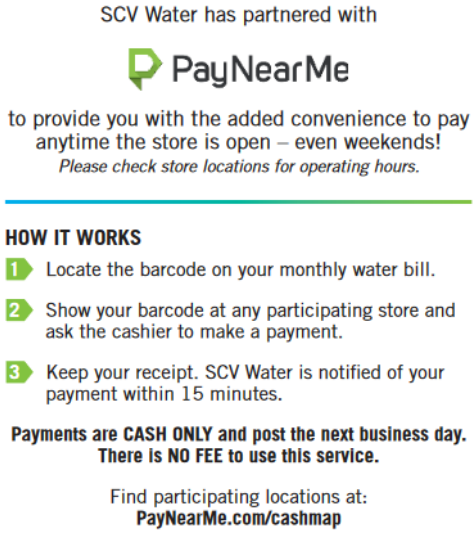
Want to pay your bill in cash?

We have partnered with PayNearMe to provide you the added convenience to pay at participating 7-Eleven Stores or CVS Pharmacy anytime the store is open - even weekends!

Payments are cash only and post next business day.

There is NO FEE to use this service.

Find participating locations by clicking this link, **PayNearMe.com/locations.**



Online Dashboard Provides One-Stop Shop for Information

To help customers participate in several important planning efforts underway, SCV Water launched an easy to navigate dashboard this fall. It is designed as a

one-stop-shop to keep the public informed and engaged as we develop and manage our water resources for today and tomorrow.

The dashboard features icons that take visitors directly to pages populated with information such as fact sheets, videos, and opportunities to get involved in the process through virtual public workshops and online input forms. You will also find a form to sign up for updates on projects and public engagement.

Visit the **dashboard** today and help shape the future of water in the Santa Clarita Valley.

Earn $20 with our WaterSMART Workshop

Here's an opportunity to save water and money - all from the safety of your own home! There's no better time to take advantage of our innovative **WaterSMART Workshop**. You could invite your kids to learn alongside you. You'll receive a $20 credit on your account when you complete it.

Meet Wendy Waters, your virtual workshop instructor (#SocialDistancing!). She will teach you how to:

- Read and analyze your water bill
- Identify and fix leaks
- Save water both indoors and outside
- Become more efficient with your overall water use

Visit **WaterSmartWorkshop.com** to get started!

Customers will receive a $20 credit for completing the workshop! *(Processing time may be delayed while stay-at-home orders are in place.)*

What We're Talking About on Social Media

As we continue to stay "Safer at Home," we want to remind you of another way to conserve water around the house! On average, a washing machine uses about 20 gallons of water per load.

Follow these helpful tips the next time you do laundry:

- Use the settings on the washer machine to ensure that the right

amount of water is used.

- Matching the load size will reduce the overall amount of water needed by the machine.

For more helpful tips, visit:
http://ow.ly/z86650CTtG

To join our conversation on social media, click on an icon below. Be sure to "like" or "follow us" so we can keep the conversation going!

Resources & Useful Links

- **SCV's Hottest Plant Guide**
- **Steps to Lawn Replacement**
- **Landscape Inspiration and Information**
- **COVID-19 Update**
- **Agency Calendar**
- **Garden Class Schedule and Sign Ups**
- **School Education Programs**
- **Kid's Corner**

Visit us at yourSCVwater.com

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350
yourSCVwater.com
(661) 297-1600


WATER SHORTAGE CONTINGENCY PLAN

Water Shortage Contingency Plan

PARTICIPATE IN THE PROCESS

SCV Water will conduct public outreach to inform and solicit input from stakeholders during the planning and development of the Water Shortage Contingency Plan.

WATER SHORTAGE CONTINGENCY PLAN

SCV Water is preparing the Water Shortage Contingency Plan (WSCP). The plan is a requirement of the California Urban Water Management Planning Act and other applicable laws and directs the suppliers' long-term resource planning to ensure that adequate water supplies are available for today and tomorrow.

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

Within WSCPs, SCV Water must:

- Assess the reliability of water supplies
- Develop annual assessment procedures and monitoring and reporting systems
- Create shortage response actions

PUBLIC PARTICIPATION

Workshop 1 – January 28, 2021

- **Recording of Meeting**
- **Presentation**

PUBLIC INPUT FORM

We'd like to hear from you as we develop the Water Shortage Contingency Plan. We held our public workshop on Thursday, January 28. Even if you could not attend, we invite you to review the materials, then share your thoughts through this brief online form.

ONLINE INPUT FORM

- Establish communications protocols
- Build a compliance and enforcement program
- Evaluate financial, material, and resource impacts

COMMENT & QUESTION FORM

We welcome your questions, comments and suggestions on the Water Shortage Contingency Plan. If you have input specific to a recent workshop, be sure to use the appropriate link on this page. For other general comments, contact us through the form below:

My comments or questions on the Water Shortage Contingency Plan

If you would like a direct response, please provide your name and email.

Name

WSCP FACT SHEETS

FACT SHEET – January 2021

First

Last

Email

SUBMIT

RETURN TO THE PLANNING EFFORTS & PROJECTS DASHBOARD

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350-2173

(661) 297-1600

GET SOCIAL

SCV WATER – NEWHALL

Click here for Customer Care

24631 Avenue Rockefeller
Valencia, CA 91355-3907

(661) 294-0828

Phone Payments: (844) 350-4354

ccare_nwd@scvwa.org

SCV WATER – SANTA CLARITA

Click here for Customer Care

26521 Summit Circle
Santa Clarita, CA 91350-3049

(661) 259-2737

Phone Payments: (844) 317-1856

ccare_scwd@scvwa.org

SCV WATER – VALENCIA

Click here for Customer Care

24631 Avenue Rockefeller
Valencia, CA 91355-3907

(661) 294-0828

Phone Payments: (844) 350-4354

ccare_vwd@scvwa.org

Office Hours: Monday - Thursday 7:30am - 5:30pm and alternating Fridays 7:30am-4:30pm
Click here to view calendar for Friday office hours

WATER SHORTAGE CONTINGENCY PLAN

Water for Today & Tomorrow | January 2021

The Santa Clarita Valley Water Agency (SCV Water) is preparing the Water Shortage Contingency Plan (WSCP). The plan is a requirement of the California Urban Water Management Planning Act and other applicable laws which directs suppliers' long-term resource planning to ensure that adequate water supplies are available to meet existing and future water needs.

