eAR Help Tips
Last Updated 12/16/2024

Section 1: Introduction

Water System Classification

PUBLIC WATER SYSTEM	DEFINITIONS
Community Water System	A public water system that serves at least 15 service connections used by yearlong residents or regularly serves at least 25 yearlong residents of the area served by the system. The term 'residence' generally means single-family homes but also includes dwelling units that are more or less equivalent to a residential home. This would include cabins, cottages, mobile homes, efficient living units, apartments, etc., that are used on a long-term basis by residents. The term 'yearlong' infers use that exceeds 6 months of the year. Using this criterion, examples of community water systems may include second-homes subdivisions, cabin clusters, apartment buildings, mobile home or trailer parks, labor camps, and correctional facilities.
Transient Non-Community Water System	A public water system that regularly serves at least 25 persons daily for at least 60 days out of the year but does not serve the same 25 persons for over 6 months per year. The days do not have to be consecutive. Examples of a transient noncommunity water system include day-use facilities, campgrounds, resorts, rest-stops, restaurants, hotels, visitor centers, churches, cabin clusters that do not have access for part of the year, and businesses with fewer than 25 employees but regularly having over 25 customers daily for over 60 days per year.
Non-Transient Non-Community Water System	A public water system that is not a community water system and that regularly serves at least 25 of the same persons over 6 months per year. Examples include businesses with over 25 employees, day care facilities, and schools.
Non-Public Water System	In the federal Safe Drinking Water Inventory System (SDWIS), water systems are federally recognized as non-public based on inventory criteria. To be a federally recognized public water system, inventory must include at least one active source, one active distribution system, and one service connection. Otherwise, the water systems are reported Non-Public.

Related Regulating Agency:

Water Board's Division of Drinking water systems are enforced by 27 districts supported by 27 county LPA representatives. Contact information for the assigned regulated agency may be found here.

Districts:

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

eAR Help Tips
Last Updated 12/16/2024

LPA:
https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/documents/rtcr/lpacontact_info.pdf

Ownership Type:

Local Government: e.g., city, county, or special district, local school district, junior colleges, county or community parks, etc.

State or Federal Government: e.g., state or national park, BLM, USFS and COE campgrounds and recreation facilities, or District Fairs and Expositions, Caltrans rest stop, military base, other state or federal facility

Privately Owned, PUC Regulated, For Profit: investor-owned water utilities as listed by CPUC's water division: https://www.cpuc.ca.gov/water/

Privately owned, non-PUC-regulated (Community Water System): e.g., mobile home park, apartment or condominium

Privately Owned, Mutual Water Company or Association: Any public water system meeting the definition per California Corporations Code Section 14300, https://law.onecle.com/california/corporations/14300.html

Privately owned business (non-community): e.g., church, private school, restaurant, amusement park, RV

park/campground, motel, ranch/farm, factory, other business establishment.

Physical Location Water System Contact:

Enter the Physical Location Address 1, Address 2, City, State, and Zip code for your operating location. If no address is available, please provide the nearest intersection available. Information received or updated are recorded into Safe Drinking Information Water System (SDWIS) database, and made publicly available.

General Office Phone:

Type	Address	Phone	Email-Web Address
Physical Location Contact	CA3410020-City of Sacramento Main 1395 35Th Avenue Sacramento, CA 95822	There is no phone	There is no web address

Administrative Contact	7501 Collegetown, Drive, Sacramento, CA, 95826	916-808-8667	MSevereid@cityofsacramento.org

B. DISADVANTAGED COMMUNITY FEE REDUCTION APPLICATION & DETERMINATION - For State Regulated PWSs Only.

§64310. Reduction of Fees for Public Water Systems Serving Disadvantaged Community.

A public water system must pay the full amount of the annual fee unless it requests and receives from the State Board a determination that its annual fees are reduced because it is a community water system that serves a disadvantaged community in which case the fee to be paid is the amount for a disadvantaged community as shown in Table 64305-A.

To qualify for the reduction provided for in subsection (a), a public water system must certify, and provide documentation to the State Board upon request, that it serves a disadvantaged community.

Report Submitted By

The information included in this section is automatically filled based on the eAR user's profile. If the information in this section is incorrect, the user must update their user profile on the MY PROFILE tab before the report is submitted. You must be logged in to change your user profile. Note: Your name and title, email address, and work phone number are disclosable report information that may be obtained through the Public Records Act.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters. This is the only "Private Comment" and it will only be used for internal processes review. Other comments will be available to the public.

Section 2: Public Water System Contacts

Public Water System Contacts:

This section of the report will be pre-filled with current water system contact information in the California Division of Drinking Water SDWIS database. NEW: By default, Existing Contacts are locked, and you must select "Edit Contact" to make changes. Any changes made will be updated into SDWIS by the reviewing regulating agency.

Note: First Name, Middle Initial, and Last Name may not be changed in Existing Contact subsection. Please record any name changes to existing contacts in the "Add Additional Contacts" subsection.

To remove an existing contact, select "Remove Contact" checkbox for updates to the SDWIS database.

To add a new individual and role type, please scroll down to "Add Additional Contacts" to find the details.

Administrative Contact Phone Types and uses

Phone Type	Uses
Business	The BUSINESS phone type (mandatory) is treated as a **public** phone number and will appear in Drinking Water Watch (https://sdwis.waterboards.ca.gov/PDWW), which can be viewed by the public. If no business phone is provided, your home or mobile phone number may be displayed publicly on DWW as your business number.
Home	The HOME phone type is treated as a **private** phone number, with the exception noted under Business Phone Type.

Contact Type Definitions

NOTE: A person may be assigned multiple contact types. For example, the owner may also be both the Administrative Contact and Financial Contact.

Contact Type	Definitions
Administrative Contact (AC)	The person who is legally responsible for ensuring that the Public Water System maintains compliance with SOWA requirements. The person to whom Division of Drinking Water mass mailings, enforcement letters and correspondences would be addressed, such as the Board of Directors, General Manager or CEO. Each water system must have one and only one AC. **Please provide an email address for the Administrative Contact as most email communication, particularly email blasts, from the Division of Drinking Water will be sent to the email address of the Administrative Contact.**
Financial Contact (FC)	The person who receives Division of Drinking Water invoices and issues payments. **Each water system must have one and only one FC.**
Owner	The person or entity named in the water supply permit. If not the same as the Administrative Contact, this would then be the legal owner or entity that is legally responsible for the Public Water System.

Designated Operator in Charge	Chief Operators. This person could also be the Administrative Contact, Owner, or Contract Operator. Must be a certified operator for community and nontransient noncommunity water systems.
Operator Contact	Shift Operators. Must be a certified operator for community and nontransient noncommunity water systems.
Emergency Contact	The person who assists with coordinating emergency activities (e.g. collecting samples, conducting public notification, corresponding with the Division of Drinking Water.)
Water Quality Contact	The person who receives water quality email updates from the Division of Drinking Water. The person responsible for coordinating or conducting water quality monitoring and/or sample collection. Email address required for electronic mailing.
Legal Contact	Public water system's attorney or legal counsel.
Operator Contact	The person or company with whom the water system has a contract to operate or assist in the operation of the water system.
Funding Contact	The person who receives funding (State Revolving Fund) email updates from the Division. This person is the representative of the water system for projects receiving Safe Drinking Water Act funds.
Carbon Copy	These are the person(s) who receive all of the same correspondence as the Administrative Contact.

Add Additional Contact

Up to four additional contacts may be added.

Note: New water system personnel may have an existing SDWIS legal entity name. Please provide details in the comment box if your new staff have a history of working with other public water systems.

Phone Type

Phone Type	Definitions
Business	If you use the BUSINESS phone type, only the Administrative contact will appear in Drinking Water Watch (https://sdwis.waterboards.ca.gov/PDWW/), which can be viewed by the public, if the General Office phone number is not provided (see Water System Information section under the Intro tab).
Home	if you use your home or personal phone number as your business number, use the HOME phone type instead and leave the BUSINESS phone type

	blank.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 3: Population Served

Total population in DDW records:

The prefilled SDWIS value is not editable. If the water system is a state billed wholesaler, wholesale population type is displayed, if water system is a Community Water System, total Residential population type is displayed, otherwise, the sum of Residential, Transient, and Nontransient population types are displayed. the date displayed adjacent to the total count reflects the last updated date in our SDWIS database.

Population: All population types should be reported regardless of the public water system classification.

Population Type:

Residential: report the number of persons who reside within the water system service area for more than half of the year (excludes transient and non-transient populations) includes all people who reside within the water system service area on a year-round basis or have the ability to use a dwelling unit for over 6 months of the year (includes number of persons that use second homes, cabins, or other housing units).

Transient: means a noncommunity water system that does not regularly serve at least 25 of the same persons over six months per year.

Non-Transient: report the number of the persons who are at the water system for over 6 months per year (excludes residential and transient populations)

Wholesale Population: The total number of persons serviced by water system buyers of water.

Annual Operating Period:

Provide season that each population is present at the water system. If year-round, the Begin Date would be 01/01 and the End Date would be 12/31. If present only during the typical summer season, example Begin Date and End Date would be 05/01 through 09/30.

Method Used to Determine Population:

Article 2. General Requirements §64412. Determination of Persons Served. https://waternet.waterboards.ca.gov/ddw/law_books/docs/dw_regulations_2021_0701_effective.pdf.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 4: Number of Service Connections

Connection Type:

Single Family Residential: Single family detached dwellings. If a Homeowner's Association individually meters households, report those connections in this category.

Multi-Family Residential: Apartments, condominiums, town houses, duplexes, mobile home and mobile home parks. If a Homeowner's Association has a single master meter, report that connection in this category.

Commercial/ Institutional: Commercial water users such as retail establishments, office buildings, laundries, campgrounds, gas stations; and institutional water users such as schools, prisons, hospitals, dormitories, nursing homes, hotels

Industrial: All manufacturing establishments, such as factories, assembly plants, and other manufacturing industries

Landscape Irrigation: Parks, play fields, cemeteries, median strips, golf courses

Agricultural Irrigation: Irrigation of commercially grown crops.

Urban Water Supplier questions

Per Water Code section 10617: An urban water supplier is defined as "a supplier, either publicly or privately owned, providing water for municipal purposes either directly or indirectly to more than 3,000 customers or supplying more than 3,000 acre-feet of water annually."

Please note that this definition applies to water SUPPLIERS, not water SYSTEMS; a water supplier may manage more than one water system and the Water Code definition applies to the sum of all systems. A single water system that is part of a qualifying multi-system urban water supplier will fall into the urban water supplier category even if it does not individually meet the Water Code definition.

There are Urban Water Supplier questions in Sections 4C, 40, 6B2, 17B, and 17C.

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

If your system uses dedicated irrigation meters for tracking landscape irrigation, or submeters for CII, respond yes. Otherwise, respond no.

Number of NON-residential customers with dedicated outdoor irrigation meters (excluding agricultural connections): A dedicated outdoor irrigation meter only measures outdoor water and does not meter any water used indoors. For example, some irrigation connections may also include buildings on the irrigated property, such as a crematorium in a cemetery, and those buildings may be lumped into the irrigation connection. If the cemetery has a dedicated irrigation meter to separate the graveyard use from the crematorium use, and those meter readings are tracked by the Public Water System, then the customer would be counted here.

Number of Single-Family Residential customers with dedicated outdoor irrigation meters: For example, a residential household meter that specifically measures landscape irrigation or water features and does not include any indoor water use.

Number of Multi-Family Residential customers with dedicated outdoor irrigation meters: For example, apartments or condos with a meter that specifically measures landscape irrigation or water features and does not include any indoor water use.

Number of Commercial, Institutional, and Industrial customers with indoor submeters: Commercial water users include but are not limited to retail establishments, office buildings, laundries, campgrounds, gas stations; and institutional water users include but are not limited to schools, prisons, hospitals, dormitories, nursing homes, hotels. This question specifically applies to the number of submeters that track indoor use for these customer classes

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 5: Source Inventory

Groundwater (GW) and Surface Water (SW) Sources

Why do I see different displays for different water system eARs?

Small Water Systems are provided prefilled values from SDWIS into two non-editable tables, with the options below each table to report sources not listed for

each water system type, groundwater and surface water.

Large Water Systems (Community Water Systems greater than 1,000 connections or 3,300 people) are provided a SDWIS Prefilled table by source type in column one, with option to update status to source counts in column two through four.

Federally recognized Source Types

DDW's Safe Drinking Water Information System (SDWIS) recognizes certain water source facility types as federally coded sources including the following: Well (WL), Spring (SP), Intake (IN), Reservoir (RS), Infiltration Gallery (IG), Nonpurchased Nonpiped (NN), Nonpurchased Piped (NP), and Consecutive Connection (CC).

Note: Water Source Facilities do not have exclusive water type associations, missing water types are displayed by default using the Water System's general water type code. If no water type is selected, sources are displayed as Surface Water.

Small Water System Source Type

A1. Groundwater Sources: Any source of drinking water supply such as a well or alternative groundwater supply.

A2. Surface Water Sources: Any source of drinking water supply such as a well, spring or surface water intake.

Inactive sources:

Inactive Sources are not approved as sources of supply and must be physically disconnected or otherwise isolated so that only an intentional act by an operator can place the source into service. To change the status of an Inactive source to 'Active', a permit amendment application must be submitted to the local DOW Office, and approval received prior to any use of the source.

