

Electronic Annual Report (eAR)
2023 Reporting Year (2023RY)
Blank Template

California Division of Drinking Water
State Water Resource Control Board
Section 116530 Health & Safety Code
For the year ending 12/31/2023

eAR 2023RY Outline

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Survey Header

To view last year's report, click [here](#).

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California State Water Resource Control Board
2023 electronic Annual Report (eAR) to the Division of Drinking Water
for the year ending December 31, 2023
[Section 116530 Health & Safety Code]

Section 1: Introduction

A. Water System Information

A. WATER SYSTEM INFORMATION	
Water System Number:	<input type="text"/>
Water System Name:	<input type="text"/>
Water System Classification:	<input type="text"/>
Related Regulating Agency:	<input type="text"/>
Water System Ownership:	<input type="text" value="--Pick one--"/>
If the address recorded is a PO Box or similar, please update to a physical address that would most accurately describe the location of the water system.	
Physical location:	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
City	<input type="text"/>
Zip Code	<input type="text"/>
General Office Phone: (with area code)	<input type="text"/>
Web site address:	<input type="text"/>

Answer fields shaded yellow are Mandatory Questions and must be answered to complete this report. Based on previous answers, some answer fields are shaded salmon indicating Conditionally Mandatory Questions. Any missed responses to Mandatory and Conditionally Mandatory questions will be shown in the [Finalize Section](#).

B. Certification for Reduction of Annual Fees

B. CERTIFICATION FOR REDUCTION OF ANNUAL FEES
To continue receiving a reduced annual fee you must read and check the box below:
<input type="checkbox"/> By checking this box, you are a community water system who is serving a disadvantaged community (DAC) as defined in Title 22, Division 4, Chapter 14.5, section 64300 of the California Code of Regulations <u>and</u> have submitted documentation to the State Water Resource Control Board certifying that you are serving a DAC.
<i>I certify under penalty of perjury under the laws of the State of California as a duly authorized representative of the public water system for which this document is being submitted that the foregoing is true and correct: the public water system for which this report is being submitted served a disadvantaged community (as defined in Title 22, Division 4, Chapter 14.5, section 64300 of the California Code of Regulations) for the year in which this report is applicable, and, if requested to do so by the State Board, will provide documentation to the State Board upon request, which may include an income survey, that the public water system served a disadvantaged community during the time period for which this report applies.</i>
If you have questions about the DAC fee reduction, please contact our Customer Support team at DDW-EAR@waterboards.ca.gov . You are required to complete a DAC Certification Form and upload the form below. Once you have completed the form found in the above link, save it to your desktop, and use the upload feature below beginning with "Choose Files."
<input type="checkbox"/> Check this box if you are requesting a Disadvantaged Community (DAC) fee annual reduction. You must complete a DAC Certification Form and upload the form below. Once you have completed the form found in the link, save it to your desktop, and use the upload feature below beginning with "Choose Files."
<i>Before receiving a fee reduction, State Water Resources Control Board must conduct review.</i>
<input type="button" value="Choose File"/> No file selected
<input type="button" value="Upload"/>
If you have questions about completing DAC Certification Form or about the DAC fee reduction, please contact our Customer Support team at DDW-EAR@waterboards.ca.gov . 0%

C. Report Started By

REPORT STARTED BY
Name: <input type="text" value="Wendy Killou"/>
Title: <input type="text" value="Senior Environmental Scie"/>
Work phone: <input type="text" value="916-449-5158"/>
Cell phone: <input type="text"/>
Email address: <input type="text" value="wendy.killou@waterboard"/>
Please be aware that all comment boxes throughout this electronic annual report will be made publicly available WITH THE EXCEPTION of the comment box below. Only Waterboard staff and other people with your water system's login credentials will have access to this comment box. You are encouraged to provide any comments that you believe may help improve this annual report process.
PRIVATE COMMENTS: <input type="text"/>

Section 2: Contacts

2. Public Water System Contacts

IMPORTANT: Each water system **must have one and only one Administrative Contact AND one and only one Financial Contact.** The same person may be both the Administrative and Financial Contacts.

The Division of Drinking Water will send important information to the Administrative Contact email address. The Administrative Contact's address, business phone number, and email will be publicly accessible at: <https://sdwis.waterboards.ca.gov/PDWW/>

EXISTING CONTACTS: To edit a contact, select the "Edit Contact" checkbox, this will allow for editing all fields except the contact name. To indicate an individual should no longer be associated with the water system, select the "Remove Contact" checkbox.

NEW CONTACTS: To add a new contact for the water system scroll down to subsection B, "ADD NEW CONTACT HERE" header and enter the contact information for the new contact. All contacts must have a form of communication provided and at least one role type selected.

A. EXISTING CONTACTS Contact Record	Phone Type	Phone Number & Extension	Contact Type: (Modify with checkbox)	
Contact 1 First Name, Middle Initial <input type="text"/> <input type="text"/> Last Name <input type="text"/>	Business Home	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Remove Contact 1 <input type="checkbox"/> Administrative	<input type="checkbox"/> Edit Contact 1 <input type="checkbox"/> Operator
Title <input type="text"/>	Facsimile	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Financial	<input type="checkbox"/> Emergency
Address 1 <input type="text"/> Address 2 <input type="text"/>	Mobile	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Designated Operator In Charge	<input type="checkbox"/> Sampler / Water Quality
City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Emergency	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Contract Operator	<input type="checkbox"/> Legal
Email 1 <input type="text"/>			<input type="checkbox"/> Owner	<input type="checkbox"/> Funding
Email 2 <input type="text"/>			<input type="checkbox"/> Carbon Copy	

Note: These are prefilled values from Safe Drinking Water Information System (SDWIS) database. The survey populates up to *eight* contact fields and their relevant information on record, although a water system may have more than eight contacts on file.

Public Information: the contact with "Administrator" role type will post the phone and email available publicly at <https://sdwis.waterboards.ca.gov/PDWW/>

Contact 8 First Name, Middle Initial <input type="text"/> <input type="text"/> Last Name <input type="text"/>	Business Home	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Remove Contact 8 <input type="checkbox"/> Administrative	<input type="checkbox"/> Edit Contact 8 <input type="checkbox"/> Operator
Title <input type="text"/>	Facsimile	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Financial	<input type="checkbox"/> Emergency
Address 1 <input type="text"/> Address 2 <input type="text"/>	Mobile	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Designated Operator In Charge	<input type="checkbox"/> Sampler / Water Quality
City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Emergency	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Contract Operator	<input type="checkbox"/> Legal
Email 1 <input type="text"/>			<input type="checkbox"/> Owner	<input type="checkbox"/> Funding
Email 2 <input type="text"/>			<input type="checkbox"/> Carbon Copy	

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ADD NEW CONTACTS HERE				
B. NEW CONTACT Contact Record	Phone Type	Phone Number & Extension	Contact Type (Pick all that apply)	
New 1 First Name, Middle Initial <input type="text"/> Last Name <input type="text"/>	Business	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Administrative	<input type="checkbox"/> Operator
Title <input type="text"/>	Home	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Financial	<input type="checkbox"/> Emergency
Address 1 <input type="text"/> Address 2 <input type="text"/>	Facsimile Mobile	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Operator In Charge	<input type="checkbox"/> Sampler / Water Quality
City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Emergency	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Contract Operator	<input type="checkbox"/> Legal
Email 1 <input type="text"/>			<input type="checkbox"/> Owner	<input type="checkbox"/> Funding
Email 2 <input type="text"/>			<input type="checkbox"/> Carbon Copy	

Your water system may add up to *four* contacts at one time. For additional contact change requests, please work with your local Drinking Water contact.

https://www.waterboards.ca.gov/drinking_water/programs/documents/ddwem/DDWdistrictofficesmap.pdf