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

Look for SCV Water to:

- **ASSESS** the reliability of water supplies.
- **DEVELOP** annual assessment procedures and monitoring and reporting systems.
- **CREATE** shortage response actions.
- **ESTABLISH** communications protocols.
- **BUILD** a compliance and enforcement program.
- **EVALUATE** financial, material, and resource impacts.

TIMELINE & MILESTONES:

JANUARY
Virtual Public Workshop & Input

FEBRUARY

MARCH
Draft Plan Available for Public Review and Comment

APRIL
Final Report Issued

Public Hearing and Ordinance Adoption

MAY

JUNE

JULY
Plan Submittal

2021 PLANNING, ANALYSIS & PUBLIC INVOLVEMENT (August 2020–July 2021)

Participate in the Process

SCV Water will conduct public outreach to inform and solicit input from stakeholders during the planning and development of the Water Shortage Contingency Plan.

You can participate by:

- Attending a virtual public workshop
- Providing comments and feedback
- Completing online surveys
- Signing up to learn more via the website

About SCV Water:

The Santa Clarita Valley Water Agency (SCV Water) is a full-service regional water agency located in the Santa Clarita Valley. SCV Water provides water service to approximately 74,000 business and residential customers. It was formed on January 1, 2018, when local water suppliers combined into one integrated, regional water provider.

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: yourscvwater.com/planning

Contact Information:

Kathie Martin, *Communications Manager*
SCV Water Agency | wscp@scvwa.org

26521 Summit Circle, Santa Clarita, CA 91350-3049

(661) 297-1600 | yourSCVwater.com

NEWS RELEASE
DATE: January 21, 2021
FOR IMMEDIATE RELEASE

SCV Water Invites Public Input on Water Shortage Contingency Plan

Virtual Workshop to be Held January 28

Join the Santa Clarita Valley Water Agency (SCV Water) on Thursday, January 28, 6:30–8:00 p.m., to learn about and provide input on our Water Shortage Contingency Plan (WSCP). This plan, along with the Urban Water Management Plan, direct suppliers' long-term resource planning to ensure that adequate water supplies are available to meet existing and future needs.

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

The online public workshop will address key requirements of the WSCP including:

- Assessing the reliability of water supplies;
- Developing annual assessment procedures and monitoring and reporting systems;
- Creating shortage response actions;
- Establishing communications protocols;
- Building a compliance and enforcement program; and
- Evaluating financial, material, and resource impacts.

Attendees will have an opportunity to ask questions and provide input.

The public can learn more about the WSCP and SCV Water's planning efforts at the newly launched dashboard: yourSCVwater.com/planning.

###

About SCV Water:
The Santa Clarita Valley Water Agency (SCV Water) is a full-service regional water agency located in the Santa Clarita Valley. SCV Water provides water service to approximately 74,000 business and residential customers. It was formed on January 1, 2018, when local water suppliers combined into one integrated, regional water provider. More information can be found at www.yourSCVwater.com

For more information, please contact:

Kathie Martin
Communications Manager
SCV Water
kmartin@scvwa.org

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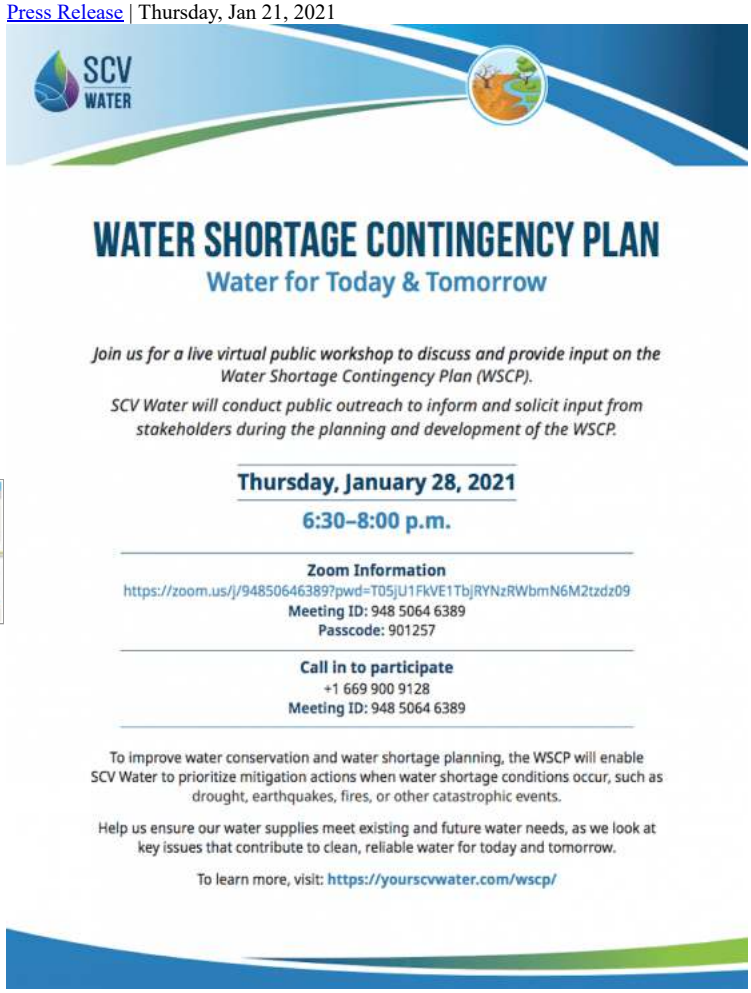
Today in S.C.V. History

February 8
1990 - Rock 'n' Roller Del Shannon, whose hit "Runaway" topped the charts in April 1961, found dead at home in Sand Canyon [story]

SCV Water Encouraging Public to Provide Input on Contingency Plan

Press Release | Thursday, Jan 21, 2021



Join the Santa Clarita Valley Water Agency (SCV Water) on Thursday, Jan. 28, from 6:30 p.m. – 8:00 p.m., to learn about and provide input on its Water Shortage Contingency Plan (WSCP). This plan, along with the Urban Water Management Plan, direct suppliers' long-term resource planning to ensure that adequate water supplies are available to meet existing and future needs.

To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

The online public workshop will address key requirements of the WSCP including:

– Assessing the reliability of water supplies;

– Developing annual assessment procedures and monitoring and reporting systems;

– Creating shortage response actions;

– Establishing communications protocols;

– Building a compliance and enforcement program; and

– Evaluating financial, material, and resource impacts.