PSCode or Primary Station Code:

The Water Source Facility (WSF) is recorded with a three digit number in SDWIS as a WSF identification code. Find your source on Public Drinking Water Watch using this reference, and/or the Source Name.

Large Water System Source Type:

Note: If your standby source is not showing, contact your Regulating Agency to update SDWIS and sequentially reset the Source Section.

Active Groundwater Sources (Wells):

Active Water Source Facilities (WSF) that are recorded in SDWIS with water type groundwater. Summation considers WSF Well (WL), Spring (SP), Intake (IN), Reservoir (RS), Infiltration Gallery (IG), and Nonpurchased Nonpiped (NN).

Active Surface Water Intakes (Raw):

Active WSF that are recorded in SDWIS with water type surface water. Summation considers WSF Spring (SP), Intake (IN), Reservoir (RS), Infiltration Gallery (IG), Well (WL), and Nonpurchased Nonpiped **(NN).**

Active Purchased Water (GW) Connections:

Includes both raw and treated purchased groundwater connections. Includes Purchased Nonpiped (NP), and Consecutive Connections (CC).

Active Purchased Water (SW) Connections:

Includes both raw and treated purchased surface water connections. Includes Purchased Nonpiped (NP), and Consecutive Connections (CC).

Standby Sources:

Sources actively operated as a standby source must be recorded in SDWIS currently for the prefilled list displayed in the table

Emergency Interconnections:

If a water system inter-tie or consecutive connection (CC) to another water system used only for emergencies, provide the following information. SDWIS records these source types with the Availability Code "E" for Emergency.

Inactive Sources:

Inactive sources are not approved as sources of supply and must be physically disconnected or similarly isolated. SDWIS records these source types with activity status "I" for inactive.

Pending Sources:

Pending sources are transitioning to become fully permitted and active, or taking the source offline for official inactivation. SDWIS records these source types with activity status "P" for pending.

Source Metering and Well Monitoring

Per Title 22, Section 64561(b), each water system shall meter the quantity of water flow from each source and record the total monthly production each month. If you have wells,

provide the status of your well monitoring.

Backup Power:

SB552 - 10609.62. - (c) No later than January 1, 2024, to ensure continuous operations during power failures, provide adequate backup electrical supply. Regulatory Text: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220SB552 Metering Requirements: §64561. Source Flow Meters. Each water system shall: (a) Except for inactive sources, install a flow meter at a location between each water source and the entry point to the distribution system; (b) Meter the quantity of water flow from each source, and record the total monthly production each month.

Standby Sources:

Sources actively operated as a standby source must be recorded in SDWIS currently for the prefilled list displayed in the table. If your standby source is not showing, contact your Regulating Agency to update SDWIS and sequentially reset the Source Section. An emergency source that is not approved to be used for more than 15 calendar days per year or for periods that exceed 5 consecutive days. The Regulating Agency must be notified within 3 days after any use of a standby source.

Source Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 6: Water Supply and Delivery

Units of Measure:

The units available for reporting volumes produced during the calendar year include gallons, million gallons, acre-feet, and 100 cubic feet.

1,000,000 gallons = 1 Million gallon

325,851 gallons= 1 Acre-feet

748 gallons= 100 cubic feet

Table 6.A1 Water Produced, Purchased, or Sold

Provide the volumes of water for each month by Potable or Non-Potable water, each column indicates which source water type is to be recorded. If you did not produce

any water in a particular column at the top of each column you may use the check box to prefill all months with zero, for example- If your water system did not produce any groundwater for potable supply during calendar year, you can check box in column B. This will populate the rest of column B with zeros.

Month: Report monthly water supply totals based on metered or estimated volumes using the units of measure selected above the table.

Water Produced from Ground Water: Report all groundwater produced indicating percent treated in the row below calculated Annual Total.

Water Produced from Surface Water: Do not include raw water purchased; report only volume of water that was treated and supplied. Surface Water includes all surface water sources, such as rivers or aqueducts, as well as GWUDI (ground water sources under direct influence of surface water).

Finished Water Purchased or Received from another PWS: If water was Purchased/Received from another public water system, complete Table 6.A2.

Total Amount of Potable Water: Column **(E)** Total Amount of Potable Water= Sum of Columns (B), (C), and (D), automatically calculated.

Water Sold to Another PWS: If water was Sold/Delivered to another public water system, complete Table 6.A2. Column (F) must be less than or equal to Column (E), Water Sold must be included in Total water production.

Non-potable (exclude recycled) Water Volume: Non-potable water supply is water produced/received by your water system that does not enter the drinking water distribution system. This excludes any recycled water used for non-potable purposes.

Non-potable Water Volume Sold to Another PWS: Column (H) must be less than or equal to Column (G), Nonpotable Water Sold must be included in Total non-potable water produced. **(I) Recycled Water** Volume: Recycled water is domestic wastewater which is treated and is suitable for uses other than potable use such as irrigation or toilet flushing. The recycled water reported in this table should be non-potable recycled water which is used to substitute potable water or untreated surface and well water. Example, a landscape used to be irrigated using potable water but now using recycled water.

Percent Groundwater Treated:

This is the percentage of the total annual volume for Groundwater produced that was provided treatment to meet drinking water standards other than precautionary disinfection and fluoridation.

Maximum Day Demand:

Only report Maximum Day if it is actually measured or determined from production records. It should not be the average day demand during the maximum month of production.

Table 6.A2 Water Purchased or Sold or Transferred:

Report the list of water suppliers and indicate whether water was purchased, sold, or transferred. The water suppliers reported are recorded in SDWIS and prefilled in the future eAR.

Table 6.A3 Recycled Water Supplied:

This question is asking about recycled water that a public water system distributes to its customers. Domestic wastewater is recycled at a facility that is separate from the drinking water system. List the name(s) of the facilities providing recycled water.

If a water system recycles water and produces drinking water it would be listed as the recycled water facility, provide the recycle water is used within its water system service area.

Provide monthly summaries of metered water deliveries:

Table 6.B Water Deliveries: How to enter data when delivered water is all metered, partially metered, or not metered:

Case 1. Metered. If all water deliveries are metered, entered the metered values;

Case 2. Most Water Deliveries are Metered. If some water deliveries are metered, but you would like to include estimated values in your reported totals, enter the metered values, along with the estimated values for each category and make a note in the comment box;

Case 3. Water System sells metered water. If water deliveries are supplied by "Other PWS", as reported in Table

6.A1 "Water Sold to Another PWS", the values are prefilled into Table 6B Column J.

If your water system does not record and maintain monthly water delivery data, check the box above the table. This will hide the table and rest of the questions in Section 6B.

Make sure that the values entered in Table 6.A1 Water Produced, Purchased and Sold and Table 6.B Water Deliveries are consistent with each other and that they refer to the same population and connections reported in Section 3 and 4 respectively. Total volumes for water produced in Table 6A.1 should be higher than the volume of water delivered in Table 6.B.

Check if no water is delivered or not applicable: Use the check boxes inside the table to indicate no delivery in 2020 for any of the columns and populate that column with zeros

Month: Report monthly water supply totals based on metered or estimated volumes using the units of measure selected above the table.

Single-Family Residential: Single-family detached dwellings. If a Homeowner's Association individually meters households, report those deliveries in this category.

Multi-Family Residential: Apartments, condominiums, town houses, duplexes, mobile home and trailer parks. If a Homeowner's Association has a single master meter, report those deliveries in this category.

Commercial/Institutional: Commercial water users such as retail establishments, office buildings, laundries, campgrounds, gas stations; and institutional water users such as schools, prisons, hospitals, dormitories, nursing homes, hotels

Industrial: All manufacturing establishments, such as factories, assembly plants, and other manufacturing industries

Landscape Irrigation: Parks, play fields, cemeteries, median strips, golf courses

Other: Fire suppression, street cleaning, line flushing, construction meters, temporary meters

Total Urban Retail. Sum of columns (B) thru (G), automatically calculated.

Agricultural: Irrigation of commercially-grown crops

Other PWS: Total water sold or transferred to another public water system. Automatically copied from Table 6.A1 column F.

If any water delivery to a customer class includes non-potable recycled water, please enter a percentage recycled value in the last row. For example, if 10% of all water delivered to agricultural customers was recycled water, enter "1O" in the last row of Column I. If no recycled water was delivered to a customer class, enter "O" in the last row of that column. NOTE: do not include indirect or direct potable reuse water.

Urban Water Supplier Questions:

Question 8.1 Indicate if the categories "Commercial/Institutional", "Industrial", or "landscape Irrigation" include residential water users. For example, a mixed-use building with a business on the first floor and residence above may be a commercial account, that includes residential customers. A local prison may be classified as an industrial water customer, but it also is a residential facility.

Question 8.2 To answer Question B.2, you should have an answer for Section 4 Connections, Question 4.C1 concerning the number of connections for dedicated outdoor irrigation meters. The information provided will assist the State Water Board and Department of Water Resources in adopting long-term standards for the efficient use of water, which specifically includes outdoor irrigation of landscape areas with dedicated irrigation meters in connection with CII water use. (See California Water Code 10609.2.(b)(2))

Comment Box after 8.2 If you have some data on outdoor irrigation, but not in the categories asked for in B3, use this comment box to provide further explanation.

Question 8.3 "Parklands" include, but aren't limited to, wilderness areas, historic sites, established bridle trails, municipal golf courses, hiking trails, lawn bowling greens, tennis courts, children's playgrounds, picnic areas, baseball diamonds, lighted areas for basketball, soccer, and football, a band shell, community buildings, an outdoor gym, casting pool, and an archery range.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 7: Recycled Water

Recycled Water Use:

This section applies to any water system that uses recycled water in its service area. This includes water systems that purchase and use recycled water from another entity or produce and use their own recycled water. Recycled Water Use Site- An area of recycled water use with defined boundaries. A use site may contain one or more facilities.

Dual Plumbed:

"Dual Plumbed" means a system that utilizes separate piping systems for recycled water and potable water within a facility and where the recycled water is used for either of the following purposes:

To serve plumbing outlets (excluding fire suppression systems) within a building, or Outdoor landscape irrigation at individual residences.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report.

These comment boxes can accommodate up to 4000 characters.

Section 8A: Customer Charges

This section of the eAR is not applicable for Non-Community and Non-Transient Non-Community systems. All other water systems are required to complete.

Questions regarding section 8a should be directed to SAFER-NAU@waterboards.ca.gov

8A: Water Rates and Charges

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

Yes: Water system charges customers (residential or non-residential) for receiving drinking water services. Charges may be fixed or based on allocation/consumption levels. If a customer receives a bill at least once during the reporting year, the water system should select "Yes."

No: Water system does not charge customers for receiving drinking water services. None of the water system's customers received a bill throughout the reporting year.

If you select Yes you will move onto question A.2

If you select No you will be asked to answer question A.1.1

Mandatory if your water system does not charge customers for water (A.1 = No).

Explain Why: Please indicate why your water system does not charge for water. If none of the choices apply to your water system, select "Other" and use the text box to explain.

Supplier is an educational facility with its own water source Supplier is an institutional facility with its own water source Supplier is a business with its own water source

Supplier is a park or recreational facility with its own water source Supplier is a wholesaler

Other: Explain in text box provided.

Once you complete this question you will navigate to question A.2.

Mandatory; **Select applicable customer types** (may only select one).

A.2 Residential: water services are provided to customers that include single-family residences, multifamily residences, Homeowner Associations (HOAs), mobile homes, including, but not limited to, mobile homes in mobile home parks,

or farmworker housing.

Non-Residential: all other customer types that are not residential. Typically, these include: Commercial (Retail, Offices, Gas Stations, etc.); Institutional (Schools, Hospitals, Hotels, etc.); Industrial (Manufacturing, Chemical, etc.); Landscape Irrigation (Parks, Gold Courses, etc.); and/or Agricultural Irrigation (Crops, Aquaculture, etc.)

Both: water system has both Residential and Non-Residential customers.

If you select **Residential** only you will jump to Section A1 Residential Water Rates.

If you select **Non-Residential** only you will jump to Section A3 Non-Residential Water Rates & Charges. If you select **Both** you will be prompted with the following questions in section **A.**

Mandatory if your water system has both Residential and Non-Residential customer types (A.2 = Both).

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

Yes: If the water system bills its Residential and Non-Residential customers at the same frequency, i.e., monthly, quarterly, annually etc. The same frequency does not mean that the bills for each customer class are distributed on the same date, only within a similar time period. For example, bill will be distributed once a month for each customer class.

No: If the water system does not bill its Residential and Non-Residential customers at the same frequency. For example, the water system may bill their Residential customers once a month and bills its Non-Residential customers quarterly.

If you select **Yes** you will be prompted with the following question A.2.1a If you select **No** you will jump to question

Mandatory if your billing frequency for Residential and Non-Residential customers is the same (A.2.1 =Yes).

A.2.1a Please select your billing frequency* for Residential and Non-Residential customers (may only select one):

Monthly: The water system bills its Residential and Non-Residential customers once a month. Therefore, customers will receive a total of 12 bills every year.

Bi-Monthly: The water system bills its Residential and Non-Residential customers once every other month. Therefore, customers will receive a total of six bills every year.

Quarterly: The water system bills its Residential and Non-Residential customers once every three months. Therefore, customers will receive a total of four bills every year.

Annually: The water system bills its Residential and Non-Residential customers only once a year.

Other: In text box, provide the **average number of days between billings**.