Add Additional Contact	(pick all that apply)			
New 4 First Name, Middle Initial <input type="text"/> Last Name <input type="text"/>	Business	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Administrative	<input type="checkbox"/> Operator
Title <input type="text"/>	Home	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Financial	<input type="checkbox"/> Emergency
Address 1 <input type="text"/> Address 2 <input type="text"/>	Facsimile Mobile	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="checkbox"/> Operator In Charge	<input type="checkbox"/> Sampler / Water Quality
City <input type="text"/> State <input type="text"/> Zip Code <input type="text"/>	Emergency	<input type="text"/> <input type="text"/>	<input type="checkbox"/> Contract Operator	<input type="checkbox"/> Legal
Email 1 <input type="text"/>			<input type="checkbox"/> Owner	<input type="checkbox"/> Funding
Email 2 <input type="text"/>			<input type="checkbox"/> Carbon Copy	

COMMENTS (Note: Comments will be made publicly available):

Section 3: Population

3. Population Served

Total Population in DDW Records: □

Population Type □ Population Count		Annual Operating Period □			
		Residential	Transient	NonTransient	Wholesale
Begin Date	MM	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
	DD				
End Date	MM				
	DD				

Note: The downloadable eAR Survey will display these grouped boxes of text in a tall line instead of side by side.

Method Used to Determine Population: □

If population is based on "Other", identify the methods or sources of how it was estimated:

List the names of communities served by the system identifying both incorporated and unincorporated areas:

COMMENTS (Note: Comments will be made publicly available): □

Section 4: Connections

4. Number of Service Connections

A. Active Service Connections:

Total Active Potable Water Connections currently in Division of Drinking Water database:

The total number of Service Connections as of December 31, 2023 must be reported as either Unmetered or Metered for each Service Connection Type as appropriate.

TYPE	Potable Water		2023 Total*	2022 Total*
	Unmetered	Metered		
<u>Single-family Residential:</u>				
single family detached dwellings	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
<u>Multi-family Residential:</u>				
Apartments, condominiums, town houses, duplexes and trailer parks	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
<u>Commercial/Institutional:</u>				
Retail establishments, office buildings, laundries, schools, prisons, hospitals, dormitories,				

nursing homes, hotels, churches, campgrounds	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
If you are a wholesaler, Enter the number of service connections, you have for downstream public water systems.				
<u>Industrial:</u>				
All manufacturing	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
<u>Landscape Irrigation:</u>				
Parks, play fields, cemeteries, median strips, golf courses	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
<u>Agricultural Irrigation:</u>				
Irrigation of commercially-grown crops	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>

Do NOT report fire sprinkler connections and fire hydrants. These connections are not counted toward "service connections" for compliance purposes.

Total Active Connections*	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
---------------------------	--------------------------------	--------------------------------	--------------------------------	----------------------

* Calculated field

B. Number of Inactive Connections (all types)

Include only service connections that have been physically disconnected (e.g. meter removed) from the water system. All other service connections should be considered as "Active."

C. Mixed Use Meters

If the connection categories below include some portion of residential connections, please check the boxes below:

- Commercial/Institutional
- Industrial
- Landscape Irrigation

D. Outdoor or Indoor meters/submeter

Does your water system keep records on outdoor irrigation meters or commercial, institutional, or industrial indoor submeters?

D.1. Number of NON-residential customers required to have dedicated outdoor irrigation meters (excluding agricultural connections)

D.2. Number of Single-Family Residential customers with dedicated outdoor irrigation meters?

D.3. Number of Multi-Family Residential customers with dedicated outdoor irrigation meters?

D.4. Number of Commercial, Institutional and Industrial customers with indoor submeters?

COMMENTS (Note: Comments will be made publicly available):

Section 5: Sources

5. Source Inventory

Section A

A1. Large Water System Source Inventory

Large Water System Sources are displayed by row to describe each water source type. The first column "Total No. Active" is prefilled from SDWIS, Division of Drinking Water database of repository. The list of sources is available through the Public Drinking Water Watch (<https://sdwis.waterboards.ca.gov/PDWW/>).

Type	Total No. Active	Total No. New/ Added in 2023	Total No. Inactivated in 2023	Total No. Destroyed in 2023
Active Groundwater Intakes (Wells)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Active Surface Water Intakes (Raw)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Active Purchased Water (GW) Connections	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Active Purchased Water (SW) Connections	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Standby Sources	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Emergency Interconnections	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Inactive Sources	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Pending Sources	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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(A) Small Water System Source Type

As a Small Water System, sources are listed in Section A tables by either groundwater or surface water. The existing inventory is prefilled for groundwater sources in table A1, and for surface water sources in table A3. You may view these sources at [Public Drinking Water Watch](#). You may suggest inventory updates for groundwater sources in table A2, and for surface water in table A4. For any source(s) not listed, please select "Email for Help on this page" at the bottom of this page to be connected with your Regulating Agency.

A1. Groundwater Source Inventory - Existing

Source ID	Source Name	Source Activity	Source Type, Availability
Nothing Reported			

A2. Groundwater Source Inventory - Updated

Add the Source listed from above and describe any changes. An example might be a change to activity or availability. Must include comment describing change listed.

Note: Please include Source ID and Source Name as displayed in table A1.

To add a new row, select the green plus sign in the upper right corner of the table. To remove a row, select the trash can at the end of a row. Save changes by selecting the green check mark at the end of the row.

Source ID	Name	Activity	Comments
Nothing Reported			

A3. Surface Water Source Inventory-Existing

Source ID	Source Name	Source Activity	Source Type, Availability
Nothing Reported			

A4. Surface Water Source Inventory - Updated

Add the Source listed from above and describe any changes. An example might be a change to activity or availability. Must include comment describing change listed.

Note: Please include Source ID and Source Name as displayed in table A3.

To add a new row, select the green plus sign in the upper right corner of the table. To remove a row, select the trash can at the end of a row. Save changes by selecting the green check mark at the end of the row.

Source ID	Name	Activity	Comments
Nothing Reported			

²Inactive sources are not approved as sources of supply and must be physically disconnected or similarly isolated.

A2. Discuss Changes To Above Sources

A5. Source Inventory Comment

Section B. Source Metering and Well Monitoring

1. Are your water sources metered? --Pick one--

2. Do you have equipment on hand to monitor groundwater levels at all your wells? --Pick one--

Check this box if you have funding available to achieve this.

3. Do you routinely monitor the *static* water levels in your wells? --Pick one--

4. Do you routinely monitor the *pumping* water levels in your wells? --Pick one--

5. Are these levels recovering, declining or steady?: --Pick one--

Section C. Standby Source Use

If a standby source was used in 2023, provide the following information.

To add a new row, select the green plus sign in the upper right corner of the table. To remove a row, select the trash can at the end of a row. Save changes by selecting the green check mark at the end of the row.

Name of the Standby Source used in 2023:	No. of days the Standby Source was in operation:	Were customers notified? (Y/N)	Was the Division of Drinking Water notified? (Y/N)	Describe the reason the Standby Source was used:
Nothing Reported				

COMMENTS (Note: Comments will be made publicly available):

Section 6: Supply/ Delivery

6. Water Supply and Delivery

This section has been relocated to the SAFER Clearinghouse and is a required technical report submission. To complete this required report visit the SAFER Clearinghouse located at: <https://wbappsrv.waterboards.ca.gov>.

Note: If you do not have a SAFER Clearinghouse account, you will need to create one.

SAFER Clearinghouse Login: <https://wbappsrv.waterboards.ca.gov>

Section 7: Recycled

7. Recycled Water Use

Does your water system have recycled water in its service area (provided by your water system or another utility)? --Pick one--

Recycled Water (RW) Use Sites	Total No. of Approved Sites as of Dec. 31, 2023	Total No. of Approved Sites Actively Used in 2023	No. of New Sites Approved in 2023	No. of Sites Proposed for 2024
Irrigation, Agriculture	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Irrigation, Landscape	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Industrial	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Dual-plumbed (In-building)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Dual-plumbed (Single-family lot)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Cooling Towers	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Other	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Total*	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Name of the recycled water coordinator:

Business Phone:

Email address:

How many inspections of recycled water use sites were conducted in 2023?