Attendees will have an opportunity to ask questions and provide input.

The public can learn more about the WSCP and SCV Water's planning efforts at the newly launched dashboard: **yourSCVwater.co/...ni**

For more information on the Water Shortage Contingency Plan, click [**here**].

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regional water provider. More information can be found at **www.yourSCVwater.com**.

For more information, contact Kathie Martin, SCV Water communications manager, at **kmartin@scvwa.org**.

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Tuesday, Nov 17, 2020

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Thursday, Jan 28, 2021

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SCVNews.com | SCV Water Encouraging Public to Provide Input on Contingency Plan

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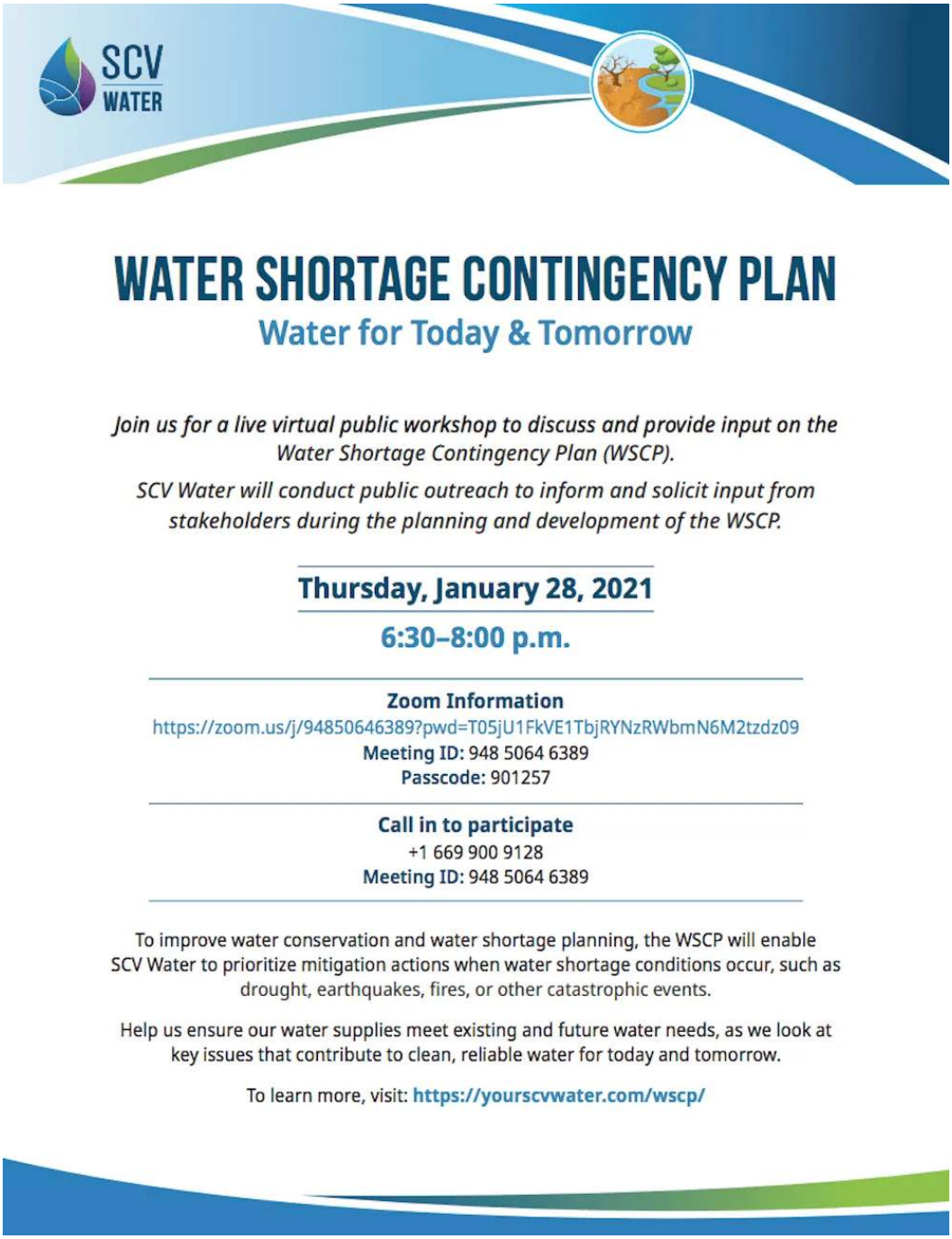


Join the Santa Clarita Valley Water Authority (SCV Water) from 6:30 pm to 8:00 pm on Thursday, January 28, to learn about and provide information about the Water Scarcity Emergency Response Plan (WSCP). This plan, along with the urban water management plan, directs the supplier's long-term resource planning to ensure that sufficient water supplies are available to meet existing and future needs.

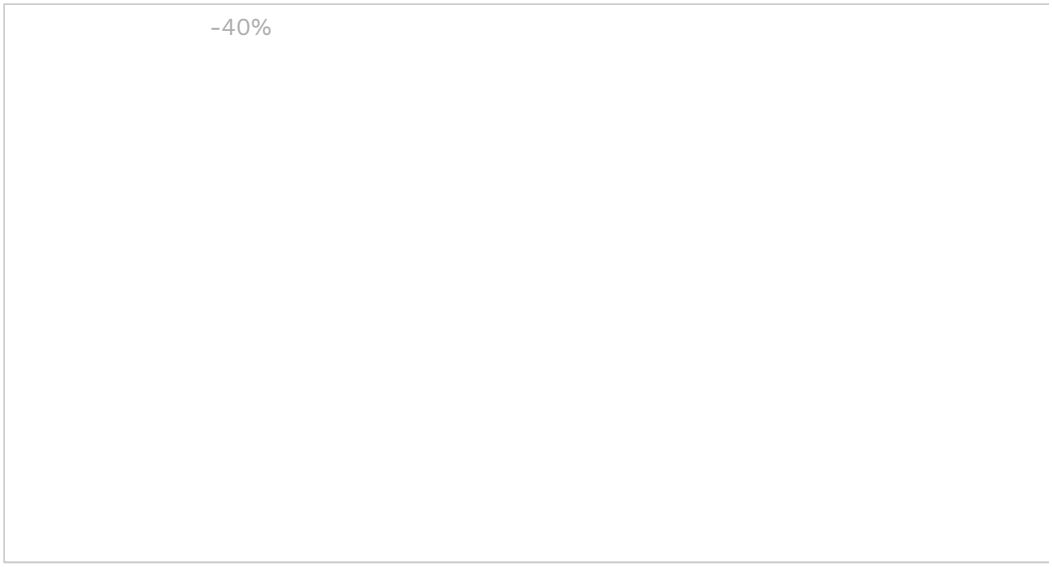
To improve water-saving and water-scarcity plans, WSCP enables SCV Water to prioritize mitigation measures in the event of a water-scarcity situation such as a drought, earthquake, fire, or other catastrophic event.