Please select your billing frequency* for Residential and Non-

Residential customers Example:

Residential Subclasses Billing Frequencies

In City= Monthly (Most Common)

Outside City = Bi-monthly

Non-Residential Subclasses Billing Frequencies

Industrial = Monthly (Most Common)

Institutional = Annually

In this example, the water system should select "Monthly" as the most common billing frequency for both Residential and Non-Residential customers.

Mandatory if your water system has both Residential and Non-Residential customer types (A.2 = Both).

A.2.2 Is your most common Residential water rates structure the same as your most common Non- Residential rate structure*?

***Rate Structure:** A rate structure is the set of parameters that a water system uses to calculate how much it charges its customers. Some water systems charge all customers the same fee regardless of the amount of volume of water they consumer. This is often described as a Single or Flat Rate. Other water systems have more complicated rate structures that have fixed or variable Base Rates and fixed or variable Usage Rates. Other systems may have an Allocation Based Rate Structure.

Yes: The water system uses the same rate structure (but not necessarily the same rates) to calculate its Residential and Non-Residential customer charges.

For example, if a water system uses a Base Rate (Fixed)+ Usage Rate (Variable) for both Residential and Non-Residential customers, but the base rates and variable rates are different, and perhaps have different tiers as well, for Residential and Non-Residential customers, then the water system should select "Yes" for this question.

No: The water system uses different rate structures to calculate its Residential and Non-Residential customer charges.

For example, the water system uses a Fixed rate for Residential customers and Base Rate (Fixed) + Usage Rate (Variable) for Non-Residential customers. Then the water system should select "No" for this question. If you select **Yes** you will be prompted with the following question A.2.2a and A.2.2b If you select **No** you will jump to section A1 "Residential Water Rates and Charges"

A2.2a Mandatory; Please select the most common rate structure used for both Residential and Non- Residential customers (may only select one):

*If your water system does not have a base rate, please select an option that includes Base Rate (Fixed).

Example Residential Rate Structures and How to Complete the Table .(A1.8)

Single or Flat Rate (Often Unmetered): is a static charge per billing cycle independent of water consumption. However, if your rate is affected by seasons, please provide an average charge per billing cycle

Base Rate* (Fixed) + Usage Rate (Uniform):

A **Fixed Base Rate** is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a ***fixed base rate*** as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A **Uniform Usage Rate** is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate* (Fixed)+ Usage Rate (Variable):

A **Fixed Base Rate** is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a ***fixed base rate*** as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A **Variable Usage Rate** is a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Base Rate* (Variable) + Usage Rate (Uniform):

A **Variable Base Rate** is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A **Uniform Usage Rate** is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate* (Variable) + Usage Rate (Variable):

A **Variable Base Rate** Is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A **Variable Usage Rate** is a charge that is applied to a customer's bill per unit of

water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Allocation Based: A rate structure that creates an "Allocation" or "Water Budget" for each customer account based upon reasonable needs and efficient use. Customers are typically charged a lower rate if they consume within their Allocation or Water Budget. A higher rate is charged for when customers exceed their Allocation. This type of rate structure provides an economic incentive for customers to conserve water. See California Water Code Section 372 for all of the criteria that Allocation Based rate structures should meet. If an allocation rate is the most common rate structure for your residential customers, you will not be prompted with the question A1.8 (Rates & Charges Table).

Other: If your water system does not have a rate structure that somewhat aligns with any of the structures defines above, please select this option. Please use the text box provided to explain your rate structure.

A2.2b Voluntary if your water system has both Residential and Non-Residential customer types (A.2 = Both); In the text box you may provide comments on rate structure and explain an allocation rate, if applicable.

This information may help provide context to the State Water Board on your customer charges, especially if they do not closely align with the structures and definitions provided in the eAR survey.

A1 Residential Water Rates and Charges

This section is only visible to water systems that indicate in question A.2 that they have Residential customers (A.2 = Residential or Both). Questions regarding section 8a should be directed to SAFER- NAU@waterboards.ca.gov

Mandatory; This question duplicates question A.2.2a (visible only if the user indicated they charge both Residential and Non-Residential customer types [A.2 = Both]). If you already completed question A.2.2a then this question will not be visible. If you indicated that you only have Residential customers (A.2 = Residential), then you will be required to answer this question.

Please select the most common rate structure used to charge Residential customers (may only select one):

Example Residential Rate Structures and How to Complete the Table (A1.8)

Single or Flat Rate (Often Unmetered): is a static charge per billing cycle independent of water consumption. However, if your rate is affected by seasons,

please provide an average charge per billing cycle.

Base Rate* (Fixed) + Usage Rate (Uniform):

A **Fixed Base Rate** is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a ***fixed base rate*** as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A **Uniform Usage Rate** is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate* (Fixed) + Usage Rate (Variable):

A **Fixed Base Rate** is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a

fixed base rate as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A **Variable Usage Rate** is a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Base Rate (Variable) + Usage Rate (Uniform):*

A **Variable Base Rate** is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption

should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A **Uniform Usage Rate** is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate (Variable) + Usage Rate (Variable):*

A **Variable Base Rate** Is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A **Variable Usage Rate** is a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Allocation Based: A rate structure that creates an "Allocation" or "Water Budget" for each customer account based upon reasonable needs and efficient use. Customers are typically charged a lower rate if they consume within their Allocation or Water Budget. A higher rate is charged for when customers exceed their Allocation. This type of rate structure provides an economic incentive for customers to conserve water. See California Water Code Section 372 for all of the criteria that Allocation Based rate structures should meet. If an allocation rate is the most common rate structure for your residential customers, you will not be prompted with the question A1.8 (Rates & Charges Table).

Other: If your water system does not have a rate structure that somewhat aligns with any of the structures defines above, please select this option. Please use the text box provided to explain your rate structure.

*If your water system does not have a base rate, please select an option that includes Base Rate (Fixed).

Voluntary; In the text box you may provide **Comments on most common rate structure.** This information can help provide context to the State Water Board on

your customer charges, especially if they do not closely align with the structures and definitions provided in the eAR survey.

Mandatory; This question duplicates question A.2.1a (visible only if the user indicated they charge both Residential and Non-Residential customer types [A.2 = Both]). If you already completed question A.2.1a then this question will not be visible. If you indicated that you only have Residential customers (A.2 = Residential), then you will be required to answer this question.

Please select your billing frequency for Residential customers (may only select one):

Monthly: The water system bills its Residential customers once a month. Therefore, customers will receive a total of 12 bills every year.

Bi-Monthly: The water system bills its Residential customers once every other month. Therefore, customers will receive a total of six bills every year.

Quarterly: The water system bills its Residential customers once every three months. Therefore, customers will receive a total of four bills every year.

Annually: The water system bills its Residential customers only once a year.

Other: In text box, provide the **average number of days between billings.**

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

Gallons (Gal): A unit of liquid capacity equal to 3.79 liters. Customers are charged a rate or fee per 1 gallon of consumption.

Hundred Cubic Feet (HCF): One cubic foot is a volume that is measured by 1 foot by 1 foot by 1 foot. A hundred cubic feet is 100 cubic feet. 1 HCF = 748.052 gallons Customers are charged a rate or fee per 1 HCF of consumption.

Thousand Gallons: Customers are charged a rate or fee per 1,000 gallons of consumption.

Million Gallons: Customers are charged a rate or fee per million gallons of consumption.

Acre Feet: A unit of liquid capacity equal to 325,851 gallons. 1-acre feet= 435.599 HCF. Customers are charged a rate or fee per 1-acre feet of consumption.

Note: If none of the listed UOM match how your system measures its usage rates please convert to one of the above listed options.

A1.5 Mandatory for Urban Water Suppliers - optional for all other water systems.

Please select any variances or factors used to determine or adjust residential water rates or allocations (may select multiple):

Agricultural Use (non-commercial or commercial) Drought Factor

Elevation Evaporation Coolers

Fire Protection - Water to irrigate vegetation Home-Based business

Livestock or large animals Lot 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 (text box)

None of the above

Medical Needs Meter Size

Required for urban water suppliers to help the Board understand indoor water usage and implement the 2018 water efficiency legislation (AB 1668 & SB 606).

A1.6 Mandatory; Does your water system have Multi-Family AND single family billing classes? (User may select one):

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

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

Yes: water system has both Multi-Family AND Single-Family billing classes - which means they have different rate and/or customer charges structures for these types of customer classes. If your water systems treat them both the same, then the answer to this question should be "No."

No: water system does NOT have Multi-Family AND Single-Family billing classes. They are treated the same for billing purposes and for the eAR survey will be called "Residential."

The answer to this question will determine how other questions are displayed in eAR Sections 8a, 8b, and 8c.

Mandatory if you indicated you have one of the following rate structures: A1.1 = Base Rate (Fixed)+ Usage Rate (Variable); Base Rate (Variable)+ Usage Rate (Uniform); or Base Rate (Variable)+ Usage Rate (Variable).

Do your rates change for different levels of consumption?

Yes: The rate structure includes different tiers or levels of charges for different volumes or other factors related to consumption levels of consumption.

If "Yes" is selected, question A1.7.1 will become visible, asking the water system to indicate the number of tiers utilized in their most common Residential rate structure.

No Tiers or Levels: The rate structure only has one tier or charges do not very vary based on different factors or levels of consumption.

If "No" is selected, you will be navigated to question A1.8.

Mandatory if your rates change for different levels of consumption or other factors; i.e., your rate structure has tiers (A1.7 = Yes).

What is the number of tiers or levels of charges? Use the drop-down to select up to 7 tiers.

If your water system has a Base Rate (fixed or variable) and Usage Rate (uniform or variable) and if either has more tiers than the other: i.e., Base Rate has 2 tiers and Usage Rate has 3 tiers; then select the largest tier in the drop-down menu. For this example, the user should select 3.

If you have more than 7 tiers, select 7 and in question A1.8, which asks for your rate structure, start with your lowest tier and move upwards. Provide a link to or upload a copy of your rate structure in A1.12 and/or A1.13 to provide the missing information on those tiers not reported in the eAR.

A1.8 Mandatory; Residential Rates and Charges Table

Mandatory; Residential Rates and Charges Table

The following provides guidance on completing the table for the following rate structures from A.2.2 or A1.1:

Single or Flat Rate (Often Unmetered): a static charge per billing cycle for providing drinking water regardless of the volume of water consumed. However, if your rate is affected by seasons, please provide an average charge per billing cycle.

Residential: If you indicated that you only have Residential customer types (A1.6 = No), then you will see one field to complete for your Residential single or flat rate.

Single-Family/ Multi-Family: If you indicated that you have Single-Family and Multi-Family* sub residential customer types (A1.6 = Yes), the table will display two rows, one for each account type.

Example Residential Rate Structures and How to Complete the Table

For the following rate structures, the table displayed may have a maximum of four columns depending on the rate structure selected below: Top Unit of Measure for Top Unit of Measure for Base Rate, Base Rate, Top Unit of Measure for Usage Rate; and Cost per Unit of Measure. The rows displayed in the table are determined by the water system's answers to questions A1.6 (if the system has sub residential customer classes of Single Facility and Multi-Family*) and A1.7.1 (the number of tiers the system's rate structure has).

Base Rate: this column is for the rate (in dollars) that is charged to customers for receiving drinking water services regardless of the volume of water consumed (not a rate charged by the exact volume of water consumed). Base rates may include charges like source water protection fees, service fees, etc. If the water system has more than one base rate, then the rates should be entered into the column in ascending order, the first row has the lowest base rate, the second row has the second lowest base rate, etc.

Base Rate Top Metric I Unit of Measure (UOM): this column is only visible for water systems that have base rates that change as the volume of water consumed increases (Variable Base Rate). Base rates that are associated with the volume of water consumed typically have a low and high range for each tier. For example, Tier 2 may charge customers a base rate of $10 for 30 - 50 gallons of water consumed. In this example, for Tier 2, the water system should enter 50 as the Top Metric/ Unit of Measure. Please ensure the unit of measure is in the same units you selected for question A1.4. The Top Metric/ Unit of Measure for each tier should be entered in ascending order from lowest to highest.

If the water system has a Uniform Base Rate, this column does not need to be completed.

Usage Rate Structure Top Metric I Unit of Measure (UOM): this column is for

water systems that have usage rates that change as the volume of water consumed increases. Usage Rates are that associated with the volume of water consumed typically have a low and high range for each tier. For example, if Tier 1 charges customers a usage rate of $0.50 per gallon for the first 30 gallons consumed (0 - 30). In this example, for Tier 1, the water system should enter 30 as the Top Metric/ Unit of Measure. Please ensure the unit of measure is in the same units you selected for question A1.4. The Top Metric/ Unit of Measure for each tier should be entered in ascending order from lowest to highest. No value should be entered for the highest/last tier in the table.

If the water system has a Uniform Usage Rate, this column does not need to be completed.

Cost per Unit of Measure (UOM): this column is for the rate or cost (in dollars) associated with the top metric or unit of measure per tier displayed in the table. For example, if Tier 1 charges customers a usage rate of $0.50 per gallon for the first 30 gallons consumed (0 - 30). In this example, for Tier 1, the water system should enter 0.5 as the Cost per Unit of Measure.

Base Rate (Fixed) + Usage Rate (Uniform): This option will be revealed if the water system charges a fixed fee per billing cycle regardless of water consumption and an additional uniform usage charge per unit of water consumed. This usage charge does not change based on the amount of water consumed.