How many pressure/shutdown tests were performed in 2023?

Do all of your recycled water uses sites have an on-site supervisor? --Pick one--

How many recycled water uses sites do not have an on-site supervisor?

COMMENTS (Describe "Other" RW Use Sites, if mentioned in the above table and any additional comments. Note: Comments will be made publicly available):

Section 8a: Customer Charges

8. Customer Charges

This page is intentionally blank.

Section questions only for Community Water Systems

About water rates and financial data; Senate Bill 200 (2019) updated Section 116530 (a) of California's Health and Safety Code allowing for the State Water Board to request information regarding financial capacity. Technical, managerial and financial capacity of a water system are critical components of its sustainability and resiliency. California Health and Safety Code Section 116530 now states:

(a) A public water system shall submit a technical report to the state board as part of the permit application or when otherwise required by the state board. This report may include, but not be limited to, detailed plans and specifications, water quality information, physical descriptions of the existing or proposed system, information related to technical, managerial, and financial capacity and sustainability, and information related to achieving the goals of Section 106.3 of the Water Code, including affordability and accessibility.

A. Water Rates and Charges

A.1 Does your water system charge customers for water (residential, commercial, industrial, or institutional water customers)?

A.1.1 Explain why:

A.1.1a Other Notes:

A.2 Select applicable customer types:

A.2.1 Is your billing frequency for your Residential and Non-Residential customers the same?

A.2.1a Please select your billing frequency for Residential and Non-Residential customers:

A.2.1a.1 Average number of days between billing

A.2.2 Is your most common Residential water rates structure the same as your most common Non-Residential rate structure? (This does not include the number of tiers associated with the rate structures)

A.2.2a. Please select the most common rate structure used for both Residential and Non-Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually fixed amounts and may include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on water usage.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (California Water Code Sections 370-374; Specifically, California Water Code Section 372)
- Other (text box)

A.2.2a.1. Other Notes

A.2.2b Comments on rate structure, explain allocation rate if applicable:

A1. Residential Water Rates and Charges

A1.1 Please select the most common rate structure used to charge Residential customers:

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually fixed amounts and may include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

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Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are charged depending on water usage.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (California Water Code Sections 370-374; Specifically, California Water Code Section 372)
- Other (text box)

A1.1a. Other Notes

A1.2 Comments on rate structure, explain allocation rate if applicable:

A1.3. Please select your billing frequency for Residential customers:

A1.3a

A1.4. Please select the metric or unit of measure (UOM) used in Residential Water Rates:

A1.5. Please select any variances or factors used to determine or adjust residential water rates or allocations:

- Agricultural use (non-commercial or commercial)
- Drought factor
- Elevation
- Evaporative Coolers
- Fire protection - water to irrigate vegetation
- Home-based business
- Livestock or large animals
- Lot size
- Medical needs
- Meter size
- Mitigation of high levels of total dissolved solids
- Occupancy (All-year)
- Occupancy (Seasonal)
- Pressure zone
- Soil compaction and dust control
- Supplement ponds and lakes to sustain wildlife
- Other:
- None of the above

A1.6. Does your water system have multi-family AND single family billing classes?

Single-Family- Single family detached dwellings (houses).

Multi-Family- Apartments, condominiums, town houses, duplexes and mobile homes.

A1.7. What is the number of tiers or levels of charges? :

A1.7a Residential

A1.7b Single Family

A1.7c Multi-Family

A1.8. Residential Rates & Charges Table :

Please complete the table below – taking into consideration the following:

- You have selected Billing Frequency, please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Two or more tiers must be defined for the Base Rate Structure.
 Two or more tiers must be defined for the Usage Rate Structure.
 All selected tiers must be defined for the Base Rate Structure.
 All selected tiers must be defined for the Cost per Unit of Measure (UOM).
 All tiers must be defined for either the Base Rate Structure, Usage Rate Structure, or both.
 Metrics for Base Rate Structure must be in ascending order.
 One or more values for Base Rate are missing.
 Metrics for Usage Rate Structure must be in ascending order.
 One or more values for Cost per Unit of Measure are missing.

Customer Class & Billing Tiers	Flat Rate		Usage Rate: Maximum Volume of Water per Tier	Usage Rate: Cost per Unit of Measure (UOM) per Tier
	Base Rate: Maximum Volume of Water per Tier	Base Rate		
Residential Single-family - Tier 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Tier 7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Multi-family - Tier 1					
Tier 2					
Tier 3					
Tier 4					
Tier 5					
Tier 6					
Tier 7					

A1.9 Did your rates change in the reporting year?*

No Change
 Yes, inflation adjustment
 Yes, increment of multi-year approved increase
 Yes, imposition of new or increased fees
 Yes, other:

A1.9a Other Notes

A1.10. Date of most recent update to the rate structure (this does not include regularly scheduled rate changes, rather actual changes to your rate structure): MM/DD/YYYY

A1.11. If you recently updated your rate structure, please briefly describe the changes that were made:

A1.12. Provide a direct link to a web page that explains water rates and fees, if available.

Not Available Online

A1.13. Upload rate structure documentation.

A1.13. Upload rate structure documentation

Choose File No file selected

Upload

(Uploaded files:)

----- No files uploaded -----

0%

A1.14 Comments on the allocation of Residential Single-Family and Multi-Family rate.

A1.15 Does your residential customer bills include any non-drinking water charges (i.e. wastewater, stormwater, electricity, telecommunications, property tax etc.): --Pick one--

A1.15.1 What are those charges?

- Wastewater service charge
- Stormwater service charge
- Electricity / Gas
- Internet / Telecommunications
- Garbage / Recycling collection
- Property tax
- Other:

A1.15.1a. Other Notes

A1.15.2 What are the average monthly charges per customer (calculated on an annual basis) for the following:

A1.15.2a

Wastewater service charge

A1.15.2b

Stormwater service charge

A1.15.2c

Electricity / Gas

A1.15.2d

Internet / Telecommunications

A1.15.2e

Garbage / Recycling collection

A1.15.2f

Property Tax

A1.15.2g

Other

A1.15.2g1

Other Notes

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A2. RESIDENTIAL SERVICE CONNECTIONS

A2.1

What is the average charge* for a brand-new ResidentialSingle-Family connection (based on the most common meter size)?:

* Also known as: Connection Fees; Advances in Construction, or Contributions in Aid for Construction.

No service charge for brand new connections

A2.2

When was the connection charge* for a brand-new ResidentialSingle-Family connection last updated (based on the most common meter size reported above)?:

* Also known as: Connection Fees; Advances in Construction, or Contributions in Aid for Construction.

A2.3

What is the one-time fee or deposit needed to create a new water service account for an existing ResidentialSingle-Family home (based on the most common meter size reported above)?:

A2.4

What is the average charge* for a brand-new Multi-Family connection (based on the most common meter size)?:

* Also known as: Connection Fees; Advances in Construction, or Contributions in Aid for Construction.

A2.5. Check all costs covered by a new ResidentialSingle-Family and Multi-Family connection fee:

- Existing infrastructure buy-in (e.g., water treatment/ conveyance/sewage treatment)
- Upgrades to infrastructure (seismic retrofits, pipe replacements, etc.)
- Storm water management system
- Debt service charge
- Development of new water supplies
- Other :

A2.6. Comments on ResidentialSingle-Family and Multi-Family connections (publicly available):

A3. Non-Residential Water Rates & Charges

A3.1. Please select the metric or unit of measure (UOM) used for Non-Residential Water Rates:

A3.2. Please select your billing frequency for Non-Residential customers?:

A3.2a

please provide average number of days between billing

A3.3. Please select the most common rate structure used for to charge Non-Residential customers::

Single or Flat Rate – Average, static rate charged per billing cycle independent of water usage.