The online public workshop addresses key WSCP requirements, including:

– Evaluate the reliability of water supply.

– Development of annual evaluation procedures and monitoring and reporting systems.

– Create shortage action.



– Establishment of communication protocol.

– Build compliance and enforcement programs.And

– Assess the impact on finance, materials, and resources.

Participants have the opportunity to ask questions and give their opinions.

The public can learn more about WSCP and SCV Water's planning efforts on the newly launched dashboard. **yourSCVwater.com/planning**..

Click for more information on water scarcity emergency response plans. [**here**]..

###

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Contact Katie Martin, SCV Water Communications Manager for more information. **kmartin@scvwa.org**..

SCVNews.com | SCV Water Encouraging Public to Provide Input on Contingency Plan Source link SCVNews.com | SCV Water Encouraging Public to Provide Input on Contingency Plan

SCV Water to hold public meeting on water shortage plan

RAYCHEL STEWART(HTTPS://SIGNALSCV.COM/AUTHOR/RSTEWART/) JANUARY 22, 2021 4:29 PM

Signal file photo

The Santa Clarita Valley Water Agency will hold a public meeting via Zoom to inform residents of the Water Shortage Contingency Plan and gather community input on Jan. 28 beginning at 6:30 p.m.

The contingency plan is discussed with the public and updated every five years, according to Gary Martin, SCV Water board president. He added the plan is part of the overall water-management plan.

“The goal of the meeting is to gather input from the public in case action is needed to be taken if there is a water shortage,” Martin said. “If there’s a drought or an emergency which leads to a water shortage, we might have to take action to reserve water and that action could impact the community.”

After public input is gathered, a secondary public hearing is scheduled which outlines the plan to community members and is then put up for adoption by the board.

“The draft plan will be available for review and comment in March,” Matt Dickens, sustainability manager for SCV Water, wrote in an email. “When those comments are incorporated, a final report will be issued in April and a public hearing held for adoption. Public input is welcome at any step in the process. Additionally, the plan may be updated in the future and the agency would seek public input throughout that process, as well.”

The workshop will address requirements from the contingency plan, which include assessing the reliability of water supplies, developing annual assessment procedures and monitoring reporting systems, creating shortage response actions, establishing communications protocols, building a compliance and enforcement program and evaluating financial, material and resource impacts.

“We’re here to serve the community,” Martin said. “Whatever actions are taken will directly impact the community so not only is it important for them to know how they could be impacted, it’s important to hear how the community would feel if they’re impacted.”

The contingency plan fulfills a requirement set by the California Department of Water Resources.The state requires local agencies to have a plan set, and updated every five years, to ensure adequate water supplies are available.

“We can’t wait until we are in a critical water shortage situation to decide what to do,” Dickens said. “This plan will thoroughly evaluate all options and allow us to act quickly when the time comes.”

The Zoom meeting will be held Jan. 28 from 6:30 to 8 p.m. Community members are welcome to join at https://bit.ly/3o9qRJc (https://bit.ly/3o9qRJc) with the Zoom Meeting ID 948 5064 6389 and passcode 901257.

(https://signalscv.com/2021/02/city-council-to-discuss-proposed-l-a-county-congestion-pricing-study/)

City Council to discuss proposed L.A. County congestion pricing study (https://signalscv.com/2021/02/city-council-to-discuss-proposed-l-a-county-congestion-pricing-study/)

FEBRUARY 8, 2021

(https://signalscv.com/2021/02/covid-19-a-local-graphic-snapshot/)

COVID-19 graphic snapshot: Monday update (https://signalscv.com/2021/02/covid-19-a-local-graphic-snapshot/)

FEBRUARY 8, 2021

SCV Water Agency Urges Public Input On Water Shortage Contingency Plan

Posted by: Linsey Towles in Community News, Santa Clarita Latest News January 22, 2021 - 11:00 am 3 Comments 282 Views

The Santa Clarita Valley Water Agency (SCV Water) is expected to hold a virtual workshop on Thursda the public to learn about and provide input on their Water Shortage Contingency Plan (WSCP).

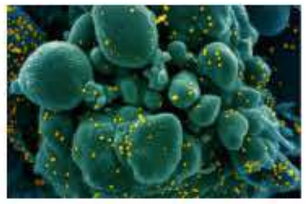
SCV Water invites the public to take part in the virtual workshop on Thursday, Jan. 28, from 6:30 to 8 p.m. to discuss the WSCP that, along with the Urban Water Management Plan, directs long term resource planning to ensure that adequate water supplies are available.

In an effort to improve water conservation and water shortage planning, the WSCP is expected to enable SCV Water to prioritize mitigation actions when water shortage conditions occur, s drought, earthquakes, fires, or other events.

Thursday's workshop is set to address the key points of WSCP, including assessing the reliability of water supplies, developing annual assessment procedures and monitoring and reporting creating shortage response actions, establishing communications protocols, building a compliance and enforcement program and evaluating financial, material, and resource impacts.

Attendees are also set to have an opportunity to ask questions and provide input, according to SCV Water.

To learn more about the WSCP and SCV Water, click here.