If the water system has selected this rate structure, they will need to complete the Base Rate column and Cost Per Unit of Measure (UOM) column for each customer type displayed in the table. Two rows will display if the water system indicated they have Single Family and Multi-Family* sub residential customer types. Because the Usage Rate is uniform, the Top Metric/ Unit of Measure column does not need to be completed.

Base Rate (Fixed)+ Usage Rate (Variable): This option will be revealed if the water system charges a fixed fee per billing cycle regardless of the volume of water consumed and an additional charge per unit of water consumed.

If the water system has selected this rate structure, they will need to complete the Base Rate, Top Metric/ Unit of Measure, and Cost Per Unit of Measure (UOM) columns. Because the water system has a Fixed Base Rate, only Tier 1 needs to be completed for each customer type in the Base Rate column. Two Tier 1 rows must be completed if the water system indicated they have Single Family and Multi-Family* sub residential customer types (A1.6).

The Top Metric/ Unit of Measure* and Cost per Unit of Measure columns should be completed for each tier displayed in the table (determined by answer to A1.7.1). The Top Metric / Unit of Measure for each tier should be entered in ascending

order from lowest to highest.

*No Top Metric/ Unit of Measure should be entered for the highest last tier in the table per customer type.

Base Rate (Variable)+ Usage Rate (Uniform): This option will be revealed if the water system charges a variable base fee per billing cycle based on the volume of water consumed and an additional uniform usage charge per unit of water consumed. This usage charge does not change based on the amount of water consumed.

If the water system has selected this rate structure, they will need to complete the Top Unit of Measure for Base Rate, Base Rate; and Cost per Unit of Measure columns. Because the water system has a Variable Base Rate, every Tier for the Top Unit of Measure for Base Rate and Base Rate column should be completed for each customer type (A1.6 = Residential or Single Family and Multi-Family*). The Top Unit of Measure for Base Rate for each tier should be entered in ascending order from lowest to highest.

Because the water system has a Uniform Usage Rate, only Tier 1 needs to be completed for each customer type in the Cost per Unit of Measure column. Two Tier 1 rows must be completed if the water system indicated they have Single Family and Multi-Family* sub residential customer types (A1.6).

The Top Unit of Measure for Usage Rate column should not have any data.

Base Rate (Variable)+ Usage Rate (Variable): This option will be revealed if the water system charges a variable base fee per billing cycle based on the volume of water consumed and an additional charge per unit of water consumed.

If the water system has selected this rate structure, they will need to complete the Top Unit of Measure for Base Rate, Base Rate; and Cost per Unit of Measure columns. Because the water system has a Variable Base Rate, every Tier for the Top Unit of Measure for Base Rate and Base Rate column should be completed for each customer type (A1.6 = Residential or Single Family and Multi-Family*). The Top Unit of Measure for Base Rate for each tier should be entered in ascending order from lowest to highest.

The Top Metric/ Unit of Measure* and Cost per Unit of Measure columns should be completed for each tier displayed in the table (determined by answer to A1.7.1). The Top Metric / Unit of Measure for each tier should be entered in ascending order from lowest to highest.

*No Top Metric/ Unit of Measure should be entered for the highest/last tier in the table per customer type.

Allocation Based: No Table - water system will not be prompted with this question.

Other: No Table - water system will not be prompted with this question.

* **Multi-Family:** For water systems that indicated they have Multi-Family account types and if there are multiple rate structures for Multi-Family accounts, provide data for the most common type of Multi-Family housing and explain this in the comment box for this section. For example, if Multi-Family rates vary by the number of apartments or family-units, enter data for the most common type of Multi-Family structure and explain this in the comments, (e.g., "Rates are for X-family units, our most common type of Multi-Family structure").

The data collected in this table will be used to auto-calculate approximate user charges for 6, 9, 12, 14 HCF for question B1.9. This information is required for the State Water Board's Needs Assessment - required by SB 200 (Health and Safety Code [HSC] §116769).

A1.9 Mandatory; Did your rates change in the reporting year? (May select multiple)

No Change

Yes, inflation adjustment

Yes, increment of multi-year approved increase Yes, imposition of new or increased fees

Yes, other:

A1.10 Voluntary; Date of most recent update to the rate structure (this does not include regularly scheduled rate changes, rather actual changes to your rate structure).

Changes to your rate structure may include: Recent Board approved rate increases, modification of base rates or usage rates, addition or modification of tiers, etc

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

If there is any particular information you would like to provide regarding the most recent changes made to your rate structure use the text box provided.

A1.12 Mandatory for Urban Water Suppliers, optional for all others.

Provide a direct link to a webpage that explains water rates and fees, if available.

You may use the text box to provide a live weblink. If you do not have your water rates and/or fees posted online, please select the check box labeled "Not Available Online"

A.13 Mandatory; Upload rate structure documentation

Examples of appropriate documentation include: a rate or tariff sheet; fee schedule; Financial or Fiscal Plan that outlines customer charges; Board or City Council documentation approving customer charges; etc.

If your water system does not have any of the above, you may provide a copy of an individual customer's bill.

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

Voluntary; In the text box you may provide comments on the allocation of your Residential rate structure.
This information can help provide context to the State Water Board on your Residential customer charges, especially if they do not closely align with the structures and definitions provided in the eAR survey.

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

Yes: If the water system's customer bills include additional non-drinking water charges such as wastewater service charges; stormwater service charges; other Utility charges (electricity, gas, internet, and/or telecommunications); garbage, recycling collection, property taxes, etc.

No: There are no additional non-drinking water related charges included on the water system's customer's bills.

If Yes is selected, questions A1.15.1 and A1.15.2 will become visible. If No is selected, you will be navigated to question A2.1.

A1.15.1 Mandatory if your residential customer bill includes any non-drinking water charges (A1.15 = Yes).

What are those non-drinking water charges (may select multiple).

Select the additional services and charges included with the drinking water bill. If there are other charges that are not listed, then select the box Other and type in the charges included with the bill (i.e., User Utility Tax, Backflow Charge, etc.)

Wastewater service charge Stormwater service charge Electricity / Gas

Internet / Telecommunications Garbage / Recycling collection Property tax

Other: (Explain in text box

The State Water Board is charged with achieving the state's Human Right to Water goals (safe, accessible, and affordable water). Addressing water affordability requires understanding all the services and charges that customers must pay on their water bill.

A1.15.2 Mandatory if your residential customer bill includes any non-drinking water charges (A1.15 = Yes).

What are the average monthly charges per customer (calculated on an annual basis) for the non--drinking water charges you selected for question A1.15.1?

A table will display in the survey that only lists the choices you selected in A1.15.1. For each non-drinking water charge please approximate the average monthly charge for Residential customer types. (Please report the most common average monthly Non-Drinking water charges per customer.).

If your billing frequency is not monthly, please total the annual charges and divide by 12 to approximate the average monthly charge per non-drinking water charge.

If "Other" is selected in the previous question (A1.15.1), then add up all the other changes and include that amount in the row Other (i.e., User Utility Tax+ Backflow Charge= amount of combined other charges on the monthly bill).

A2. Residential Service Connections

This section is only visible to water systems that indicate in question A.2 that they have Residential customers (A.2 = Residential or Both).

Water systems that indicate in question A1 that they do not charge customers for water are not required to answer questions in this section.

Questions regarding section 8a should be directed to SAFER-NAU@waterboards.ca.gov

A2.1 Voluntary; What is the average service charge for a brand-new Residential connection (based on the most common meter size)?

Please report the installation fee for a brand-new water service (e.g., connection, line, and/or meter). This is usually the fee for a new connection.

Service charges may also be known as: Connection Fees; Advances in Construction, or Contributions in Aid for Construction.

A water system that does not charge for water consumption (recurring water bill) may have a one-time service charge for a brand-new customer. This is the average charge amount this question is asking for.

If you do not have a service charge for brand new connections, please select the check box provided.

A2.2 Last updated new customer meter charge:

Voluntary; If the water system charges for brand new connection.

This question will be hidden if the system does not have a service charge for brand new connections.

Last update made to the service charge for a brand-new Residential connection (based on the most common meter size reported above)?

Service charges may also be known as: Connection Fees; Advances in Construction, or Contributions in Aid for Construction.

A2.3 New water service account fee for existing residential home:

This question will be hidden if the system does not have a service charge for brand new connections.

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

Include the full deposit or one-time fee that a residential customer is charged when establishing a new water account. This is usually a charge to the account at the beginning of starting service. If no charges or deposits are required in your policy, then select the check box provided.

A2.4 What is the average charge for a brand new multi-family connection?

Voluntary; if the water system charges for brand new connection. This question will be hidden if the system does not have a service charge for brand new connections (visible only if user indicated they have multi- family AND single-family billing classes in question A1.6).

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

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

Service charges may also be known as: Connection Fees; Advances in Construction,

or Contributions in Aid for Construction.

A2.5 New connection fee cost accounting:

Voluntary; if the water system charges for brand new connection. This question will be hidden if the system does not have a service charge for brand new connections.

Check all charges included in new Residential connection fees (may select multiple): Existing infrastructure buy-in; e.g., water treatment / conveyance/ sewage treatment etc. Upgrades to infrastructure: seismic retrofits, pipe replacement, etc.

Storm water Management: costs associated with stormwater management, street sweeping, source water protection, etc.

Debt service charge: costs associated with loan repayments for existing debt.

Development of new water supplies: storage, conveyance, expansion of source capacity, etc

SB 610 (2002), which requires water supplies to demonstrate how they will accommodate demand from developments of over 500 units.

Other: If your brand-new connection fees are not used for any of the listed items above and only cover the cost of installation (i.e., labor & materials) please mark 'Other' and indicate the reason in the text box.

A2.6 Comments on Single Family and Multi-Family Connections:

Voluntary; if the water system charges for brand new connection. This comments box will be hidden if the system does not have a service charge for brand new connections

Please use the text box to provide comments on Residential connections. These comments will be publicly available.

A3. Non-Residential Water Rates & Charges:

This section is only visible to water systems that indicate in question A.2 that they have Non-Residential customers (A.2 = Non-Residential or Both).

Questions regarding section 8a should be directed to SAFER-NAU@waterboards.ca.gov

A3.1 Mandatory; Please select the metric or unit of measure (UOM) used for Non-Residential water rates (may only select one):

Gallons (Gal): A unit of liquid capacity equal to 3.79 liters. Customers are charged a rate or fee per 1 gallon of consumption.

Hundred Cubic Feet (HCF): One cubic foot is a volume that is measured by 1 foot by 1 foot by 1 foot. A hundred cubic feet is 100 cubic feet. 1 HCF = 748.052gallons. Customers are charged a rate or fee per 1 HCF of consumption.

Thousand Gallons: Customers are charged a rate or fee per 1,000 gallons of consumption.

Million Gallons: Customers are charged a rate or fee per million gallons of consumption.

Acre Feet: A unit of liquid capacity equal to 325,851 gallons. 1-acre feet= 435.599 HCF. Customers are charged a rate or fee per 1-acre feet of consumption.

Not Applicable: None of the above units of measure are used for calculating customer charges based on consumption.

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

Mandatory and only visible if the water system indicated their billing frequency for Residential and Non- Residential customers are NOT the same (A.2.1 = No).

Please select your billing frequency for Non-Residential customers (may only select one):

Annually: The water system bills its Non-Residential customers only once a year.

Quarterly: The water system bills its Non-Residential customers once every three months. Therefore, customers will receive a total of four bills every year.

Bi-Monthly: The water system bills its Non-Residential customers once every other month. Therefore, customers will receive a total of six bills every year.

Monthly: The water system bills its Non-Residential customers once a month. Therefore, customers will receive a total of 12 bills every year.

Other: In text box, provide the average number of days between billings.

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

Mandatory; This question duplicates question A.2.2a (visible only if the user indicated they charge both Residential and Non-Residential customer types [A.2 = Both]). If you already completed question A.2.2a then this question will not be visible. If you indicated that you only have Non-Residential customers (A.2 = Non-Residential), then you will be required to answer this question.

Please select the most common rate structure used to charge Non-Residential customers (may only select one):

Single or Flat Rate (Often Unmetered): is a static charge per billing cycle independent of water consumption. However, if your rate is affected by seasons, please provide an average charge per billing cycle.

Base Rate* (Fixed) + Usage Rate (Uniform):

A Fixed Base Rate is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a *fixed base rate* as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A Uniform Usage Rate is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate* (Fixed) + Usage Rate (Variable):

A Fixed Base Rate is a uniform charge that is applied to a customer's bill regardless of the volume of water consumed. Base rates typically include charges like source water protection fees, service fees, etc. and may include a fixed fee for the first few units of water consumed.

For the purposes of this survey, water systems that have base rates that vary due to non- water use related reasons (meter sizes, in city, out of city, elevation, etc.) should select a *fixed base rate* as their most common Base Rate structure. When providing this fixed base rate, water systems should enter the base rate which is charged to the most customers.

A Variable Usage Rate is a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Base Rate* (Variable) + Usage Rate (Uniform):

A Variable Base Rate is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first

few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A Uniform Usage Rate is a fixed rate that is charged based on the volume of water consumed. This uniform usage rate remains unchanged per cycle or throughout the year.

Base Rate* (Variable) + Usage Rate (Variable):

A Variable Base Rate Is a charge that is applied to a customer's bill that typically includes charges like source water protection fees, service fees, etc. and may include a fee for the first few units of water consumed.