Base Rate – Base rates are the charges applied for receiving drinking water service regardless of the amount of water consumed. Base rates are usually fixed amounts and may include charges like sourcewater protection fees, service fees, etc.

Usage Rate – Rates that are charged based on the amount of volume or water consumed.

Fixed or Uniform - Rates that remain unchanged per billing cycle throughout the year.

Variable - Rates that are changed depending on water usage.

- Single or Flat Rate (Often Unmetered)
- Base Rate (Fixed) + Usage Rate (Uniform)
- Base Rate (Fixed) + Usage Rate (Variable)
- Base Rate (Variable) + Usage Rate (Uniform)
- Base Rate (Variable) + Usage Rate (Variable)
- Allocation Based (California Water Code Sections 370-374; Specifically, California Water Code Section 372)
- Other (text box)

A3.3a. Other Notes

A3.4 Comments on Non-Residential rate structure:

A3.5. Select all applicable Non-Residential connection types:*

- Commercial (Retail, Offices, Gas Stations, etc.)
- Institutional (Schools, Hospitals, Hotels, etc.)
- Industrial (Manufacturing, Chemical, etc.)
- Landscape Irrigation (Parks, Golf Courses, etc.)
- Agricultural Irrigation (Crops, Aquaculture, etc.)
- Other

A3.5a. Other Notes

A3.6. Do your rates change for different levels of water consumption?

A3.6.1. What is the number of tiers or levels of charges?:

A3.6.1a Commercial

A3.6.1b Institutional

A3.6.1c Industrial

A3.6.1d Landscape Irrigation

A3.6.1e Agriculture Irrigation

A3.6.1f Other

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A3.7. Non-Residential Rates & Charges Table

Please complete the table below – taking into consideration the following:

- You have selected Billing Frequency, please submit your rate data based on this frequency.
- If your flat rate varies over the year, please use the average flat rate amount.
- Please report the most common rate for the majority of your residential customers.

Customer Class & Billing Tiers	Flat Rate	Base Rate Structure	Usage Rate Structure	Cost per Unit of Measure (UOM)
		Top Metric/ Unit of Measure (UOM) Base Rate for Base Rate	Top Metric/ Unit of Measure (UOM)	
Commercial - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				
Institutional - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				
Industrial - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				
Landscape Irrigation - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				
Agricultural Irrigation - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				
Other - Tier 1				
Tier 2				
Tier 3				
Tier 4				
Tier 5				
Tier 6				
Tier 7				

Section 8b: Income

To view last year's report, click [here](#).

Please make sure to complete the Customer Charges section before completing this section.

8(B) Income

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Section questions only for Community Water Systems

B0. Financial Reporting Period

B0.1 For the Total Income section of the EAR, water systems may report their data by fiscal year or calendar year. Please indicate if the information provided in this section represents your water system's fiscal or calendar year financial data?*

- Calendar Year
- Fiscal Year

B0.2 Please select fiscal year start-date (mm/dd/yyyy)

B1. Total Revenue Generated from Different Sources*

Instructions: Purpose of this section is to calculate total annual revenue generated. No revenue should be double counted.

*Mobile homes, parks, and other types of community water systems that do not charge their customers directly for water should provide their total revenues received from rent, fees, operating contracts, and/or any other source of revenue used to support the operations and maintenance of the water system in question B1.7

B1.1 Total revenue collected from Residential (Single and multi-family) customers' rates and charges that cover water services, including usage fares, and basic rates for the reporting year.*

*Do not include any other charges (i.e. connection fees, service fees, etc.) associated with your water rates. Other charges for Residential customers will be recorded in B1.3.

You have reported \$0, please explain why:*

*Do not include any other charges (i.e. connection fees, service fees, etc.)

B1.2 Total revenue collected from Non-Residential customers' rates and charges that cover water services, including usage charges, and basic rates for the reporting year.*

*Do not include any other charges (i.e. connection fees, service fees, etc.) associated with your water rates. Other Non-Residential charges will be recorded in B1.4.

B1.3 Total revenue generated exclusivity from other fees and charges* from all Residential customer types during the reporting year (includes single-family and multi-family customers).*

*Other fees and charges:

Include: Late fees, notice fees, penalties, shutoff fees, reconnection fees, and bounced check fees.

Do Not Include: Revenue generated by your water rates on your typical Non-Residential customer bill.

B1.4 Total revenue generated exclusivity from other fees and charges* from all Non-Residential customer types during the reporting year.*

*Other fees and charges:

Include: Late fees, notice fees, penalties, shutoff fees, reconnection fees, bounced check fees, and any additional fees that were associated with water rates that are collected and approved in the fee schedule.

Do Not Include: Revenue generated by your water rates in the above question.

Total Non-Residential Water Rate Revenue Gained from Other Fees and Charges(+):

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B1.5 Did you collect/receive revenue from interfund (from wastewater or stormwater utility) or governmental transfers (i.e. property taxes or fees, sales taxes or fees, etc. – typically from City/County General Fund)?* --Pick one-- ▾

B1.5.1 Please select all that apply:

- Property Tax
- City/County Tax or Fee
- Utility User Tax or Fee
- Fire Suppression or Fire Protection Services Tax or Fee
- Standby Charges Tax or Fee
- Wastewater or Sewer Tax or Fee
- Stormwater Tax or Fee
- Electricity Tax or Fee
- Gas Tax or Fee
- Other non-water charges and fees that are included on water bills, explain below:

Other:

B1.5.2 Total revenue generated from interfund or governmental transfers.

Total interfund or governmental Revenue Gained (+):

B1.6 Total revenue lost from interfund or governmental transfers (if \$0, enter \$0)*

Total interfund or governmental Revenue Gained (-):
 B1.7 Total revenue generated from non-customer sources that have not already been accounted for (i.e. cell towers, lawsuits and settlements, energy generation, land leases, rent, interest income, other service fees, etc.)*

Total Other Revenue Gained (+):

B1.7a Other Notes

B1.8 Total Annual Revenue for the Reporting Year*

You have reported \$0, please explain why:*

Drinking Water Charge: Water Bill ? 0

Please revisit and confirm your answers to questions in the Customer Charges section: A.1 through A.2.2a; and A1.1 through A1.8. This field is calculated by taking the rate data inputted from question A1.8 and converting it into dollars/month as well as converting the UOM into HCF. Depending on how you answered certain questions in the Customer Charges section, there may be some questions you do not see. If the information you provided is incorrect, please fix and the figures in this table will refresh.

Total Drinking Water Cost to Customer ? 0

Please revisit and confirm your answers to questions in the Customer Charges section: A.1 through A.2.2a; and A1.1 through A1.8. This section converts drinking water charges into dollars/month: The column auto-calculates by adding Drinking Water Charges to Other Charges from Interfund Transfer for each consumption volume (6, 9, 12, and 24 HCF). Depending on how you answered certain questions in the Customer Charges section, there may be some questions you do not see. If the information you provided is incorrect, please fix and the figures in this table will refresh.

B1.9 Approximation of Total Residential Charges

Consumption	Drinking Water Charge: Water Bill	Other Charges from Interfund Transfer: Taxes / Fees	Total Drinking Water Cost to Customer: dollars/month	Provide Alternative Amount	Alternative Amount	Comments
6 HCF	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
9 HCF	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
12 HCF	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
24 HCF	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

B1.10 Days of cash-on-hand* at the end of the reporting year:*

*How much cash your system has saved up, including reserve funds, that isn't earmarked for anything else (unrestricted cash) and estimates the number of days your system can pay its daily operation and maintenances costs before running out of this cash.