COVID-19: Public Health reports more than 300 deaths

JANUARY 27, 2021 | 2:18 PM

Wednesday afternoon update: Caltrans reopens Grapevine with escorts

JANUARY 27, 2021 | 8:41 AM

33 missing children recovered during Trafficking Awareness Month

JANUARY 26, 2021 | 8:48 PM

Deputies find robbery suspect fleeing, hiding in Newhall bushes

JANUARY 26, 2021 | 8:46 PM

State officials ask SoCal Edison about their 'mistakes,' 'operational gaps' during power shutoffs

JANUARY 26, 2021 | 8:42 PM

Northbound and Down: Truckers line Castaic roads, parking lots during Operation Snowflake

JANUARY 26, 2021 | 8:40 PM

COVID-19: The Latest Numbers

LOS ANGELES COUNTY

1,079,396 TOTAL CASES

15,303 DEATHS

SOUTHERN CALIFORNIA REGION

0.0%

Council OKs dedications in Tesoro, Newhall Pass

By Tammy Murga
Signal Staff Writer

A future open space trailhead in the Tesoro area will be named after a founding Santa Clarita city councilman, and a portion of land in Newhall after a family who has donated several acres of land to the city for open-space preservation.

The move comes after City Council members unanimously approved the naming of both properties Tuesday during their regular meeting.

In the Tesoro area, the city has been working to have annexed more than 1,700 acres from Los Angeles County, located north of Copper Hill Drive and west of San Francisquito Canyon Road. Within 800 acres of open space in that area are several miles of existing native soil multi-use trails and a trailhead, located at Copper Hill Drive and Avenida Rancho Tesoro will be named after former Councilman Dennis Koontz.

Koontz is a longtime community leader, who was elected to the first City Council in 1987 and credited with being a part of the annexation efforts.

In learning about the council's approval, Koontz thanked the council.

"I appreciate that you're willing to put me up front, and thank me for what I've done, but I had a lot of help, and that means all the staff that helped us do our job," he said.

Located adjacent to the city-owned Newhall Pass Open Space area is 350 acres of real property the City Council also approved naming as the "Gates Family Wildlife Preserve," following a request from Mark T. Gates Jr. on behalf of the Gates family.

The property under consideration was transferred to the city from the Gates family through dedications and donations as part of the Gates-King Industrial Park project, now known as the Needham Ranch development in Newhall. A portion of Needham Ranch was not developed to allow for the preservation of open space and trail connectivity to the Newhall Pass Open Space, according to city officials.

"The Gates family's been here forever, and they have donated land that could have been developed," said Mayor Pro Tem Laurene Weste. "That property is extremely rare, it's beautiful, it's going to add a lot to our open space and I think the family should be honored and it is most appropriate. This is a legacy for all of our children."

Crash sends 1 to hospital

By Caleb Lunetta
Signal Staff Writer

One person was sent to the hospital following a two-vehicle crash less than a block from Henry Mayo Newhall Hospital.

The call was first reported to the Los Angele County Fire Department at 9:35 a.m., near the corner of Alegro Drive and McBean Parkway.

"There were two vehicles involved," said Marvin Lim, a spokesman for the Fire Department. "Only one patient was transported to the hospital."

On the scene firefighters worked clearly to clear the wreckage of a dark-colored Porsche and silver four-door vehicle.

No information as to the status of the patient that was transported was available as of the publication of this article.

Dan Watson/The Signal

SCV Sheriff's Station deputies and Los Angeles County Fire Department personnel respond to a two-vehicle crash on McBean Parkway and Alegro Drive in Santa Clarita on Friday morning.

Biweekly yard waste pickup to continue

By Tammy Murga
Signal Staff Writer

Waste Management has extended its temporary residential green waste pickup biweekly schedule for Santa Clarita customers through late January due to COVID-19 challenges, city officials announced Friday.

Only residential green waste carts, or yard waste, will be serviced once every two weeks on their regular service day, while trash and recycling pickup schedules will remain the same.

Regular service is anticipated to resume the week of Jan. 25. The schedule change is due to staffing issues related to COVID-19, the city announced in a news release.

"However, additional drivers have been hired and are currently in training to allow for a return to normal levels of service," read the news release.

City officials said Waste Management will notify customers the day before service changes using a combination of automated phone calls, emails and text messages based on customers' notification preferences.

Customers are encouraged to provide the company with updated contact information via home.wm.com/santa-clarita.

Some customers have previously expressed concern over no price breaks despite schedule changes. Waste Management officials have said biweekly pickups were not a reduction in services, because the company is "collecting the same amount of green waste material on a deferred schedule," according to Josh Mann, a Waste Management representative, in a previous interview.

Customers are currently sorted into "Week A" and "Week B" areas. Residents are encouraged to visit SantaClaritaEmergency.com to view their service area and schedule based on the location of their residence. For questions regarding the temporary schedule change, contact Waste Management at (661) 259-2398 or email environment@santa-clarita.com. Additional service updates can be found on the city's social media @GreenSantaClarita.

SCV deputies find gift cards during narcotics arrest

By Caleb Lunetta
Signal Staff Writer

Santa Clarita Valley Sheriff's Station deputies reportedly found more than 200 gift cards, counterfeit currency and narcotics during a traffic stop Wednesday night in Newhall.

The traffic stop occurred at 7:42 p.m. on the 25000 block of Newhall Avenue after deputies spotted a vehicle with several vehicle code violations, according to Deputy Natalie Arriaga, a spokeswoman for the Santa Clarita Valley Sheriff's Station.

After speaking with the man at the wheel, deputies discovered that not only he and his other male passenger had outstanding warrants, but that they were also in possession of narcotics and narcotic paraphernalia, Arriaga said.

The third passenger in the vehicle, a woman, was allegedly in possession of narcotics, as well as counterfeit currency, she said.

Upon searching the vehicle, deputies also reportedly found 221 gift cards from a number of retail locations, including Lowe's, Best Buy, Target, Nordstrom Rack, and more, Arriaga added.

All three suspects were then transported and booked at the SCV Sheriff's Station. One man was booked for an alleged attempt of bringing drugs onto a jail property, the other man was booked on possession of drug paraphernalia, and the woman was booked on charges of alleged possession of a controlled substance and possession of counterfeit currency.

According to Arriaga, detectives are now working to discover where the gift cards came from, and if further charges will be levied against the suspects in connection to those.

Data from the Los Angeles County Sheriff's Department reports that property crimes in 2020, when comparing with Jan. 1 to Nov. 30, 2019, were down 4.59%. However, 2,350 total property crimes were reported in the first 11 months of 2020 and deputies as recently as Thursday were reminding residents to ensure their property was safe and secure at night.

Public Health: Hospitalizations decline but remain a concern

By Raychel Stewart
Signal Staff Writer

While Los Angeles County Department of Public Health officials announced a steady decline in daily COVID-19 cases and hospitalizations Friday, the virus remains widespread in the county.