For the purposes of this survey, base rates that vary due to water consumption should be considered as having a variable base rate. If base rates vary for any other reason (i.e., meter size, elevation, location), then they should be considered as having a fixed base rate. Please see the definition for fixed based rate for further clarification.

A Variable Usage Rate is a charge that is applied to a customer's bill per unit of water consumed. This amount is affected by water consumption in the form of tiers. Tiers consist of a set charge that is tied to an upper and lower limit of water consumption. After a customer surpasses the upper limit of the first tier the customer will pay the next tier's rate until reaching the max tier.

Allocation Based: A rate structure that creates an "Allocation" or "Water Budget" for each customer account based upon reasonable needs and efficient use. Customers are typically charged a lower rate if they consume within their Allocation or Water Budget. A higher rate is charged for when customers exceed their Allocation. This type of rate structure provides an economic incentive for customers to conserve water. See California Water Code Section 372 for all of the criteria that Allocation Based rate structures should meet.

A3.3a Other Notes:

Other: If your water system does not have a rate structure that somewhat aligns with any of the structures defines above, please select this option. Please use the text box provided to explain your rate structure.

*If your water system does not have a base rate, please select an option that includes Base Rate (Fixed).

A3.4 Comments on Non-Residential rate structure:

Voluntary; In the text box you may provide Comments on Non-Residential rate structure. This information can help provide context to the State Water Board on your

Non-Residential customer charges, especially if they do not closely align with the structures and definitions provided in the eAR survey.

A3.5 Mandatory; Select all applicable Non-Residential connection types* (may select multiple):

Commercial: Retail, Offices, Gas Stations, etc.

Institutional: Schools, Hospitals, Hotels, Jails, Prisons, Mental Health Facilities, Addiction Recovery Centers, Farmworker housing, etc.

Industrial: Manufacturing, Chemical, Refineries, Cooling Towers, Animal & Food Processing, etc.

Landscape Irrigation: Parks, Golf Courses, etc.

Agricultural Irrigation: Crops, Aquaculture, etc.

Other: If your water system organizes or groups your connection types differently, please use the text box provided to explain.

*The examples provided for the connection types above do not necessarily need to align with how your water system groups certain non-residential customers. Please group and respond to the following questions based on how you currently structure your non-residential water charges.

For example, if your water system considers golf courses to be commercial connection types rather than landscape irrigation, please select commercial.

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

Mandatory if you indicated you have one of the following rate structures: A3.3 = Base Rate (Fixed) + Usage Rate (Variable); Base Rate (Variable)+ Usage Rate (Uniform); or Base Rate (Variable)+ Usage Rate (Variable).

Do your rates change for different levels of consumption or features?

Yes: The rate structure includes different tiers or levels of charges for different volumes or other factors related to consumption.

If "Yes" is selected, question A3.6.1 will become visible, asking the water system to indicate the number of tiers utilized in their most common Non-Residential rate structure.

No Tiers or Levels: The rate structure only has one tier. Charges do not very based on different factors or levels of consumption.

If "No" is selected, you will be navigated to question A3.7.

Mandatory if your rates change for different levels of consumption or other factors (A3.6 = Yes).

What is the number of tiers or levels of charges? Use the drop-down to select up to 7 tiers.

If you have more than 7 tiers, select 7 and, in question A3.7, which asks for your rate structure, start with your lowest tier and move upwards.

A3.7 Mandatory; Non-Residential Rates & Charges Table

The table displayed to each user is determined by your answers to questions: A3.3 or A1.1; A3.5; and A3.6/A3.6.1.

Please complete the table based on the Billing Frequency selected in question A3.2; if you selected Flat Rate in question A3.3 and your flat rate varies over the year, use the average flat rate amount; and provide data for the most common rate for the majority of your Non-Residential customers.

The following provides guidance on completing the table for the following rate structures from A3.3/A1.1:

Single or Flat Rate (Often Unmetered): One rate (per non-residential connection type selected in question A3.5) for providing drinking water regardless of the volume of water used. If you charge the same flat rate for all or some of the non-residential connection types, please enter that value in the appropriate field in the displayed table.

For the following rate structures, the table displayed may have a maximum of four columns depending on the rate structure selected below: *Top Unit of Measure for Top Unit of Measure for Base Rate, Base Rate, Top Unit of Measure for Usage Rate; and Cost per Unit of Measure*. The rows displayed in the table are determined by the water system's answers to questions A3.3/A1.1 (rate structure); A3.5 (non-residential connection types); and A3.6/A3.6.1 (number of tiers per connection type).

Base Rate: this column is for the rate (in dollars) that is charged to customers for receiving drinking water services regardless of the volume of water consumed (not a rate charged by the exact volume of water consumed). Base rates may include charges like source water protection fees, service fees, etc. If the water system has more than one base rate, then the rates should be entered into the column in ascending order, the first row has the lowest base rate, the second row has the second lowest base rate, etc.

Base Rate Top Metric I Unit of Measure (UOM): this column is only visible for water systems that have base rates that change as the volume of water consumed increases (Variable Base Rate). Base rates that are associated with the volume of water consumed typically have a low and high range for each tier. For example, tier 2 may charge customers a base rate of $10 for 30 - 50 gallons of water consumed. In this

example, for tier 2, the water system should enter 50 as the *Top Metric / Unit of Measure.* Please ensure the unit of measure is in the same units you selected for question A3.1. The *Top Metric / Unit of Measure* for each tier should be entered in ascending order from lowest to highest.

If the water system has a Uniform Base Rate, this column does not need to be completed. *Usage Rate Structure Top Metric / Unit of Measure (UOM):* this column is for water systems that have usage rates that change as the volume of water consumed increases. Usage Rates are that associated with the volume of water consumed typically have a low and high range for each tier.

For example, if Tier 1 charges customers a usage rate of $0.50 per gallon for the first 30 gallons consumed (0 - 30). In this example, for Tier 1, the water system should enter 30 as the *Top Metric / Unit of Measure*. Please ensure the unit of measure is in the same units you selected for question A3.1. The *Top Metric / Unit of Measure* for each tier should be entered in ascending order from lowest to highest. No value should be entered for the highest/last tier in the table.

If the water system has a Uniform Usage Rate, this column does not need to be completed.

Cost per Unit of Measure (UOM): this column is for the rate or cost (in dollars) associated with the top metric or unit of measure per tier displayed in the table. For example, if Tier 1 charges customers a usage rate of $0.50 per gallon for the first 30 gallons consumed (0 - 30). In this example, for Tier 1, the water system should enter 0.5 as the *Cost per Unit of Measure.*

Base Rate (Fixed) + Usage Rate (Uniform): This option will be revealed if the water system charges a fixed fee per billing cycle regardless of water consumption and an additional uniform usage charge per unit of water consumed. This usage charge does not change based on the amount of water consumed.

If the water system has selected this rate structure, they will need to complete the Base Rate column and *Cost Per Unit of Measure (UOM)* column for each non-residential connection type (A3.5) displayed in the table. Because the Usage Rate is uniform, the *Top Metric / Unit of Measure* column does not need to be completed.

Base Rate (Fixed)+ Usage Rate (Variable): This option will be revealed if the water system charges a fixed fee per billing cycle regardless of the volume of water consumed and an additional charge per unit of water consumed.

If the water system has selected this rate structure, they will need to complete the Base Rate, *Top Metric / Unit of Measure,* and *Cost Per Unit of Measure (UOM)* columns. Because the water system has a Fixed Base Rate, only Tier 1 needs to be completed for each non-residential connection type (A3.5) in the Base Rate column.

The *Top Metric / Unit of Measure** and *Cost per Unit of Measure* columns should be

completed for each tier displayed in the table (determined by answer to A3.6.1). The *Top Metric / Unit of Measure* for each tier should be entered in ascending order from lowest to highest.

*No Top Metric/ Unit of Measure should be entered for the highest/last tier in the table per non- residential connection type (A3.5).

Base Rate (Variable) + Usage Rate (Uniform): This option will be revealed if the water system charges a variable base fee per billing cycle based on the volume of water consumed and an additional uniform usage charge per unit of water consumed. This usage charge does not change based on the amount of water consumed.

If the water system has selected this rate structure, they will need to complete the *Top Unit of Measure for Base Rate, Base Rate;* and *Cost per Unit of Measure* columns. Because the water system has a Variable Base Rate, every Tier for the *Top Unit of Measure for Base Rate and Base Rate* column should be completed for each non-residential connection type (A3.5). The *Top Unit of Measure* for Base Rate for each tier should be entered in ascending order from lowest to highest.

Because the water system has a Uniform Usage Rate, only Tier 1 needs to be completed for each non-residential connection type in the Cost per Unit of Measure column.

The Top Unit of Measure for Usage Rate column should not have any data.

Base Rate (Variable) + Usage Rate (Variable): This option will be revealed if the water system charges a variable base fee per billing cycle based on the volume of water consumed and an additional charge per unit of water consumed.

If the water system has selected this rate structure, they will need to complete the *Top Unit of Measure for Base Rate, Base Rate;* and *Cost per Unit of Measure* columns. Because the water system has a Variable Base Rate, every Tier for the *Top Unit of Measure for Base Rate and Base Rate* column should be completed for each non-residential connection type (A3.5). The top Unit of

Measure for Base Rate for each tier should be entered in ascending order from lowest to highest.

The *Top Metric / Unit of Measure** and *Cost per Unit of Measure* columns should be completed for each tier displayed in the table (determined by answer to A3.6.1). The *Top Metric / Unit of Measure* for each tier should be entered in ascending order from lowest to highest.

*No Top Metric/ Unit of Measure should be entered for the highest last tier in the table.

Allocation Based: No Table - water system will not be prompted with this question.

Other: No Table - water system will not be prompted with this question.

Section 8B: Total Income: Revenue & Expenses

B1 Total Revenue Generated from Different Sources

The purpose of this section is to calculate total annual revenue generated. No revenue should be double counted.

Questions regarding section 8b should be directed to SAFER-NAU@waterboards.ca.gov

B1.1 Total revenue collected from residential (single and multi-family) customer rates and charges that cover water services, including usage fares and basic rates for the reporting year.

Mandatory if your water system charge customers for water (Customer Charges A.1 = Yes) and has either Residential or both Residential/ Non-Residential customer types (Customer Charges A.2 = Residential or Both).

Total revenue generated exclusivity from water rates and charges from all Residential customer types during the reporting year (includes single-family and Multi-Family). This would be for all revenue received from Residential customer types.*

***Include:** Meter fees

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

B1.2 Total revenue collected from non-residential customer rates and charges that cover water services, including usage fares and basic rates for the reporting year.

Mandatory if your water system charge customers for water (Customer Charges A.1 = Yes) and has either Non-Residential or both Residential/ Non-Residential customer types (Customer Charges A.2 = Non- Residential or Both).

Total revenue generated exclusivity from water rates and charges from all Non-Residential customer types during the reporting year. This would be for all revenue received from Non-Residential customer types.*

***Include:** Meter fees

***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 exclusively from other fees and charges* from all residential customer types during the reporting year (includes single and multi-family customers).*

Mandatory and only visible to the water systems that indicated they have either Residential or both Residential/ Non-Residential customer types (Question is revealed when A.2 = Residential or Both).

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 checks.

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

B1.4 Total revenue generated exclusively from other fees and charges* from all non-residential customer types during the reporting year.*

Mandatory and only visible to the water systems that indicated they have either Residential or both Residential/ Non-Residential customer types (Customer Charges A.2 = Non-Residential or Both).

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 you water rates in the above question.

B1.5 Mandatory; 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)?

Yes: water system collects/receives revenue or funding from interfund or governmental transfers to support drinking water services. Typically, this takes the form of a transfer of funds from a City or County general fund to the drinking water system. The source of these funds may be from other utilities (wastewater, stormwater, energy etc.) or revenues from property taxes/fees, sales taxes/fees,

and/or other charges not directly charges by the drinking water system.

No: water system does not collect or receive revenue from interfund or governmental transfers.

Mandatory if the water system indicated they collect/receive revenue from interfund or governmental transfers (B1.5 = Yes).

This question is asking systems to categorize what types of revenue they received from interfund or governmental transfers. The total amount will be recorded in question B1.5.2.

B.1.5.1 Please select all that apply (may select multiple)

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

Other: other non-water charges and fees that are included on water bills. Please use the text box to provide more information.

Mandatory if the water system indicated that they collect/receive revenue from interfund or governmental transfers (B1.5 = Yes)

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

This question is asking for the total amount of interfund or governmental transfers **into** the system's enterprise fund.

Please provide total dollar amounts of revenue gained from interfund or governmental transfers.

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

This question is asking for the total amount of interfund or governmental transfers **out** of your system's enterprise fund.

If revenue collected by the drinking water system are transferred away from the water system, typically to the City or County general fund to support non-drinking

water related services.

Please provide total dollar amounts of revenue lost from interfund or governmental transfers.

B1.7 Mandatory; 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, other service fees, etc.).

Please provide total dollar amounts of revenue generated from non-customer sources.

Please use the text box to provide clarity on what revenues are included in the figure provided. If the water system has no other annual revenues, please enter zero "O" into the field provided.

Auto-Calculated; **Total Annual Revenue for the Reporting Year.**

This field will auto-calculate using the values provided in the previous questions.