Number of Days

B1.11 Comments on water system revenues:

Comment

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B2.Total Expenses

Instructions: Purpose of this section is to calculate total annual expenses. No expense should be double counted.

B2.1 Total annual operations and maintenance expenses*

* Expenses incurred during the system's normal operation. This can include salaries, benefits for employees, utility bills, system repair and maintenance, supplies (e.g., treatment chemicals), insurance, and water purchased for resale.

Total Operations and Maintenance Expenses (-):

B2.2 Total annual expenses from investing or capital expenditures*

* Expenses incurred from purchase of property and equipment; construction of new assets (i.e. treatment, distribution etc.)

Total Investment Expenses (-):

B2.3 Total annual expenses from financing activities*

* Expenses incurred from retirement of long-term debt, purchase of securities, interest expenses etc.

Total Financing Activity Expenses (-):

B2.4 Total Other annual expenses*

Total Other Expenses (-):

B2.4a Other Notes

B2.5 Total annual expenses*

Total Annual Expenses (-):

B2.6

Comments on Total Expenses:

Comment

Section 8c: Affordability

To view last year's report, click [here](#).

Please make sure to complete the Customer Charges section before completing this section.

8(C) Affordability

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Section questions only for Community Water Systems

C1. Shut-offs

Senate Bill 998 (over 200 service connections to be applicable and mandatory)

Health & Safety Code 116918.

An urban and community water system shall report the number of annual discontinuations of residential service for inability to pay on the urban and community water system's Internet Web site, if an Internet Web site exists, and to the board. The board shall post on its Internet Web site the information reported.

Health & Safety Code Section 116904.

(a) An urban water supplier not regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. (b) An urban and community water system regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. The urban and community water system regulated by the Public Utilities Commission shall file advice letters with the commission to conform with this chapter. (c) An urban and community water system not described in subdivision (a) or (b) shall comply with this chapter on and after April 1, 2020.

- "Residential service" means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.
• "Urban and community water system" means a public water system that supplies water to more than 200 service connections.
• "Urban water supplier" has the same meaning as defined in Section 10617 of the Water Code.

C1.1.1. What is the average amount owed at the time of shut-off? \$

Data not collected. System will begin collecting. Grace period 2022 and 2023 eAR.

Table with 5 columns: Residential Accounts, Occupied Accounts, Unoccupied Accounts, Unknown Accounts, Total. Rows include C1.3a.1-5, C1.3b.1-5, and C1.3c.1-5.

Data not collected. System will begin collecting. Grace period 2022 and 2023 eAR.

C1.4 How many of these shut-offs are returned to service within one-day (or 24 hours)?

Data not collected. System will begin collecting. Grace period 2022 and 2023 eAR.

C1.4.1 This answer covers: --Pick one--

C1.7 Do you offer an extended repayment or other customer payment assistance plan? --Pick one--

C1.7.1. How many occupied Residential/Single-Family and Multi-Family customer accounts participated in your extended payment of other customer payment assistance plan?

Form fields for C1.7.1a Residential Accounts, C1.7.1b Single-Family Accounts, C1.7.1c Multi-family Accounts, and C1.7.1d Total.

Data not collected. System will begin collecting. Grace period 2022 and 2023 eAR.

C1.8. What is the number of residential accounts (single-family, multi-family, and mixed use that include residential) that were missing one or more required water bill payments at the end of your year?

C1.8.1. What is the sum of outstanding uncollected residential (single-family, multi-family, and mixed use that include residential) bills at the end of your most recent year? Not determined

C1.9. Comments on Shut-offs (publicly available):

C1.10 Does your water system transfer customer arrearages (unpaid water bill debt) to a third-party after a certain period of delinquency?*

--Pick one--

eAR 2023RY Template

C2. Residential Customer Assistance

C2.1 In the reporting year, did you offer any of the following types of bill assistance to customers?

- Low-income water rate assistance
- Flexible payment terms
- Alternative payment terms
- Temporary assistance
- Special medical need
- Other types of assistance
- None

C2.2 Please provide the following about each type of bill assistance offered:

		Number of accounts Utilized	Average Bill
C2.2a	Low-income water rate assistance*	<input type="text"/>	<input type="text"/>
C2.2b	Flexible payment terms	<input type="text"/>	<input type="text"/>
C2.2c	Alternative payment terms	<input type="text"/>	<input type="text"/>
C2.2d	Temporary assistance	<input type="text"/>	<input type="text"/>
C2.2e	Special medical need	<input type="text"/>	<input type="text"/>
C2.2f	Other types of assistance	<input type="text"/>	<input type="text"/>

C2.3. How is low-income water rate assistance program funded?

C2.4. How much funding was allocated to your low-income water rate assistance program in the reporting year?

C2.5 Does your program provide benefits to single-family only, or single-family and multi-family? (select answer)

C2.6. What was the average benefit amount in one month?

		Metric or Unit of Measure (UOM)	Average Benefit Amount
C2.6a	Single-Family Accounts	<input type="text" value="--Pick one--"/>	<input type="text"/>
C2.6b	Multi-Family Accounts	<input type="text" value="--Pick one--"/>	<input type="text"/>

C2.7 Does your system partner with an outside entity (e.g. United Way) to provide assistance to low-income households?

C2.7.1 List the name of organization(s) you partnered with:

C2.7.2 How much benefit (in dollars) was provided through your partner organization(s):

C2.8 Do you offer bill forgiveness under certain circumstances?

Comment:

C2.8.1 Number of accounts:

Information Not Collected

C2.8.2 Average Amount Forgiven:

Information Not Collected

C2.9 Comments on Affordable Drinking Water Assistance (publicly available):

Section 9: Rpts./ Plans

To view last year's report, click [here](#).

9. Regulatory Reports/Plans (aka Water Quality)

A. (NEW) BACTERIOLOGICAL SAMPLE SITING PLAN (BSSP) :

On July 1, 2021, the California Revised Total Coliform Rule (RTCRC) became effective which requires a BSSP be submitted by October 1, 2022 and complies with RTCRC. Information on the RTCRC can be found at: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/rtcrc.html.

A.1. Date of Current Approved Bacteriological Sample Siting Plan on File:

B. EMERGENCY NOTIFICATION PLAN (ENP) :

B.1. Date of Current Emergency Notification Plan on File:

Select [here](#) to upload a new water system ENP or view existing. To upload a revised WQENP, please email your District or County representative with attachment for review and overwrite.

C. EMERGENCY DISINFECTION PLAN (EDP) :

Do you have current Emergency Disinfection Plan(s) for your water system?	<input type="text" value="--Pick one--"/>
Date of current Emergency Disinfection Plan (EDP)* :	<input type="text"/>
How many facilities do not have current EDPs?	<input type="text"/>

D. WATERSHED SANITARY SURVEY REPORT :

Provide your watershed sanitary survey report date if available, and the date of next planned. If you have a surface water source, you must provide answers.

Note: If you do not have surface water sources, answers are not required, and you may proceed to the next section.