The county has seen a 30% decrease in the seven-day average of daily cases and an 8% decrease in hospitalizations compared to last week, but Chief Science Officer Paul Simon said community members should continue to wear masks outdoors and refrain from leaving home unnecessarily.

"We are seeing a decline but that doesn't mean people shouldn't keep doing what we've been asking since the beginning of this surge," Simon said

The test-positivity rate has also declined in the county by 39% in the last three weeks. As of Friday, the test-positivity rate dropped to 12.7% but remains significantly high compared to the 3.8% positivity rate announced in November, before the surge began.

Simon added the death rate in the county remains high, and reported 256 new deaths Friday, while Henry Mayo Newhall Hospital reported three additional deaths in the last 24 hours.

Hilda Solis, chair of the Los Angeles County Board of Supervisors, announced Friday she's advocating for President Joe Biden to prioritize more vaccine doses for L.A. County, as Public Health reported vaccine doses are in an extreme limited supply after broadening the vaccine eligibility to include people ages 65 and older.

As of Thursday, the county administered 441,000 vaccine doses, which include 88,000 second doses for health care workers. Public Health officials said more than 4 million doses would be needed to complete both doses for health care workers and seniors 65 years and older.

Los Angeles County Public Health officials released the following updated COVID-19 statistics Friday:

- Southern California region ICU available capacity: 0%
- Countywide COVID-19 cases reported in the past 24 hours: 9,277
- Total COVID-19 cases in L.A. County: 1,054,802
- New deaths related to COVID-19 reported in the past 24 hours: 256
- Total COVID-19 deaths in L.A. County: 14,894
- Hospitalizations countywide: 7,073, 24% of whom are in the ICU
- Hospitalizations at Henry Mayo Newhall Hospital as of Jan. 22: 84, with 937 discharged since the onset of the pandemic
- COVID-19 cases reported in the Santa Clarita Valley in the past 24 hours: 195
- Total COVID-19 cases in the SCV: 22,490
- Total COVID-19 deaths in the SCV as of Jan. 22: 164, with three additional deaths reported Friday by Henry Mayo.

The number of SCV cases, including all area health care providers' daily figures and those at Pitchess Detention Center, broken down into region, are as follows:

- City of Santa Clarita: 16,359
- Unincorporated — Acton: 373
- Unincorporated — Agua Dulce: 195
- Unincorporated — Bouquet Canyon: 38
- Unincorporated — Canyon Country: 660
- Unincorporated — Castaic: 3,321 (majority of Castaic cases come from Pitchess Detention Center; exact number unavailable)
- Unincorporated — Lake Hughes: 35
- Unincorporated — Newhall: 59
- Unincorporated — Placerita Canyon: 0
- Unincorporated — San Francisquito Canyon/Bouquet Canyon: 13
- Unincorporated — Sand Canyon: 13
- Unincorporated — Saugus: 111
- Unincorporated — Saugus/Canyon Country: 26
- Unincorporated — Stevenson Ranch: 887
- Unincorporated — Val Verde: 252
- Unincorporated — Valencia: 148

More online:
- To read The Signal's weekly news roundup in Spanish, visit bit.ly/SignalSCV-Spanish-19

Biweekly green waste pickup schedule extended

By Signal Staff

Waste Management has extended its temporary residential green waste pickup schedule for its Santa Clarita customers for another week, city officials announced Friday.

The service, which typically occurs every week, is expected to continue on its biweekly schedule for yard waste through Jan. 29 and resume "to normal levels of service" starting Feb. 1, according to a city news release.

The extension comes after city officials announced on Jan. 15 that Waste Management had extended the biweekly schedule and anticipated to resume weekly services the week of Jan. 25.

"This temporary change in collection service is due to COVID-19 staffing impacts. The biweekly schedule was put into place to ensure that our teams prioritize necessary waste and recycling collection. We expect to resume weekly green waste service beginning Monday, Feb. 1," said Waste Management spokeswoman Mary Hartley.

Drivers have been hired and are being trained for the return to the weekly schedule, according to city officials.

Customers are sorted into "Week A" and "Week B" areas. Residents are encouraged to visit SantaClaritaEmergency.com to view their service area and schedule based on the location of their residence. For questions regarding the temporary schedule change, contact Waste Management at 661-259-2398 or email environment@santa-clarita.com. Additional service updates can be found on the city's social media @GreenSantaClarita.

CHALLENGES

Continued from A1

leaves some kids behind.

"A lot of the math they do in fourth grade would normally be hands-on, object-based math," said Garel, speaking about her fourth-grade daughter's curriculum. "We're trying to explain fractions to her online over a computer; it's just not landing."

"We're interviewing private schools right now," she added. "She's taken assessments at a private school, and her scores were beyond failing, beyond where she should be. We're super concerned and we're thinking about changing things up."

Administrators

A number of the SCV's superintendents discussed this week how their staff and students had to adapt to the power shutoffs, from becoming more flexible with due dates to sending messaging to parents about how to complete assignments without power to even using backup generators at school sites to ensure power for their in-person cohorts.

Saugus Union School District Superintendent Colleen Hawkins said Thursday that three of her school sites went without power for a time: Rio Vista, Cedar Creek and Highlands. She said, as an example of how the outages affected her staff, that the Highlands special day classes were in the dark before a generator was turned on, showing how teachers also had to go the extra mile in the classroom.

"(The special day class teachers) taught on campus on Tuesday, and they had to use their generator effectively," said Hawkins. "Of course, it doesn't meet all the needs you have for electronics, but they did that because they lost power at a time where the kids were already coming to school and it was too late to reverse course."

Hawkins said during normal times, without a global pandemic, the school could function without power. But because the surrounding neighborhoods were without electricity, it made working with a digital platform more difficult.

Catherine Kawaguchi, superintendent for the Sulphur Springs Union School District, which is no stranger to the PSPS process nor having school interrupted due to fire danger, said the district was prepared in the event of a shutoff.

"What we've done is that we already have a lot of the materials at home," said Kawaguchi. "So we make sure in advance that the units, and the materials, are actually sent home. So they didn't have to download, they have the actual hard materials at home."

Superintendent Steve Doyle for the Castaic Union School District said that while district families were affected by the outages, there was an overall "minimal impact to our community.