B1.8 Total Annual Revenue for the Reporting Year

Total Annual Revenue for the Reporting Year = Residential Water Rate Revenue (B1.1) + Non-Residential Water Rate Revenue (B1.2) + Residential Fees and Charges Revenue (B1.3) + Non-Residential Fees and Charges Revenue (B1.4) + Interfund or Governmental Revenue (B1.5.2)- Interfund or Government

Revenue Lost (B1.6) + Other Revenue (B1.7)

Auto-Calculated for water systems that charge for water (Customer Charges A.1 = Yes) and have Residential customers (Customer Charges A.2 = Residential or Both).

The table displayed will auto-calculate **total average drinking water customer charges** for different volumes of water consumption (6, 9, 12, and 24 HCF) using information provided by the water system in previous questions.

Drinking Water Charge: From Water Bill: Calculated from A1.8 Residential Water Rate Table and converted to dollars/month. If your water system uses a Unit of Measure other than HCF (Hundred Cubic Feet), this table will convert to HCF.

1 cubic foot= 7.48 Gal

6 HCF (= 600 cubic feet) = 4,488 Gal

9 HCF (= 900 cubic feet) = 6,732 Gal

12 HCF (= 1200 cubic feet) = 8,977 Gal

24 HCF (= 2400 cubic feet) = 17,953 Gal

Other Charges from Interfund Transfers: Taxes/ Fees*: This is an approximation of how much customers may be paying for drinking water services beyond their water bill (property taxes, sales taxes etc.). This field is auto-calculated using:

[B1.5.2 Total revenue generated from interfund, or governmental transfer/ 12] / [Population served]

If revenue from Interfund Transfers is small compared to the water system's service area population, the amount auto-calculated for this column will be very small and may even round to zero, since the survey only displays to the nearest cent.

Please ensure to visit and complete the Population tab of the eAR before reviewing this question.

Total Drinking Water Cost to Customer: dollars/month: This column auto-calculates by adding Drinking Water Charge to Other Charges from Interfund Transfer for each consumption volume (6, 9, 12, and 24 HCF). Please note that you're required to report the most common rate structure among your Residential customer base (as an example, if your base rate is varied based on meter size, rate for the most common meter size should be reported).

If the Total Drinking Water Cost to Customer does not align with your water system's customer charges data, please following the steps below.

Step 1: Revisit and confirm your answers to questions in the Customer Charges section: A.1 through A.2.2a; and A1.1 through A1.8, 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.

If the figures provided for these previous questions are correct and the Total Drinking Water Cost to Customer displayed in the table does not align with your data, please move to Step 2.

Step 2: If the Total Drinking Water cost to Customer is not accurate, please select the check boxes in the column titled "Provide Alternative Amount." New columns should appear in the table where you can provide alternative Total Drinking Water Cost to Customer per consumption level.

Please provide a brief description of how you calculated the figure you provided using the comment box

B1.9 Approximation of Total Residential Charges

Auto-Calculated for water systems that charge for water (Customer Charges A.1 = Yes) and have Residential customers (Customer Charges A.2 = Residential or Both).

The table displayed will auto-calculate **total average drinking water customer charges** for different volumes of water consumption (6, 9, 12, and 24 HCF) using information provided by the water system in previous questions.

Drinking Water Charge: From Water Bill: Calculated from A1.8 Residential Water Rate Table and converted to dollars/month. If your water system uses a Unit of Measure other than HCF (Hundred Cubic Feet), this table will convert to HCF.

1 cubic foot= 7.48 Gal

6 HCF (= 600 cubic feet) = 4,488 Gal

9 HCF (= 900 cubic feet) = 6,732 Gal

12 HCF (= 1200 cubic feet) = 8,977 Gal

24 HCF (= 2400 cubic feet) = 17,953 Gal

Other Charges from Interfund Transfers: Taxes/ Fees*: This is an approximation of how much customers may be paying for drinking water services beyond their water bill (property taxes, sales taxes etc.). This field is auto-calculated using:

[B1.5.2 Total revenue generated from interfund, or governmental transfer/ 12] / [Population served]

If revenue from Interfund Transfers is small compared to the water system's service area population, the amount auto-calculated for this column will be very small and may even round to zero, since the survey only displays to the nearest cent.

Please ensure to visit and complete the Population tab of the eAR before reviewing this question.

Total Drinking Water Cost to Customer: dollars/month: This column auto-calculates by adding Drinking Water Charge to Other Charges from Interfund Transfer for each consumption volume (6, 9, 12, and 24 HCF). Please note that you're required to report the most common rate structure among your Residential customer base (as an example, if your base rate is varied based on meter size, rate for the most common meter size should be reported).

If the Total Drinking Water Cost to Customer does not align with your water system's customer charges data, please following the steps below.

Step 1: Revisit and confirm your answers to questions in the Customer Charges

section: A.1 through A.2.2a; and A1.1 through A1.8, 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.

If the figures provided for these previous questions are correct and the Total Drinking Water Cost to Customer displayed in the table does not align with your data, please move to Step 2.

Step 2: If the Total Drinking Water cost to Customer is not accurate, please select the check boxes in the column titled "Provide Alternative Amount." New columns should appear in the table where you can provide alternative Total Drinking Water Cost to Customer per consumption level.

Please provide a brief description of how you calculated the figure you provided using the comment box.

B1.10 Mandatory; Days of cash-on-hand at the end of the reporting year.

Days Cash-on-Hand: How much cash your system has saved up and available at the end of the reporting year. This may include 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.

B.1.11 Voluntary; Comments on water system revenues.

Please use the text box to provide any additional context on your water system's annual revenues.

B.2 Total Expenses

Purpose of this section is to calculate total annual expenses. No expense should be double counted. This section is mandatory for community water systems.

TNC and NTNC water systems are not required to provide this information and will not see this section. Questions regarding section 8b should be directed to SAFER-NAU@waterboards.ca.gov

B2.1 Mandatory; Total annual operations and maintenance expenses.

Operations and Maintenance Expenses: expenses incurred during the system's normal operation during the reporting year. It may include salaries, benefits for employees, utility bills, system repair and maintenance, supplies (e.g., treatment chemicals), insurance, water purchased for resale etc.

All water systems should have incurred some cost for maintaining their water system throughout the year. A figure greater than zero "O" should be provided.

B2.2 Mandatory; Total annual expenses from investing or capital expenditures.

Investing and Capital Expenditures: expenses incurred from purchase of property and equipment; construction of new assets (i.e., treatment, distribution etc.) and any other expenditures related towards expanding and/or improving the water system.

If the water system has no investing or capital expenses, please enter zero "O" into the field provided.

B2.3 Mandatory; Total annual expenses from financing activities.

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

If the water system has no financing-related expenses, please enter zero "O" into the field provided.

B2.4 Mandatory; Total Other annual expenses.

Other Expenses: Any other annual expenses that the water system does not feel aligns with the definitions provided for the other expense categories.

Please use the text box to provide clarity on what expenses are included in the figure provided. If the water system has no other annual expenses, please enter zero "O" into the field provided.

Auto-Calculated: **Total annual expenses.**

This field will auto-calculate using the values provided in the previous questions.

Total annual expenses = Operations and Maintenance Expenses (B2.1) + Investing or Capital Expenditures (B2.2) + Finance Expenditures (B2.3) + Other Expenses (B2.4)

B2.4a Other Notes.

Voluntary; Comments on Total Expenses.

Please use the text box to provide any additional context on your water system's annual expenses.

Section 8C: Affordability

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

Voluntary and only visible if the water system indicates that they offer an extended repayment or other customer payment assistance plan (C1.7 = Yes).

C1.7.1 How many occupied Residential* customer accounts participated in your extended payment of other customer payment assistance plan?

If you indicated in Customer Charges question A1.6 that you have both **Single-Family** and **Multi- family** residential sub customer types (Customer Charges A1.6 = Yes), then you will see a table for this question displaying two rows, one for each account type.

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

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

If you indicated in Customer Charges question A1.6 that you only have Residential customer types (Customer Charges A1.6 = No), then you will see a table for this question with only Residential accounts listed.

Please provide the number of occupied customer accounts participated in your extended payment of other customer payment assistance plan.

Voluntary and only visible if the water system indicates that they offer an extended repayment or other customer payment assistance plan (C1.7 = Yes).

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

For the last billing cycle of the year, what was the number of remaining accounts that were still missing one or more requested payments?

Voluntary and only visible if the water system indicates that they have residential accounts that were missing one or more required bill payments at the end of the most recent year (C1.8 > 0).

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?

For the last billing cycle of the year, what was the total amount of all water bill debt that was uncollected {I.e., drinking water debt, late fees, notice fees, disconnection fees, etc.). Add the account balances from all residential customers and report the total amount of uncollected debt that was remaining after the last billing cycle of the year. You may have to refer to the deadline of the last billing cycle that was closest to December 2020, which may be in early 2021 reports.

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

Please provide comments on shut-offs. The comments are publicly available.

C1.16 Written Policies

A community water system that serves 200 or more service connections shall have a written policy on discontinuation of residential service for nonpayment available in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and any other language spoken by at least 10 percent of the people residing in its service area.

A community water system that serves fewer than 200 service connections shall have a written policy on disconnection of residential service for nonpayment available in English, any language spoken by at least 10 percent of the people residing in its service area, and, upon request of a customer, in Spanish, Chinese, Tagalog, Vietnamese, and Korean.

C2 Residential Customer Assistance

This section is only visible to water systems that indicate in Customer Charges question A.2 that they have Residential customers (Customer Charges A.2 = Residential or Both).

Questions regarding section 8c should be directed to: ORPP-WaterConservation@Waterboards.ca.gov H & S Code 116530.

(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.

WAT 106.3.

(a) It is hereby declared to be the established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.

C2.1 Mandatory; In the reporting year, did you offer any of the following types of bill assistance to customers? (May select multiple).

Low-income water rate assistance: A water rate assistance program that is available to customers who are low-income.

Flexible payment terms: Typically, temporary payment terms that let customers pay their bills in ways that work for their budget and schedule within defined time period. Examples include options to temporarily pause payments, change billing frequency, or pay what the customer can afford. After a period of time, any charges that were reduced or paused are typically spread across the customer's future

payments within a certain timeframe.

Alternative payment terms: Payment methods or structures that makes it easier for a customer to pay a bill. Examples of alternative payments include allowing later payment without penalty, leveling out payments so they are even month to month over the year, establishing pre-payment plans.

Temporary assistance: Short term assistance available on a case-by-case basis.

Special medical need: An assistance program established for customers that have special medical needs.

Other types of assistance: Other examples may include Senior Assistance Program, referral to an NGO or a third party to administer the assistance program, and innovative assistance opportunities for customers in need. Please provide the other type of assistance in the comment box below.

None: If you select none, all selections above will be de-selected. You will also complete this section. None of the following questions regarding customer assistance will be visible.

C2.2 Voluntary; Please provide the following about each type of bill assistance offered selected in C2.1.

Number of Accounts Utilized: Count the number of customers who received assistance.

Average Bill: Include the average or most common annual water bill amount when assistance was applied.

Voluntary and only visible if your water system offers low-income water rate assistance (C2.1 = Low-income water rate assistance).

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

Provide the source of funding for the low-income water rate assistance program. Some examples of funding sources include transfers from a general fund, other internal revenue, cellular tower leases, donations, and fees.

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

Voluntary and only visible if your water system offers low-income water rate assistance (C2.1 = Low-income water rate assistance).

Provide the total amount that was allocated towards supporting the assistance program in the reporting year. This figure should be the full amount of funding that

was available to support the program, even if some of this funding was not utilized in the reporting year.

C2.5 Does your program provide benefits to Single-Family only, or Single-Family and Multi-Family? (May only select one).

Voluntary and only visible if your water system has Single-Family and Multi-Family customer types (Customer Charges A1.6 = Yes)

Single-Family customers only: Benefits are available to only single-family customers.

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

Single-Family and Multi-Family customers: Benefits are available to both types of residential customers.

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

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

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

Voluntary and only visible if your water system has Single-Family and Multi-Family customer types (Customer Charges A1.6 = Yes)

Metric or Unit of Measure (UOM) per month (select one)

Dollars: Assistance was provided in the form of a fixed dollar amount subtracted from the water bill.

Percentage of Bill: Assistance was provided in the from of a percentage discount to the total water bill.

Volume: Assistance was provided through a volumetric amount of water that was deducted from the water bill. The units of measure will be recorded as the same as what was indicated in section *Ba* (Gallons (Gal), Hundred Cubic Feet (HCF or CCF), etc. If the units of measure (UOM) is different from your answer in 8a, then please provide a note in the comment box at the end of this section (Assistance for volume UOM is in)

Average Benefit Amount: Provide the numeric amount for the benefit type per month.

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

Yes: If low-income customers are referred to a third-party organization to implement the water assistance program for your customer, then please select yes.

No: The program is administered and implemented in-house.

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

Voluntary and only visible if your water system partners with an outside entity to provide assistance to low- income households.

Using the text box provided, **list the name of the organization(s) you partnered with.** Organization names can be separated using a semicolon.

Voluntary and only visible if your water system partners with an outside entity to provide assistance to low- income households.

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

Please provide the total amount of funding distributed to households within the reporting year.

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

Yes: Some bills were forgiven under certain circumstances (economic hardship, loss of job, loss of a family member, etc.)

No: No water bills were forgiven under any circumstances.

Please use the comment box to provide additional details if your water system offers bill forgiveness.