Date of last watershed sanitary survey report :	<input type="text"/>
Date planned to complete next watershed sanitary survey report*:	<input type="text"/>

E. CONSUMER CONFIDENCE REPORT :

E.1. Upload Date of Consumer Confidence Report (CCR):	No CCR Uploaded
E.2. Upload Date of CCR Certification:	No CCR Uploaded

Select [here](#) to upload a new water system CCR or Certification Form

COMMENTS (Note: Comments will be made publicly available):

Section 10: Backflow

10. Backflow–Cross Connection Control

A. Backflow Assemblies and Air Gaps

	Total Number Reported in 2022	Total Number in System in 2023	Number Installed in 2023	Number Tested in 2023	Number Failed in 2023	Number Repaired/ Replaced
Backflow Assemblies on the Service Connections or Meter (Reduced Pressure Principle and Double Check Valve assemblies)	<input type="text"/>	0	0	0	0	0
Backflow Assemblies On-site but not on the Service Connections or Meter (Reduced Pressure Principle and Double Check Valve assemblies)	<input type="text"/>	0	0	0	0	0

No. of *Inactive* Backflow Prevention Assemblies in water system in 2023:

B. Cross Connection Control Program

Are cross-connection control surveys regularly conducted on the system?:

Date of last cross-connection control survey done on the system:

Cross Connection Control Program Coordinator

Name:

Business Phone: Email Address:

Certification or training received:

Certification Number (if applicable):

Describe any cross-connection incidents that occurred during 2023:

COMMENTS (Note: Comments will be made publicly available):

Section 11: Certification

11. Operator Certification

Please list the **State Certified Drinking Water Operators** employed by your water system that supervise and direct the operation of your distribution system and water treatment plants where applicable in the reporting year of this report.

A. DISTRIBUTION SYSTEM CERTIFIED OPERATORS

Your Distribution System Classification is:

Do your Chief and Shift Distribution System Operators have the minimum level required?

Check this box if your public water system does not have a designated Chief Distribution Operator.

Name of Chief Distribution Operator (First name Last name):

Grade of Chief Distribution Operator (1, 2, 3, 4 or 5):

Distribution Operator Number (3, 4 or 5 digits):

Distribution Certification Expiration Date (MM/DD/YYYY):

If your public water system has additional certified distribution system operators, enter the information in the table below.

[*Click here](#) to download, update, and/or upload an Excel spreadsheet of your water system's certified distribution operators.*

Distribution Operator Name (First name Last name)	Grade of Distribution Operator (1, 2, 3, 4, or 5)	Chief, Shift or Neither ¹ (C, S or X)	Distribution Operator Number (3, 4 or 5 digits)	Distribution Certification Expiration Date (MM/DD/YYYY)
Nothing Reported				

¹Use "C" for Chief Operator and "S" for Shift Operator. If neither, put an "X". Do not leave blank.

B. TREATMENT PLANT CERTIFIED OPERATORS

Your Highest Treatment System Classification is: **There are no facilities subject to the Certified Treatment Plant Operator requirements**.

Do your Chief and Shift Treatment Plant Operators have the minimum level required?

Check this box if your public water system does not have a designated Chief Treatment Operator.

Name of Chief Treatment Operator (First name Last name):

Grade of Chief Treatment Operator (1, 2, 3, 4 or 5):

Treatment Operator Number (3, 4 or 5 digits):

Treatment Certification Expiration Date (MM/DD/YYYY):

If your public water system has additional certified treatment plant operators, enter their information in the table below.

[*Click here](#) to download, update, and/or upload an Excel spreadsheet of your water system's certified water treatment operators.*

Treatment Operator Name (First name Last name)	Grade of Treatment Operator (1, 2, 3, 4, or 5)	Chief, Shift or Neither ¹ (C, S or X)	Treatment Operator Number (3, 4 or 5 digits)	Treatment Certification Expiration Date (MM/DD/YYYY)
Nothing Reported				

¹Use "C" for Chief Operator and "S" for Shift Operator. If neither, put an "X". Do not leave blank.

COMMENTS (Note: Comments will be made publicly available):

Section 12: Improvements

12. Water System Improvements

The California Waterworks Standards (Section 64556) requires an amended permit for any of the following improvements or modifications. Check all boxes that apply for any improvements or modifications during 2023 or the future for which a permit was not obtained or amended.

- Addition of a new distribution reservoir
- Modification or extension of the existing distribution system
- Adding a new source
- Changing the status of an existing source (for example, active to standby)
- Changing or altering a source, such that the quality or quantity of water supply could be affected
- Addition or change in treatment, including design capacity and process
- Expansion of the existing service area by 20 percent or more of the number of service connections specified in your current permit
- Other

COMMENTS (Note: Comments will be made publicly available):

Section 13: Complaints

13. Complaints Reported (Written or Verbal)

Type of Complaint	No. of Complaints Reported by Customers	No. of Complaints Investigated	No. of Complaints reported to the Division of Drinking Water or Local County Staff	Brief Description of Cause and Corrective Action taken
Taste and Odor	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Color	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Turbidity	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Visible Organisms	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Pressure (High or Low)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Water Outages	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Illnesses (Waterborne)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Other (Specify)	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text"/>
Total No. of Complaints*	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	

*Calculated field

COMMENTS (Note: Comments will be made publicly available):

Section 14: Treatment

Section 14. Treatment Plants

Water system treatment plants are listed in Table A for Groundwater treatment (Chlorinator only treatment plants are not listed), and Table B for Surface Water treatment. You may also view your Water System Facilities (treatment plant inventory) at the [CA Drinking Water Watch](#) website.

A. GROUNDWATER TREATMENT

To edit a row, select the blue pencil sign at the end of each row. To remove a row, select the red X at the end of a row. Save changes by selecting the green check mark at the end of the row.

If you have questions or concerns about your treatment facility inventory, you should contact your regulating agency representative or by clicking "Email for help on this page" at the bottom of this page.

WSF ID	Groundwater Treatment Plant Name	Date of Operations Plan	Is Operations Plan Current? (Y/N)
--------	----------------------------------	-------------------------	-----------------------------------

Nothing Reported

Did the water system have any incidents in 2023 that substantially affected the ground water treatment plant(s) performance AND/OR had significant modifications or maintenance due to any of the following? Select all that apply.

- Degradation of source water quality
- Decrease in source availability
- Change in wells used/well operations
- Treatment plant process failure, including power outages
- Treatment plant unplanned shutdown lasting more than 5 days
- Treatment plant unplanned staffing shortages
- Shortage of treatment chemicals
- Change in treatment plant design capacity
- Change in one or multiple treatment processes
- Other: Please Describe

B. SURFACE WATER TREATMENT

To edit a row, select the blue pencil sign at the end of each row. To remove a row, select the red X at the end of a row. Save changes by selecting the green check mark at the end of the row.

If you have questions or concerns about your treatment facility inventory, you should contact your regulating agency representative or by clicking "Email for help on this page" at the bottom of this page.

WSF ID	Surface water Treatment Plant Name	Date of Operations Plan	Is Operations Plan Current? (Y/N)
--------	------------------------------------	-------------------------	-----------------------------------

Nothing Reported

Did the water system have any incidents in 2023 that substantially affected the surface water treatment plant(s) performance AND/OR had significant modifications or maintenance due to any of the following? Select all that apply.

- Degradation of raw source water quality
- Decrease in raw source water availability
- Change in raw source water(s) used
- Treatment plant process failure, including power outages
- Treatment plant unplanned shutdown lasting more than 5 days
- Treatment plant unplanned staffing shortages
- Shortage of treatment chemicals
- Change in treatment plant design capacity
- Change in one or multiple treatment processes
- Other: Please Describe

C. CHEMICAL ADDITIVES

Check this box if your public water system has chemicals or products, including chlorine, added directly to the drinking water as part of a treatment process.

Please complete the following table for each chemical used by this water system. Only include chemicals that your water system adds. If you are not sure whether a chemical you are using meets this standard, contact the manufacturer or distributor of the chemical.

The table below is prefilled with direct chemical additives reported on site from previous year eAR. To add a new row, select the green plus sign in the upper right corner of the table. To edit a row, select the pencil image to the right of the row. To remove a row, select the trash can image at the end of a row. Make sure to save changes by selecting the green check mark at the end of the row.

[Click here to upload an Excel spreadsheet](#) of your water system's direct chemical additives.

Name of Chemical Manufacturer	Name of chemical	Purpose of using chemical	Chemical is ANSI/NSF Standard 60 certified (Y/N)	Use initiated in 2023 (Y/N)
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Nothing Reported

D. INDIRECT ADDITIVES

As of March 9, 2008, a water system shall not use any chemical material, lubricant, or product in the production, treatment or distribution of drinking water that comes in contact with the drinking water that does not have certification of meeting NSF/ANSI standard 61.

