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NOLAND, HAMERLY, ETIENNE & HOSS  
ATTORNEYS AT LAW  
SUNNYVALE, CALIFORNIA

BEFORE THE STATE WATER  
RESOURCES CONTROL BOARD

In the Matter of the State Water Resources  
Control Board (State Water Board), Order  
No. 2008-00XX-DWR: Hearing to  
Determine Whether to Adopt a Draft Cease  
and Desist Order Against California  
American Water from the Carmel River in  
Monterey County Under Order WR 95-10

Hearing Date: July 23, 2008  
Carmel River in Monterey County

**TESTIMONY OF RENE BOSKOFF**  
**General Manager**  
**Monterey Marriott Hotel**

1 My name is Rene Boskoff. I am the General Manager of the Monterey Marriott Hotel, a  
2 position I have held since 1997. I hold a degree in hotel administration from Florida International  
3 University. I have been employed by Marriott Hotels for 34 years and have held management  
4 positions in the following other Marriott hotels in California for the past 31 years:

5 Newport Beach Marriott  
6 Rancho Las Palmas Resort & Spa  
7 Los Angeles Airport Marriott  
8 Warner Center Marriott (Woodland Hills)  
9 Marriott's Santa Barbara Biltmore  
10 San Ramon Marriott  
11 San Francisco Marriott  
12 San Francisco Airport Marriott

13 In these management positions I have personally supervised a variety of visitor serving  
14 facilities, including residential facilities, meeting facilities and food and beverage facilities. I also  
15 have worked actively with managers of other visitor serving facilities, including the members of  
16 the Monterey County Hospitality Association. I have served on the Boards of Directors of the  
17 California Hotel & Lodging Association, the Monterey County Hospitality Association and the  
18 Monterey County Convention and Visitors Bureau. I have been closely and actively involved  
19 with the activities of the hospitality industry on the Monterey Peninsula in working with the  
20 Monterey Peninsula Water Management District ("District") and California American Water  
21 Company ("Cal Am") to regulate water use and conserve water.

22 I have personal knowledge of the water use practices and water needs for the Monterey  
23 Marriott Hotel, a full-service hotel with a contract to serve the Monterey Convention Center, and  
24 am familiar with the water use practices and needs of similar facilities on the Monterey Peninsula  
25 within the area served by Cal Am.

26 The Monterey Marriott Hotel and the hospitality industry on the Monterey Peninsula  
27 worked aggressively to conserve water beginning in about 1987. We have adopted the following  
28 conservation measures at the Monterey Marriott Hotel:

- 1) installed low flow toilets in all guest rooms
- 2) discontinued in-house laundry.
- 3) only replace bed sheets and bathroom linens in check-out rooms and in occupied rooms only upon request.

- 1 4) serve water to hotel guests only upon request
- 2 5) installed low flow shower heads in all rooms
- 3 6) encourage guest to use water only when needed and advise them it is a valuable
- 4 resource in this market.

5 Similar measures have been taken by other visitor serving facilities on the Monterey  
6 Peninsula. We have adopted all practical water conservation measures. Some additional  
7 conservation may be feasible through replacing toilets, but that will be prohibitively expensive  
8 under present economic conditions.

9 If the State were to mandate reduced water use for the Monterey Marriott Hotel, that could  
10 only be accomplished by closing rooms. A calculation of some impacts of such action follows:  
11 To accomplish a 10% savings in water use there would be 10% less room revenue, which  
12 translates into close to \$2 million for my hotel. That means \$200,000 less in Transient  
13 Occupancy Tax for the City of Monterey from my hotel alone. That also means \$32,000 less for  
14 Monterey's Neighborhood Improvement Program, which receives 16% of TOT collected. If the  
15 City of Monterey has, say, \$15 million in TOT collections annually, this would translate into an  
16 annual loss to Monterey of \$1.5 million and an annual loss of \$240,000 to Monterey's  
17 Neighborhood Improvement Program. If the mandated water use reduction is 20%, double these  
18 impacts. It is likely that this analysis oversimplifies impacts because closing 10% of rooms  
19 during the parts of the year those rooms would not be used will not accomplish the mandated  
20 water use reductions; only closing rooms during periods of normal room use, therefore water use,  
21 would accomplish the reductions.

22 At some point in mandated water use reductions, my hotel, and I'm sure others, would  
23 cease to be viable businesses. The impacts would be compounded by losses of jobs, losses of  
24 family incomes, and for the City of Monterey losses of substantial sales tax revenues.

25 The drastic impacts of deep cuts in water use would last a longer time than just the  
26 reductions per se. Leisure travelers have many choices and the Monterey area has been losing  
27 market share slowly but surely for years - that's arguably the biggest struggle the area has;  
28 occupancy is around 63% lately - we have Smith Travel Research data on this - and that's been

1 pretty constant for several years. The area compensates for lack of leisure visitors by booking  
2 group business and that's been very slow lately. Group business takes years to develop - the lead  
3 time on group bookings is two years or more in most cases.

4 Devastating cuts in water availability will crush group business and the harm will last long  
5 after a new water supply is found and in the meantime our group business infrastructure continues  
6 to age and become less competitive.

7 I and others in the Hospitality industry on the Monterey Peninsula will continue working  
8 to conserve water. Water, after all, is the lifeblood of our industry. I strongly support the efforts  
9 by Cal Am, the District, and the California Public Utilities Commission to work with businesses  
10 and local jurisdictions on alternative water supplies. In my opinion, mandated reductions in water  
11 use at this time will be economically counterproductive to the development of alternative water  
12 supplies to supplement the supply from the Carmel River.

13 I declare under penalty of perjury under the laws of the State of California that the  
14 foregoing is true and correct.

15 Date: July 9, 2008



16 Rene Boskoff