C2.8.1 Number of accounts:

Voluntary and only visible if your water system offers bill forgiveness under certain circumstances (C2.8 = Yes).

Please provide the **Number of Accounts** that received bill forgiveness within the reporting year. If your water system does not collect this information, please select the checkbox provided.

C2.8.2 Average Amount Forgiven:

Voluntary and only visible if your water system offers bill forgiveness under certain circumstances (C2.8 =Yes).

Please provide the **Average Amount** that was forgiven within the reporting year.

If your water system does not collect this information, please select the checkbox provided.

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

Voluntary; Please use the text box to provide any additional **Comments on Affordable Drinking Water Assistance**. These comments will be publicly available.

Section 9: Water Quality

A. Bacteriological Sample Siting Plan (BSSP):

Pursuant to, Title 22 of the California Code of Regulations, Section 64422 (a) By October 1, 2021, an existing public water system shall develop and submit to the State Board a bacteriological sample siting plan that identifies sampling sites and a sample collection schedule for the collection of bacteriological samples for total coliform analysis, subject to (a)(1) thru (a)(5).

B. Water Quality Emergency Notification Plan (WQENP):

§116460. Emergency notification plan requirement. No person shall operate a public water system without an emergency notification plan that has been submitted to and approved by the department. The emergency notification plan shall provide for immediate notice to the customers of the public water system of any significant rise in the bacterial count of water or other failure to comply with any primary drinking water standard that represents an imminent danger to the health of the water users.

No permit, variance, or exemption may be issued or amended under this chapter until an emergency notification plan has been approved by the department.

The department shall adopt regulations to implement the provisions of this section. The regulations may provide for the exclusion of public water systems from the requirements of this section when, in the judgment of the department, the exclusion will best serve the public interest.

B.1 WQENP Upload Process

If your Water Quality Notification Plan (WQENP) show a status, No WQENP Upload, you may upload a new document by select here (link below). You may also view existing ENP. To override and upload a new document, please contact your regulating agency with the new document for review.

C. Emergency Disinfection Plan (EDP)

Pursuant to the Section 64660(c)(2), Title 22 of the California Code of Regulations, the Emergency Disinfection Plan (EDP) may be included in your water system's Emergency Response Plan or Operations Plan. If so, provide the Name and Date of those plans below: An emergency plan shall be developed prior to initiating operation of the disinfection facilities. The plan shall be implemented in the event of

disinfection failure to prevent delivery to the distribution system of any undisinfected or inadequately disinfected water. The plan shall be posted in the treatment plant or other place readily accessible to the plant operator.

D. Watershed Sanitary Survey Report

Pursuant to the Surface Water Treatment Rule, Title 22 of the California Code of Regulations. Section 64665:

All suppliers shall have a sanitary survey of their watershed(s) completed at least every five years. The first survey shall be completed by January 1, 1996.

A report of the survey shall be submitted to the Department not later than 60 days following completion of the survey.

The survey and report shall include physical and hydrogeological description of the watershed, a summary of source water quality monitoring data, a description of activities and sources of contamination, a description of any significant changes that have occurred since the last survey which could affect the quality of the source water, a description of watershed control and management practices, an evaluation of the system's ability to meet requirements of this chapter, and recommendations for corrective actions

E. Consumer Confidence Report and Certification:

Pursuant to Section 64480, Title 22 of the California Code of Regulations, the Consumer Confidence Report Applicability and Distribution are as follows

Except as provided in subsection (b), each community and nontransient-noncommunity (NTNC) water system shall prepare and deliver the first Consumer Confidence Report by July 1, 2001, and subsequent reports by July 1 annually thereafter. The first Consumer Confidence Report shall contain data collected during, or prior to, calendar year 2000, as prescribed by section 64481(d)(1). Each Consumer Confidence Report thereafter shall contain data collected during, or prior to, the previous calendar year.

A new community or NTNC water system shall deliver its first Consumer Confidence Report by July 1 of the year after its first full calendar year in operation and subsequent reports by July 1 annually thereafter.

A community or NTNC water system that sells water to another community or NTNC water system shall deliver the applicable information required in section 64481 to the purchasing system by no later than April 1 of each year or on a date mutually agreed upon by the seller and the purchaser, and specifically included in a contract between the parties.

Pursuant to Section 64483, Title 22 of the California Code of Regulations, Consumer

Confidence Report Delivery and Recordkeeping.(c) No later than the date the water system is required to distribute the Consumer Confidence Report to its customers, each water system shall mail a copy of the report to the State Board, followed within 3 months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the State Board.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 10: Backflow-Cross-Connection Control

Backflow-Cross Connection Control:

Pursuant Section 7604, Title 17 California Code of Regulations describes type of protection required. The type of protection that shall be provided to prevent backflow into the public water supply shall be commensurate with the degree of hazard that exists on the consumer's premises. The type of protective device that may be required (listed in an increasing level of protection) includes: Double check Valve Assembly-(DC), Reduced Pressure Principle Backflow Prevention Device-(RP) and an Air gap Separation-(AG). The water user may choose a higher level of protection than required by the water supplier. The minimum types of backflow protection required to protect the public water supply, at the water user's connection to premises with various degrees if hazard, are given in Table 1.

Pursuant Section 7605, Title 17 California Code of Regulations describes testing and maintenance of backflow prevention requirements as follows: (a) The water supplier shall assure that adequate maintenance and periodic testing are provided by the water user to ensure their proper operation. (b) Backflow preventers shall be tested by persons who have demonstrated their competency in testing of these devices to the water supplier or health agency. (c) Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or water supplier. When devices are found to be defective, they shall be repaired or replaced in accordance with the provisions of this Chapter. (d) Backflow preventers shall be tested immediately after they are installed, relocated, or repaired and not placed in service unless they are functioning as required.

A. Backflow Assemblies & Air Gaps:

Backflow Prevention Assemblies:

All testable backflow prevention assemblies that operate to prevent water from flowing from a user's piping back into the domestic water supply system. Each backflow prevention assembly must be tested annually by a certified backflow prevention

assembly tester. Do not include inactive backflow assemblies in this count. Use the question below to populate inactive backflow assemblies.

Backflow Assemblies On-site:

This includes backflow assemblies installed within the premises of the user, which protect the internal water distribution system from cross-connections to the satisfaction of the water supplier and health agency, such that backflow protection is not required at the user's connection to the public water system. This also includes backflow assemblies installed within a non-community water system to protect its distribution system. Examples include backflow assemblies on the water supply to boilers, RV dump stations, commercial dishwashers, fire protection systems, etc.

Air-Gap Separation:

Is a physical break between the water supply line and a receiving vessel and must provide a separation of at least double the diameter of the supply pipe, measured vertically from the flood rim of the receiving vessel to the supply pipe, but in no case shall this separation be less than one inch.

Inactive Backflow Prevention Assemblies:

A backflow prevention assembly that is installed on a pipeline or connection that is no longer in use, as counted at the end of the reporting year.

B. Cross Connection Control Program:
Pursuant Section 7584, Title 17 California Code of Regulations describes Responsibility and scope of the program. The water supplier shall protect the public water supply from contamination of a cross-connection control program. The program, or any portion thereof, may be implemented directly by the water supplier or by means if a contract with the local health agency or with another agency approved by the health agency. The water supplier cross-connection control program shall for the purpose of addressing the requirements of Section 7585 through 7605 include, but not limited to, the following elements:

(a) The adoption of operating rules or ordinances to implement the cross-connection program.

(b) The conducting of surveys to identify water user premises where cross-connections are likely to occur.

(c) The provisions of backflow protection by the water user at the user’s connection or within the user's premises or both.

(d) The provision of at least one person trained in cross-connection control to carry out the cross-connection program.

(e) The establishment of a procedure or system for testing backflow preventers

(f) The maintenance of records of locations, tests, and repairs of backflow preventers.

Cross-connection Control Surveys:

If total number of backflow devices or airgaps is not zero, you shall record the latest cross connection control survey. If a survey was conducted, provide the date and program coordinator information.

Cross-Connection Incidents:

is an unprotected actual or potential connection between a potable water system used to supply water for drinking purposes and any source or system containing unapproved water or a substance that is not or cannot be approved as safe, wholesome and potable. By-pass arrangements, jumper connections, removable sections, swivel or changeover devices, or other devices through which backflow could occur, shall be considered to be cross-connections.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 11: Operator Certification

Operator Certification

§64413.7. Distribution System Staff Certification Requirements. (a) Each water supplier shall designate at least one chief operator that meets the requirements specified in §63770 for each distribution system utilized by the water system. (b) Each water supplier shall designate at least one shift operator that meets the requirements specified in §63770 for each distribution system utilized by the water system for each operating shift. (c) The chief operator or shift operator shall be on-site or able to be contacted within one hour.

§64413.5. Treatment Facility Staff Certification Requirements. (a) Each water supplier shall designate at least one chief operator that meets the requirements specified in §63765 for each water treatment facility utilized by the water system. (b) Each water supplier shall designate at least one shift operator that meets the requirements specified in §63765 for each water treatment facility utilized by the water system for each operating shift. (c) Except as provided in (d), a chief operator or shift operator shall be on-site at all times that the facility is operating.

The D1-D5 & T1-T5 acronyms relate to the distribution and treatment facility classification and grade of operator, resulting in what level of operator the water system needs to have

(I.e. D1 can designate a distribution level 1 system classification or a D1 distribution operator certification level).

A "TD" indicates the water system can use a treatment or distribution system operator for the particular treatment plant facility. These situations apply to treatment plant facilities that are providing precautionary chlorination treatment at wellheads.
If you need further information about your water system classification, please contact your regulating agency.

If you need further information about operator certification, visit the following website:
https://www.waterboards.ca.gov/drinking_water/certlic/occupations/DWopcert.html

A. Distribution System Certified Operators:

Your Distribution System Classification

This shows the classification of your distribution system (01, 02, 03, 04, or 05). However, you may see the following instead:

1. Distribution Operator Not Required - your water system is a transient non-community water system and as such is not subject to the certified distribution system operator requirements

2. Classification is Unavailable - the classification of your distribution system has not been entered into the Division's SDWIS database

If you believe that your distribution system classification is in error, please notify your local regulatory agency immediately.

Table of Distribution System Operators:

The table below is prefilled with operator information 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 the row. Save changes by selecting the green check mark at the end of the row.

Chief Operator: The person who has overall responsibility for the day-to-day, hands-on, operation of a water

treatment facility or the person who has overall responsibility for the day-to-day, hands-on, operation of a distribution system.

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

(1) Download the Current Data Excel File to view last reported values to eAR.

(2) Edit the rows as necessary, and maintain valid values permitted for each column.

(3) Excel column names for Distribution Shift Operators

Field Name	Format	Field Type
Operator Name	First name Last name	variable characters
Grade of Operator	1, 2, 3, 4, or 5	Integer (single digit)
Chief, Shift or Neither	C, S or X	single character
Operator Number	3, 4 or 5 digits	Integer (3-5 digits)
Operator Certification Expiration Date	MM/DD/YYYY	Date

B. Treatment Plant Certified Operators:

Your Highest Treatment Plant Classification.

This shows the classification of your treatment plant (T1, T2, T3, T4, or T5}. However, you may see the following instead:

1. Treatment or Distribution Operator - your treatment facility or facilities may be operated by either a certified treatment or distribution operator

2. Classification is Unavailable - the classification of your treatment facility or facilities has not been entered into the Division's SDWIS database

3. No facilities subject to the Certified Treatment Plant Operator requirements - either you do not have any treatment facilities, or these treatment facilities are not subject to the certified treatment plant operator requirements.

If you believe that your highest treatment facility classification is in error, please notify your local regulatory agency immediately.

Table of Treatment Plant Operators:

Stored records are prefilled below from your water system's prior year eAR. To edit rows, select the pencil image to the right of the row. To add new, select the green plus sign in the upper right corner of the table. To save changes, select the green checkmark at the end of the row. To remove, select the trash can image at the end of the row.

Chief Operator: The person who has overall responsibility for the day-to-day, hands-on, operation of a water treatment facility or the person who has overall responsibility for the day-to-day, hands-on, operation of a distribution system.

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

(1) Download the Current Data Excel File to view last reported values to eAR.

(2) Edit the rows as necessary, and maintain valid values permitted for each column.

(3) Excel column names for Treatment Shift Operators

Field Name	Format	Field Type
Operator Name	First name Last name	variable characters
Grade of Operator	1, 2, 3, 4, or 5	Integer (single digit)
Chief, Shift or Neither	C, S or X	single character
Operator Number	3, 4 or 5 digits	Integer (3-5 digits)
Operator Certification Expiration Date	MM/DD/YYYY	Date

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters

Section 12: Improvements

Improvements:

California Waterworks Standards (Section 64556)-when a permit is required for improvement or modification California Waterworks Standards (see Sections 64570 through 64578) - when using alternative modification to requirements for extension or modification to existing distribution system

Comments:

comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 13: Complaints

Complaints:

Pursuant to Record, Reporting and Recordkeeping. Section 64470 (a) Title 22 of the

California Code of Regulations all water suppliers shall maintain records on all water quality and system outage complaints received, both verbal and written, and corrective action taken. These records shall be maintained for a period of five years for State Board review.