D.1. Does your water system have procedures to ensure all future equipment and materials meet this standard? --Pick one--

If you have any questions on the requirements related to indirect additives, you may contact your local regulatory agency.

COMMENTS (Note: Comments will be made publicly available):

Section 15: Distribution & Storage

15. Distribution System and Storage Tanks

A. SYSTEM PROBLEMS

Type of Problem	No. of Problems	No. of Problems Investigated	No. of Problems Reported to the Division of Drinking Water or Local County Staff	Brief Description of Cause and Corrective Action Taken
Service Connection Breaks/ Leaks				
Main Breaks/Leaks				
Water Outages				
Boil Water Orders				
Total*	0	0	0	

Comments on SYSTEM PROBLEMS (publicly available):

B. INFRASTRUCTURE AND PIPELINE MATERIALS

Pipe Material in Distribution System

1. Which materials does your distribution system pipe consist of? Please check all that apply:

Pipeline Material	Percentage of distribution pipe system composed of the materials selected	Average Age (in years)
<input type="checkbox"/> Plastic (Including Poly Vinyl Chloride and HDPE)		
<input type="checkbox"/> Steel		
<input type="checkbox"/> Cast Iron		
<input type="checkbox"/> Galvanized Iron		
<input type="checkbox"/> Ductile Iron		
<input type="checkbox"/> Cement Concrete		
<input type="checkbox"/> Asbestos Cement		
<input type="checkbox"/> Other		

Please describe other pipeline materials in your distribution system:

C1. DEAD-END FLUSHING PROGRAM

If unknown, please enter 0 and explain why in the comments box

Total No. in System	No. with Blowoffs	No. Flushed in 2023	Frequency of Flushing

Comments on DEAD-END FLUSHING PROGRAM (publicly available):

C2. ALL FLUSHING OPERATIONS

Units of Measure for total volume reported below: --Pick one--

Total Volume in units of measure selected above; include all types of flushing, not just dead-end flushing:

Comments on ALL FLUSHING OPERATIONS (publicly available):

D. VALVE EXERCISE PROGRAM

If unknown, please enter 0 and explain why in the comments box

Total No. in System	Size Range of Valves	No. Exercised in 2023	Frequency of Valve Exercising

Comments on VALVE EXERCISE PROGRAM (publicly available):

E. STORAGE TANK/RESERVOIR INSPECTION/CLEANING PROGRAM

Check this box if your public water system has any storage tanks or reservoirs (Do not include pressure tanks).

If you checked the above box, please list each storage tank and/or reservoir with the inventory details available for each column.

The table below is prefilled with storage tank and reservoir inventory submitted in last year's eAR. To edit a row, select the pencil image to the right of the row. To add a new row, select the green plus sign in the upper right corner of the table. To remove a row, select the trash can at the end of a row. Save changes by selecting the green check mark at the end of the row.

If you have many storage tanks and completing the table below will take too long, [click here](#) to use a template and upload.

Tank name	Capacity	Capacity Units	Year installed	Date of last inspection	Date of last cleaning	Date re-lined or coated	Corrosion protection(*)	Material of construction
Nothing Reported								

COMMENTS (Note: Comments will be made publicly available):

Section 16: Emergency

16. Emergency Preparedness and Response

Based on your water system's service connection count, previous questions are hidden.

NEW No later than January 1, 2024, Community water systems serving less than 3,000 service connections and Non-Transient Non-Community Systems that are schools shall ensure continuous operations during power failures by providing adequate backup electrical supply.

A.3. During a power outage, with your current backup electrical power supply setup, can your system maintain continuous operations such that it meets current water quality requirements and is sufficient to meet average daily demand?

--Pick one--

Check this box if you have funding available to achieve this.

A.3.1. By when do you anticipate maintaining continuous operations during power failures?

A.3.2 What is the estimated funding gap¹ to install a backup power solution to maintain continuous operations?

0

A.3.3 Barriers to implementation?

Funding

Personnel Resources

Infrastructure Limitations

Legal Constraints

Environmental Concerns

Other

A.3.4 Please send my water system information about backup power funding opportunities.

¹Funding Gap: A funding gap is the amount of money needed to fund a future project; it is the difference between the amount required and the amount currently available.

A.4 Do you have at least one backup source of water supply, or a water system intertie, that can maintain continuous operations and meets current water quality requirements and is sufficient to meet average daily demand?

Yes
 No

Check this box if you have funding available to achieve this.

A.5 Do you routinely monitor for water loss due to leakages?

Yes
 No

Check this box if you have funding available to achieve this.

A.6 Do you have the source, treatment, and distribution system capacity to meet fire flow requirements?

Yes
 No

Check this box if you have funding available to achieve this.

B. EMERGENCY RESPONSE PLANS

PUBLIC WATER SYSTEMS WITH AT LEAST 3,300 OR MORE PERSONS SHOULD REVIEW AND REVISE THEIR EMERGENCY RESPONSE PLAN TO ENSURE THAT THE PLANS ARE SUFFICIENT TO ADDRESS POSSIBLE DISASTER SCENARIOS.

B.1. Do you have an Emergency Response Plan (ERP) that addresses the procedures for the restoration of water service for your water system?

--Pick one--

B.2. Date of your current Emergency Response Plan:

B.3. What is the date your water quality emergency notification plan (WQENP) was last exercised with a tabletop or other activity? If the WQENP has not been exercised in the last year, please leave the field blank:

C. WATER PARTNERSHIPS

C.2. Do you have an active membership in a mutual aid organization? *

Yes
 No

COMMENTS (Note: Comments will be made publicly available):

Section 17: Conservation

17. Water Conservation

This page is intentionally blank.

Section questions are for one water system per Urban Water Supplier.

A. Conservation

A.1. Check all of the elements that are included in your agency's conservation program. * At least one box needs to be checked.

Water conservation administration and planning

- Dedicated conservation staff
- Water conservation plan
- Public education and information program
- Automatic meter reading (AMR)
- Water rate that incentivizes customers to reduce consumption (e.g., budget-based rates)

Residential Indoor and outdoor water use efficiency

- Rebates and other financial incentives
 - Fixture rebates (showerheads, weather-based irrigation controllers, etc.)
 - Turf replacement
 - Other
- Water audits
- Leak detection
- Direct installation of efficient fixtures and appliances
- Ordinance equivalent to or more stringent than MWELD
- Water waste restrictions or prohibitions
- Outdoor budgets

Commercial, industrial, and institutional (CII) water use efficiency

- CII rebates
- CII audits
- CII other

Other program elements

* If checked, text must be entered in the field.

Other

A.2. What was your total conservation budget for this most recent calendar or fiscal year?

A.3. Are you able to break down your budget in terms of internal labor (i.e. staffing), external consultant costs, and program costs? Yes
 No

A.3.1. Budget dollars dedicated to internal:

A.3.2. Budget dollars dedicated to external consultant costs:

A.3.3. Program costs:

A.4. Comments regarding conservation program costs:

A.5. Has your agency completed a saturation study?

A.6. Identify the method your water system uses to discourage excessive water use when in drought, in support of SB 814 (2016) (select all that apply)

* At least one box needs to be checked.

- Rate structure (e.g., block tiers, water budgets, or rate surcharges above base rates for excessive water use)
- Excessive water use ordinance, rule, or tariff condition
- Not implementing
- Not applicable: not an urban retail water supplier

A.7. Comments regarding SB 814 (Note: Comments will be made publicly available):

A.8. Comments regarding conservation program:

eAR 2023RY Template

B. Potable Reuse

According to CWC 10609.20(d),

"(1) An urban retail water supplier that delivers water from a groundwater basin, reservoir, or other source that is augmented by potable reuse water may adjust its urban water use objective by a bonus incentive calculated pursuant to this subdivision.