"We have had a handful of parents contact their school about power outages or spotty internet," said Doyle. "We did have students affected on Tuesday due to the winds on Templin Highway."

National Weather Service officials called the weather event that occurred this week a "rare phenomena," saying that winds upwards of 80 mph occur every five-10 years in the area. However, moving forward, in the event of future wind events and power shutoffs, educators and families have asked for improvements.

CHP arrests two following I-5 pursuit, containment

By Caleb Lunetta
Signal Staff Writer

Officers with the California Highway Patrol Newhall office participated in a high-speed pursuit that ended with the suspects' vehicle losing control, crashing and its occupants being apprehended.

The call came in shortly after 2:30 p.m. Friday, when CHP attempted to stop an allegedly stolen 1999 Silver Honda Civic.

"The Honda failed to yield, which caused the pursuit," said Officer Josh Greengard, a spokesman for the California Highway Patrol Newhall office. "The pursuit came over the Grapevine on (the) southbound side of Interstate 5."

Officials involved in the pursuit reported that the suspects' vehicle was traveling at triple-digit speeds, reaching 110 mph at times, Greengard said.

"The pursuit transitioned to the eastbound side of State Route 138 from the I-5," said Greengard. "The driver of the stolen vehicle lost control and crashed. Both occupants in the vehicle took to foot."

Shortly after a containment area was established around the crash site, both suspects were apprehended, Greengard said.

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January 22 at 9:00 AM ·

#SCVWater invites you to the first Water Shortage Contingency Planning (WSCP) Workshop on January 28 from 6:30 - 8:00 p.m.! To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

For more information on how to join, visit: http://ow.ly/7dCX50D9YCm

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Exemplary water management for a high quality of life in the Santa Clarita Valley.

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For more information on how to join, visit: http://ow.ly/Cuia50Dg0Tn

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For more information: ow.ly/7dCX50D9YCm

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For more information on how to join, click the link in our bio!

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scvwater Join us TODAY! #SCVWater invites you to the first Water Shortage Contingency Planning (WSCP) Workshop from 6:30 - 8:00 p.m.! To improve water conservation and water shortage planning, the WSCP will enable SCV Water to prioritize mitigation actions when water shortage conditions occur, such as drought, earthquakes, fires, or other catastrophic events.

For more information on how to join, visit the link in our bio!

1w

11 likes

JANUARY 28

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February 2021

IN THIS ISSUE

2020 State of the Agency

In 2020, SCV Water rose to the challenge to navigate uncharted waters. We adapted, assessed, and adjusted our operations to ensure a reliable water supply in the midst of the COVID-19 pandemic. We continued to address and remove per- and polyfluoroalkyl substances (PFAS) from our groundwater supplies. And we focused on watershed-wide efforts which include more than a half-dozen

long-term planning and outreach efforts to preserve and protect the Upper Santa Clara Valley watershed.

Check out our 2020 State of the Agency Infographic

Looking Ahead, Opportunities to Make Your Voice Heard

Update on Regional Water Supply Planning Efforts

SCV Water is in the midst of several planning efforts and have created multiple ways for our customers to stay informed and participate in the process. If you haven't already checked out the user-friendly dashboard, visit **yourscvwater.com/planning**. It's a one-stop-shop where you'll find information about upcoming events, fact sheets and links to each project. Each project page also features videos of previous public workshops including our first Water Shortage Contingency Plan workshop on **January 28**. You can watch the video **here** and give us your input via this **online form**.

The second public workshop on our **Urban Water Management Update** is right around the corner. Mark your calendars for **Wednesday, February 17 from 6:30–8:00 p.m.** and join the virtual meeting **here.** If you missed the previous meeting, you can watch a recording, review the presentation and a summary **here.**

We also invite you to attend our next **Groundwater Sustainability Workshop** on **Wednesday, March 10, from 4–6 p.m**.

Check out our **online dashboard** for the latest information on our planning efforts!

Public Comment Period Open to Address the Removal of Hazardous Materials from the Saugus Aquifer

SCV Water's top priority is keeping our water safe by addressing public health and environmental effects of hazardous substances that have been identified in the Saugus Aquifer. Treatment to remove perchlorate and volatile organic compounds will allow us to return several wells to service. Join us on **February 11 from 4 - 6 p.m.** for a public meeting on Planning for Removal of Hazardous Substances from the Saugus Aquifer. **Visit.**

As part of this effort, SCV Water is seeking input on the removal of these substances during a 30-day public comment period from Jan. 26 to Feb. 24, 2021.

The public is invited to review and comment on:

- Engineering Evaluation/Cost Analysis
- Community Involvement Plan

A virtual meeting will be held on **February 11, at 4:00 p.m.**

Learn more about this project, and how you can participate in the process.

Water Talks Survey
Deadline Extended through 3/31/21

WaterTalks is public program designed to involve and engage communities to help shape and inform California's future water-planning funding decisions.

Share your needs. Share your thoughts. Take the WaterTalks Survey!

Survey participants have a chance to win $100! By taking this survey you will help inform the future water-related funding decisions in our community! Time is running out! The survey will close on March 31, 2021!

Learn more about the program and the survey

Water Talks Survey

Earn $20 with our WaterSmart Workshop

Here's an opportunity to save water and money - all from the safety of your own home! There's no better time to take advantage of our innovative **WaterSMART Workshop**. You could invite your kids to learn alongside you.

You'll receive a $20 credit on your account when you complete it.

Meet Wendy Waters, your virtual workshop instructor (#SocialDistancing!). She will teach you how to:

- Read and analyze your water bill

- Identify and fix leaks
- Save water both indoors and outside
- Become more efficient with your overall water use

Visit **WaterSmartWorkshop.com** to get started!

Customers will receive a $20 credit for completing the workshop! *(Processing time may be delayed while stay-at-home orders are in place.)*

What We're Talking About on Social Media

Water conservation can be done inside and outside the home. Using a broom to clean sidewalks, patios, and driveways can save gallons of water!

More water conservation tips.

To join our conversation on social media, click on an icon below. Be sure to "like" or "follow us" so we can keep the conversation going!