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 14: Treatment

Treatment Plant Facilities:

Pursuant to Section 64661, Title 22 of the California Code of Regulations: (a) A supplier shall operate each treatment plant in accordance with an operations plan that has been approved by the State Board. With a permit application for a new treatment plant or modification to an existing treatment plant, the supplier shall submit for State Board review the operations plan to determine if it includes those items required in subsection (b). The State Board shall review the operations plan to determine if it includes those items required in subsection (b). The operations plan shall be designed to produce the optimal water quality from the treatment process. The supplier shall operate its treatment plant in accordance with the approved plan.

A. Groundwater Treatment Plant Operations Plan

A supplier shall operate each groundwater treatment plant in accordance with an operations plan that has been approved by the State Board. The operations plan shall be designed to produce the optimal water quality from the treatment process. The operations plan shall consist of a description of the utility's treatment plant performance monitoring program, unit process equipment maintenance program, operating personnel, including numbers of staff, certification levels and responsibilities; how and when each unit process is operated; laboratory procedures; procedures used to determine chemical dose rates; records; response to plant emergencies; and reliability features.

B. Surface Water Treatment Operations Plan

Pursuant to the Surface Water Treatment Rule, Section 64661, Title 22 of the California Code of Regulations:

(a) A supplier shall operate each surface water treatment plant in accordance with an operations plan that has been approved by the State Board. With a permit application for a new treatment plant or modification to an existing treatment plant, the supplier shall submit for State Board review the operations plan to determine if it includes those time required in subsection (b). The State Board shall review the

operations plan to determine if it includes those items in subsection (b). The operations plan shall be designed to produce the optimal water quality from the treatment process. The supplier operations plan shall be designed to produce the optimal water quality from the treatment process. The supplier shall operate its treatment plant in accordance with the approved plan.

C. Direct Additives Certification and Use:

Pursuant to Section 64700, Title 22 of the California Code of Regulations, (effective January 1, 1994), all chemicals or products, including chlorine, added directly to the drinking water as part of a treatment process must meet the ANSI/NSF Standard 60. If you are not sure whether a chemical you are using meets this standard, contact the manufacturer or distributor of the chemical.

D. Chemical Use Indicated:

Indicate if you began using the chemical listed during calendar year. Specify in the COMMENTS whether this is an additional chemical used in the treatment process or whether this chemical replaced one you are no longer using.

*Click here to **upload an Excel spreadsheet** of your water system's direct chemical additives. *

(1) Download the Current Data Excel File to view last reported values to eAR.

(2) Edit the rows as necessary, and maintain valid values permitted for each column.

(3) Excel column names for Water Quality Direct Additives

Name of Chemical	variable characters
Name of Manufacturer	variable characters
Characters	Purpose of using chemical -> variable
Chemical is ANSI/NSF Standard 60 certified	Y or **N**
Use Initiated in 2021?	Y or N

Comments:

Comment boxes are provided throughout the EAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 15: Distribution System And Storage Tanks

This section includes five sections (A) System Problems, (B) Infrastructure and Pipeline Materials, (C1) Dead-End Flushing Program, (C2) All Flushing Programs, (D) Valve Exercise Program, (E) Storage Tank/Reservoir Inspection/Cleaning Program. Please

review each section, provide answers for 2022 calendar year and report changes to any field prefilled form the prior year eAR.

A. System Problems:

Report the number of problems reported to the water system, organized by the Service Connection or Main Breaks/Leaks Main, Water outages, and Boil Water Orders. Indicate the number of problems investigated, and the number reported to DOW or County LPA representatives. An option to describe the cause or corrective action is available in the right column.

Water Outages:

Unplanned events in which the water system is depressurized, and customers are out of water for any reason including water main breaks. Scheduled water outages during main replacement need not be reported. A system may be depressurized due to a well or pump failure or wildfire damage to a reservoir resulting in the reservoir being emptied.

Boil Water Notices:

The water supply has a microbiological contaminant that can be rendered safe by boiling the water or by using bottled water. The notice may provide detailed instructions for manual disinfection by the consumer, where appropriate. This is the most commonly used notice. Note that Boil Water Notices should not be issued where nitrate concentrations are elevated.
https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html

B. Infrastructure & Pipeline Materials:

Please provide the percentage (%) of distribution pipe system and the average number of years by pipeline materials including: plastic, steel, cast iron, galvanized iron, ductile iron, cement concrete, asbestos cement, or other.

C1. Flushing (Dead-end/All) program:

Subsection C1 collect the number of dead ends in your distribution system, prefilled from the prior year eAR. If the value is not zero, report the number of blowoffs, number of flushing occurrences, and frequency of flushing.

C2. Total flushing volume

The units available for reporting volumes produced during the calendar year include gallons, acre-feet, and 100 cubic feet.

1,000,000 gallons = 1 million gallons

325,851 gallons = 1 Acre-feet

748 gallons = 100 cubic feet

D. Valve-Exercise program:

Records for the range of valve size, number in the system, and number exercised during the year is collected. Frequency of Valve exercising

E. Storage Tanks, include instructions to upload Excel:

Storage Tanks not including pressure tanks are reported and prefilled from prior year eAR. Fields collected include Tank name, Capacity, Capacity Units (NEW), Year installed, Date of Last Inspection, Date of Last Cleaning, Date of Relining or Coating, Corrosion Protection, and Material of Construction

Selecting the checkbox ensures storage tank data exist in the reportable table below. You may upload your list of storage tanks in an Excel spreadsheet by selecting "Click here to upload an Excel spreadsheet" and navigate the selection options to upload a list.

(1) Download the Current Data Excel File to view last reported values to eAR.

(2) Edit the rows as necessary, and maintain valid values permitted for each column.

(3) Excel column names for Storage Tanks

Tank Name	Variable characters
Capacity	Numbers
Capacity Units	Dropdown list
Year Installed	Number
Date of last inspection	Date
Date of last cleaning	Date
Date of re-lined or coated	Date
Corrosion Protection	Dropdown list
Material of Construction	Variable characters

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 16: Emergency Preparedness and Response

Emergency Preparedness and Response

This section includes three subsections, (A) Auxiliary Power Supply, (B)

Emergency Response Plans, (C) Water Partnerships. Please provide responses to those subsections available to your water system.

A6. Do you have the source, treatment, and distribution system capacity to meet fire flow requirements?

Refer to your local codes and/or ordinances for fire flow requirements. Local fire officials or the American Water Works Association (AWWA) manual M31-Distribution System Requirements for Fire Protection may also be useful references

Comments:

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Section 17: Water Conservation and Drought

A. Drought Preparedness

This Water Conservation and Drought Preparedness section is shown to Community Water Systems and Urban Water Suppliers. The subsections include (A) Drought Preparedness, (B) Conservation, and (C) Potable Reuse. Provide responses to the questions displayed to your water system type.

A1 Does your agency have a current Water Shortage Contingency Plan (WSCP) or Drought Preparedness Plan?

The Water Board provides a template for the Drought Contingency Plan, available here:
https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/documents/drought/sample_drought_contin_plan.docx

Water Shortage Contingency Plans were due to DWR July 1, 2021. You can access the reports through WUEdata- Water Use Efficiency Data (ca.gov)

A2 Did your water system experience water shortages in 2022?

Shortage is defined in Water Code Section 10632(a)(3): Urban water suppliers shall define these shortage levels based on the suppliers' water supply conditions, including percentage reductions in water supply, changes in groundwater levels, changes in surface elevation or level of subsidence, or other changes in hydrological or other local conditions indicative of the water supply available for use. Shortage levels shall also apply to catastrophic interruption of water supplies, including, but not limited to, a regional power outage, an earthquake, and other potential emergency events.

A2.2 Following the 2020 WSCP Mandated Shortage Levels (by DWR), What shortage level(s) did your agency declare in 2022? (select all that apply) Water Shortage

Shortage levels are defined in the Urban Water Management Plan Guidebook 2020 (ca.gov) in Section 8.3.

A4 Do you project water shortages in 2023?

An urban water supplier shall conduct and submit to the Department of Water Resources an annual water supply and demand assessment (10632.1 of the Water Code). This supply and demand assessment includes information about anticipated shortage and associated restrictions. In your eAR response, please ensure consistency with your annual water supply and demand assessments.

A5 Does your water system anticipate having to go to mandatory restrictions in 2023?

An urban water supplier shall conduct and submit to the Department of Water Resources an annual water supply and demand assessment (10632.1 of the Water Code). This supply and demand assessment includes information about anticipated shortage and associated restrictions. In your eAR response, please ensure consistency with your annual water supply and demand assessments.

A6 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)

SB 814 (Hill, 2016) requires each urban retail water supplier to establish a method to identify and discourage excessive water use. Please identify the methods being used to identify and discourage excessive water use. Bill Text - SB-814 Drought: excessive water use: urban retail water suppliers. (ca.gov)

B. Conservation

B1 Check all of the elements that are included in your agency's conservation program.

Select all applicable components of your water conservation program. If your agency does not have a conservation program, select "Other" and provide the reason in the accompanying text box.

B2 What was your total conservation budget for this most recent calendar or fiscal year?

Your response should be based on staffing costs and the costs associated with implementing the program elements identified in 17B.1.

B3.1 Budget dollars dedicated to internal.

Internal labor refers to staffing costs (salary, wages, and other emoluments) associated with conservation work.

B3.2 Budget dollars dedicated to external consultant costs

External consultant costs refer to costs associated with contracted work, such as a saturation study conducted by a private contractor.

B3.3 Program costs.

Program implementation costs refer to hard expenses such as printing materials, running PSAs, purchasing efficient devices for giveaways, etc.

B.5 Has your agency completed a saturation study?

This question seeks information on the "saturation" of water efficient appliance and fixtures in your service area, which is the percentage of water customers that have already installed water efficient appliances. If few customers have water efficient appliances (low saturation), then the potential benefits of installing water efficient appliances is higher. For example, the Los Angeles Department of Water and Power describes the approach used to estimate "baseline" water use for multiple sectors in their Water Conservation Potential Study. (Direct link: https://www.ladwp.com/cs/idcplg? IdcService=GET FILE&dDocName=OPLADWPCCB620807&RevisionSelectionMethod=LatestReleased)

C. Potable Reuse

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

For urban water retail suppliers using recycled water, AB 1668 and SB 606 provide a bonus incentive, which will be based on the amount of potable reuse water an URWS used the previous year. More information is available at: https://www.waterboards.ca.gov/water_issues/programs/conservation_portal/california statutes.html (see Section 10609.20(d).

C.2 Are you getting potable reuse water from an existing facility?

An existing facility is defined as one with a completed environmental review on or before January 1, 2019, that becomes operational on or before January 1, 2022, and that uses microfiltration and reverse osmosis technologies to produce the potable reuse water (CWC §10609.20(d).

Section 18: Climate Change Adaptation and Resiliency for Water Utilities

Reason for asking

The State Water Board passed a resolution on March 3, 2017, requiring a proactive approach to climate change in all Board actions, with the intent to embed climate change consideration into all programs and activities. For more information on climate change, please click https://www.waterboards.ca.gov/climate .

Time horizon

For this section, use up to or before year 2050 as an approximate time horizon to assess climate change threats, sensitivity levels, adaptation measures, and plans.

A. Climate Threats, Sensitivity, and Magnitude of Impacts

Definitions:

Threat: climate change threats are climatic, hydrologic, geophysical, and geochemical changes in terrestrial and aquatic ecosystems that alter the operating environment of utility facilities and operations (based on USEPA's GREAT Guide, reference below)

Sensitivity: for this survey, sensitivity is a combination of the likelihood of a threat, the consequences of a threat, and the vulnerability to which assets are susceptible to and unable to cope with adverse impacts (see GREAT Guide's risk assessment section, reference below)

The first column lists general climate change threats, while the second column lists more specific threats related to the first column. Check each box that is a likely threat to facility(ies) and operations from the reporting year to 2050, no matter the magnitude of the threat. You may check more than one box. Where boxes are checked, dropdowns are required to be answered. If none, select the checkbox, and indicate whether you are actively monitoring water resource threats.

Climate change assessment resources you may consider, include:

GREAT (Climate Resilience Evaluation and Awareness Tool) Risk Assessment Application for Water Utilities (USEPA), especially the GREAT Guide (2021)

Urban Water Management Plan Guidebook 2020 (Department of Water Resources), especially Appendix I: Considering Climate Change Impacts

Cal-Adapt's Climate Tools

B. Adaptation Measures:

Identify measures to reduce current vulnerability, or make future modifications based on identified sensitivity of the water system. Indicate status for all projects that your organization has completed, or plan to implement to increase

resiliency of the water system to climate change. USEPA's Adaptation Strategies Guide for Water Utilities provides examples of adaptation. For each adaptation measure or row in this section, you may choose one response.

Comments

Comment boxes are provided throughout the eAR to allow the user to provide discussion or clarification on their responses provided in that section of the report. These comment boxes can accommodate up to 4000 characters.

Finalize & Acknowledge

Questions that require answers are highlighted yellow throughout the eAR. The questions conditionally requiring answers are highlighted salmon. If the answer was not provided, the finalize section generates an error listed with the question-answer long name hyperlinked back to the section for your convenience. Note: If you have difficulty completing any answer, use the option "Email for Help" located at the bottom of each section in the eAR.

Results are publicly posted and available for download at Waterboards website: https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/eardata.html

Report Submitted By

The Report Submitted By fields are intentionally left blank. Once you select to Submit, the fields will prefill your contact information. Results are publicly posted and available for download at Waterboards website: Electronic Annual Report (eAR) | California State Water Resources Control Board