(2) The water use objective bonus incentive shall be the volume of its potable reuse delivered to residential water users and to landscape areas with dedicated irrigation meters in connection with CII water use, on an acre-foot basis.

(3) The bonus incentive pursuant to paragraph (1) shall be limited in accordance with one of the following:

(A) The bonus incentive shall not exceed 15 percent of the urban water supplier's water use objective for any potable reuse water produced at an existing facility.

(B) The bonus incentive shall not exceed 10 percent of the urban water supplier's water use objective for any potable reuse water produced at any facility that is not an existing facility."

B.1. Do you intend to use the potable reuse water bonus incentive explained in CWC 10609.20(d)? --Pick one--

B.2. Are you getting potable reuse water from an existing facility? --Pick one--

B.2.1. If you anticipate getting potable reuse water from a new facility, when do you project your facility will be online?

Only complete the questions below if you are an Urban Retail Water Supplier

Conservation legislation (AB 1668 and SB 606, 2018) requires that the Department of Water Resources recommend standards to calculate water use objectives (targets representing efficient water use) for each urban retail water supplier. The State Water Board will use those recommendations to adopt regulations in July 2022. The questions below help inform this process.

9. What conservation activities occurred in your service area in 2022?

a. Provide a direct link to a web page that summarizes conservation activities in your service area, if available:

b. If a webpage is not available, [send an email \(click here\)](#) with the document, Subject line: PWSID CA _____, Water Conservation Activities

10. Have you tracked how much your water system spent on conservation and efficiency programs in the last fiscal year?

a. If known, enter those expenditures \$

b. If detailed in a document, provide a direct link to a web page with information:

11. Have you tracked how much water was saved as a result of those programs?

a. If known, enter those savings: b. Units of measure: --Pick one--

b. If detailed in a document, provide a direct link to a web page with information:

12. Have you estimated the "saturation" or percentage of water efficient appliances and fixtures already in your service area? --Pick one--

a. If yes, provide a direct link to a web page with information:

b. Alternatively, if a webpage is not available, [send an email \(click here\)](#) with the document, Subject line: PWSID CA _____, water efficiency of appliances and fixtures

13. Do you currently use imagery to evaluate demand for outdoor use? --Pick one--

Comment:

14. Does your water system currently grant water rate or allocation variances or adjustments to customers that have significant and unusual situations? --Pick one-- If no, skip this question and go to question 15 below.

a. How many types of adjustments or variances do you provide?:

Variance 1 <input type="text"/> --Pick one--	How is the amount of the variance or adjustment determined? <input type="text"/>
	Significance to water demand for the water system? <input type="text"/> --Pick one--
Variance 2 <input type="text"/> --Pick one--	How is the amount of the variance or adjustment determined? <input type="text"/>
	Significance to water demand for the water system? <input type="text"/> --Pick one--
Variance 3 <input type="text"/> --Pick one--	How is the amount of the variance or adjustment determined? <input type="text"/>
	Significance to water demand for the water system? <input type="text"/> --Pick one--
Variance, Other: <input type="text"/>	How is the amount of the variance or adjustment determined? <input type="text"/>
	Significance to water demand for the water system? <input type="text"/> --Pick one--

15. Do you intend to use the potable reuse water bonus incentive explained in CWC 10609.20(d)? --Pick one--

(If you have questions about this please contact State Water Board staff by email at: waterconservation@waterboards.ca.gov. State Water Board staff will follow up with those suppliers who answer "yes". This information is being asked at this time to help staff estimate the impacts of SB 606 and AB 1668, as required for the regulatory process)

COMMENTS (Note: Comments will be made publicly available):

Section 18: Climate Change

18. Climate Change Adaptation and Resiliency for Water Utilities

This page is intentionally blank.

Section questions only for Community Water Systems

A. CLIMATE THREATS, SENSITIVITY, AND MAGNITUDE OF IMPACTS * A minimum of one climate threat must be identified by checking the corresponding box

<input type="checkbox"/> Drought	Groundwater depletion (decreasing well levels, overdrafted groundwater basins, reduced groundwater recharge, etc.)	Choose an item --Pick one--
	Decreased surface water storage (decreasing lake, reservoir, and/or river levels)	Choose an item --Pick one--
	Reduction in surface water (decreases in seasonal runoff, and/or loss of snowpack)	Choose an item --Pick one--
	Reliance on surface water diverted from the Delta, imported from Colorado River, or other climate-sensitive areas	Choose an item --Pick one--
<input type="checkbox"/> Water Quality Degradation	Salt-water intrusion into aquifers	Choose an item --Pick one--
	Altered water quality during storm events (turbidity shifts, debris flows)	Choose an item --Pick one--
	Surface water quality issues related to eutrophication, algal blooms, invasive species	Choose an item --Pick one--
<input type="checkbox"/> Flooding <input type="checkbox"/> Sea Level Rise	High flow events and flooding	Choose an item --Pick one--
	Inundation due to sea level rise, high tides, and/or coastal storm surges	Choose an item --Pick one--
	Aging flood protection infrastructure (levees), or insufficient impoundment capacity	Choose an item --Pick one--
<input type="checkbox"/> Extreme Heat <input type="checkbox"/> Fire	Peak demand volume surges (due to extreme heat, temperature trends, etc.)	Choose an item --Pick one--
	Increases in agricultural water demand or energy sector needs	Choose an item --Pick one--
	Increased fire risk and altered vegetation, e.g., wildfires	Choose an item --Pick one--
	Disruption of power supply	Choose an item --Pick one--
<input type="checkbox"/> Other	Other <input type="text"/>	Choose an item --Pick one--
<input type="checkbox"/> None	Active Water Resource Threat Monitoring	Choose an item --Pick one--

B. ADAPTATION MEASURES

Install new and deeper drinking water wells, or modify existing wells to increase pumping capacity	Choose an item --Pick one--
Develop local supplemental water supply, enhanced treatment, or increased storage capacity (e.g. recycled water, storm runoff for groundwater recharge, desalination, new reservoir)	Choose an item --Pick one--
Interconnection with other utilities (transfers, mutual aid agreements with neighboring utilities)	Choose an item --Pick one--
Relocate facilities, construct or install redundant facilities	Choose an item --Pick one--
Modify facilities (e.g., install barrier or levee, raise a wall, seal a door, elevate construction)	Choose an item --Pick one--
Conservation measures (demand management, enhanced communication and outreach)	Choose an item --Pick one--
Fire prevention – brush management, partnerships	Choose an item --Pick one--
Alternative or backup energy supply	Choose an item --Pick one--
On-site energy generation	Choose an item --Pick one--
Enhance monitoring program, budget for additional testing and treatment, chemicals	Choose an item --Pick one--
Other <input type="text"/>	Choose an item --Pick one--

COMMENTS (Note: Comments will be made publicly available):

Finalize

Finalize

Disclosure: Be advised that Sections 116725 and 116730 of the California Health and Safety Code states that any person who knowingly makes any false statement on any report or document submitted for the purposes of compliance may be liable for a civil penalty not to exceed five thousand dollars (\$5,000) for each separate violation for each day that the violation continues. In addition, the violators may be prosecuted in criminal court and upon conviction, be punished by a fine of not more than \$25,000 for each day of the violation, or be imprisoned in county jail not to exceed one year, or both the fine and imprisonment.

Please indicate the total number of hours spent to complete this report. This information will be utilized to characterize the level of effort required to complete this report

By checking this box you acknowledge that any information submitted in this report is publicly accessible and may be used by the State of California to determine compliance with applicable laws and regulations. Knowingly submitting false information in this report is a misdemeanor, and by submitting this information you certify that the contents are, to the best of your knowledge, complete and correct.

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