Resources & Useful Links

- **SCV's Hottest Plant Guide**
- **Steps to Lawn Replacement**
- **Landscape Inspiration and Information**
- **COVID-19 Update**
- **Agency Calendar**
- **Garden Class Schedule and Sign Ups**
- **School Education Programs**
- **Kid's Corner**

Visit us at yourSCVwater.com

SCV WATER

27234 Bouquet Canyon Rd
Santa Clarita, CA 91350
yourSCVwater.com
(661) 297-1600

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Santa Clarita Valley Water Agency
Water Resources & Watershed Committee and Board Calendar

ITEM NO. 6

FY 2020/21

	Item	Jul 7 Board	Jul 8 Comm	Jul 21 Board	Aug 4 Board	Aug 12 Comm	Aug 18 Board	Sep 1 Board	Sep 9 Comm	Sep 15 Board	Oct 6 Board	Oct 14 Comm	Nov 4 Board Rescheduled	Nov 12 Comm *Rescheduled*	Nov 17 Board	Dec 1 Board	Dec 9 Comm	Jan 5 Board	Jan 13 Comm	Jan 19 Board	Feb 10 Comm	Feb 16 Board	Mar 2 Board	Mar 10 Comm	Mar 16 Board	Apr 6 Board	Apr 14 Comm	Apr 20 Board	April 26 Board *SPECIAL*	May 4 Board	May 12 Comm	May 27 BOD *SPECIAL*	Jun 1 Board	Jun 9 Comm	June 16 Board *SPECIAL*
1	Recommend Authorizing General Manager to Execute an Amendment Extending the Term of the Recycled Water Purchase Agreement with the Santa Clarita Valley Sanitation District																							C		CNT		P							
2	Update on Conservation Activities & Performance		C						C			C		C			C		C		C			C			P				P			P	
3	Update on the 2020 UWMP													C					C		C			C			P				P			P	
4	Status of Water Supplies																										P								
5	Recommend Authorizing the General Manager to Enter into a Contract with Geosyntec Consultants to Develop an Integrated Water Resource Model																										P								
6	Water Shortage Contingency Plan and Water Conservation and Water Shortage Ordinance Update																										P								
7	Review and Discussion of FY 2021/22 and FY 2022/23 Water Resources Operating Budget and Minor and Major Capital Projects Budgets																										P								
8	Public Hearing: Water Shortage Contingency Plan																												P						
9	Approve a Resolution Adopting the Water Shortage Contingency Plan																												P						
10	Public Hearing: Consideration of Water Conservation and Water Shortage Ordinance																												P						
11	Approve an Ordinance for Water Conservation and Water Shortage																												P						
12	Water Conservatory Garden and Education Experience: Site Design Check-In																							C						P					
13	Recommend Approval of Modification to Lawn Replacement Program																														P		P		
14	Review of Energy Resiliency and Battery Storage Feasibility Assessment																														P			P	
15	Recommend Approval of a Resolution Adopting Recycled Water Rules and Regulations																														P			p	
16	Status of Devil's Den Solar Generation Facilities																														P				
17	Status of Recycled Water Program																														P				
18	Status of Sites Reservoir Project																														P				
19	Status of Upper Santa Clara River Salt and Nutrient Management Plan																														P				
20	Public Hearing: 2020 UWMP																															P			P
21	Approve a Resolution Adopting the 2020 Urban Water Management Plan																															P			
22	Recommend Authorizing the General Manager to Extend the Site Control Agreement between SCV Water and Alamo Springs, LLC through December 31, 2021	C																																	
23	Recommend Authorizing the General Manager to Exercise a 1-Year Extension of the Devil's Den Agricultural Lease Agreement with Rolling Hills Farms		C		C																														
24	Recommend Authorizing the General Manager to Issue a Work Authorization to Kennedy Jenks, Inc. for Preparation of the 2020 Urban Water Management Plan		C		C																														
25	Recommend Approving a Resolution Adopting the SCV Water Grant Policy and Procedure Manual		C				C																												

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26	Devil's Den Semi-Annual Report		C																		C														
27	Adopt a Resolution Authorizing the General Manager to Apply for Grant Funding Under the WaterSmart Drought Response Program and Execute a Grant Agreement with the Federal Bureau of Reclamation				C																														
28	Status of Sustainable Groundwater Management Act Implementation					C											C							C										
29	Update on Recycled Water Purple PREP					C																													
30	Update on Education Garden State Water Project Exhibit					C																													
31	Recommend Approval of a Resolution Authorizing the General Manager to Amend the GSI Water Solutions, Inc. Contract for Field Investigation of Potential Recharge Sites								C		C																								
32	Status of Water Supply and Water Banking Programs								C																										
33	Update on State Water Project Matters								C																										
34	Recommend Approval of a Resolution Authorizing the General Manager to Execute Amendment No. 6 to the Agreement for the Supply and Conveyance of Water by the Department of Water Resources of the State of California to the Participating State Water Project Contractors Under the Dry Year Water Purchase Program								C	C																									
35	Recommend Approval of a Resolution Authorizing the General Manager to Amend the GSI Water Solutions, Inc. Contract for Development of a Groundwater Sustainability Plan on Behalf of the Santa Clarita Valley Groundwater Sustainability Agency (SCV-GSA)											C	C																						
36	Recommend Approval of Resolution Adopting CEQA Findings for State Water Project Water Management Tools and Authorizing the General Manager to Execute a Contract Amendment for the State Water Project Water Management Tools											C			C																				
37	Recommend Adopting a Resolution Authorizing General Manager to Enter into a Cost Sharing Agreement for Planning Activities for a Delta Conveyance Facility and Authorize SCV Water's Membership in the Delta Conveyance Design and Construction Authority											C			C																				
38	Status of Watershed Recharge Feasibility Study													C							C														
39	Status of Water Supplies																C		C	CNT	C				C										
40	Status of Water Shortage Contingency Plan																C				C														
41	Recommend Authorizing the General Manager to Implement the Purple PREP Pilot for Recycled Water Onsite Conversion Support																C						C												
42	Status of Integrated Regional Water Management Plan Update																C																		
43	CLOSED SESSION: Real Property Negotiations																		C																
44	Water Resiliency Initiative Planning																				C			C											
45	Recommend Authorizing the General Manager to Execute an Construction Contract for Bridgeport Pocket Park - TBD																																		
46	Review of Water Management Options to Enhance Reliability			C																															

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47	Recommend Authorizing the General Manager to Execute an Amendment to the Reservoir Agreement for Sites Reservoir to Fund Necessary Planning Costs			C																														

P = Planned
C = Completed
CNL = Cancelled
CNT = Continued Item