

Schedule No. 14.1
MANDATORY WATER CONSERVATION
(continued)

D. MANDATORY WATER USE RESTRICTIONS AT EACH STAGE

1. In addition to the water use restrictions listed in the Utility’s Rule No. 14.1 – Section A (Conservation – Non-Essential or Unauthorized Water Use), which become mandatory restrictions when any Stage of Schedule No. 14.1 is activated, the following mandatory excess water use restrictions apply to water usage at each stage of mandatory conservation measures. These reduced usage levels shall be determined based upon either historical average customer usage for a defined time period, average customer class usage for a defined time period, or another method that accounts for historical customer conservation efforts:

- a. Stage 1: Customer usage reduced by 90.00% to 99.9% of specific level.
- b. Stage 2: Customer usage reduced to 80.00% to 89.99% of specified level.
- c. Stage 3: Customer usage reduced to 79.99% or less of specified level.

E. UNAUTHORIZED USE SURCHARGES

1. When a Stage of this Schedule No. 14.1 has been activated with Commission authorization, the water use restrictions of Section A of Rule No. 14.1, as well as those listed in Section D of this Schedule No. 14.1 become mandatory. If a customer violates such water use restrictions, as set forth in Section A of Rule No. 14.1 and in the Section H. Special Conditions of this Schedule No. 14.1, the customer will be subject to the following Unauthorized Use Surcharges:

- a. First Offense: Written warning mailed to customer.
- b. Second Offense (same restriction): \$25.00 Unauthorized Use Surcharge.
- c. Each Additional Offense (same restriction): \$25.00 more than previous Unauthorized Use Surcharge.

2. Offenses for separate water use restrictions will go through the same progressive levels as provided in subsection 1, above.

F. DROUGHT ALLOCATIONS AND EXCESS USAGE SURCHARGES

1. For all potable water customers, the Drought Allocation is based upon individual customer usage in 2013, the base year applicable to this Schedule No. 14.1, less the percentage of conservation required, as determined by appropriate state and/or local authorities. For this Schedule No. 14.1, the percentage of conservation required is twenty percent (20%), making the Drought Allocation equal to eighty percent (80%) of individual customer usage in 2013.

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Schedule No. 14.1
MANDATORY WATER CONSERVATION
 (continued)

2. In recognition that some single-family residential customers conserve water at all times, not just in times of drought, a minimum Drought Allocation has been established of 7 ccf per month (5,236 gallons per month) for this Schedule No. 14.1. In practice, if the Drought Allocation for a single-family residential customer based upon actual 2013 usage calculates to less than 7 ccf per month, that customer's Drought Allocation will be set at 7 ccf per month pursuant to this minimum Drought Allocation procedure.

3. In recognition that some single-family residential customers do not have an established 2013 history of usage, the following table shows the Drought Allocations that will be applied to those single-family residential customers without an established 2013 history of usage.

Drought Allocations for Single-Family
 Residential Customers Without 2013 Usage History
 (all values in ccf)

January	7	July	12
February	7	August	13
March	7	September	12
April	7	October	10
May	9	November	9
June	11	December	8

5. If a customer exceeds an applicable Drought Allocation, the customer shall be subject to the following Excess Usage Surcharge:

For usage over the applicable Drought Allocation (i.e., the amount of excess usage), the customer shall be charged two-times the Schedule No. 1 quantity rate for all water delivered, per 100 Cu.Ft.

6. Excess Usage Surcharges shall be in addition to all other charges for water service. Customers participating in the Utility's Low Income Customer Assistance Programs shall be entitled to a 50% reduction in Excess Usage Surcharges upon written request.

7. If a customer exceeds an applicable Drought Allocation in three consecutive billing periods, in addition to the Excess Usage Surcharges for such violations, the Utility may install a flow-restricting device on the customer's service line, subject to the following conditions:

a. The flow-restricting device shall be capable of providing a minimum of 3 ccf per person per month to the service residence, based upon the actual or estimated number of persons living in the service residence. A flow-restricting device shall not be installed if doing so would violate fire flow requirements.

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SLIP/SUB SHEET

GREAT OAKS WATER COMPANY
San Jose, California

Original _____ Cal. P.U.C. Sheet No. 771-W
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Schedule No. 14.1
SUPPLEMENT MANDATORY WATER CONSERVATION
(continued)

b. The flow-restricting device may only be removed by the Utility and only after a minimum three-day period.

c. Any tampering with the flow-restricting device may result in the discontinuation of the customer's water service and the customer being charged for any damage to the Utility's equipment or facilities and any required service visits.

d. After removal of the flow-restricting device, if the Utility verifies that the customer is using potable water for non-essential or unauthorized uses as listed in Rule No. 14.1, the Utility may install another flow-restricting device without prior notice to the customer. This flow-restricting device shall remain in place until water supply conditions warrant its removal. If, despite the installation of the flow-restricting device, the Utility verifies that the customer is using potable water for non-essential or unauthorized uses as listed in Rule No. 14.1, then the Utility may discontinue the customer's water service as provided in Rule No. 11.

G. FLOW-RESTRICTING DEVICE CHARGES

The charge for removal of a flow-restricting device installed for a waste of water shall be:

Meter Size	Removal Charge
5/8" to 1-inch	\$ 45.00
1 1/2-inch to 2-inch	\$ 90.00
3-inch and larger	Actual cost

H. SPECIAL CONDITIONS

1. This Schedule No. 14.1 shall remain in effect until the Utility files a Tier 1 advice letter to deactivate a particular Stage or the Schedule in its entirety.

2. Unauthorized Use and Excess Use Surcharges must be separately itemized on each bill.

3. Surcharges under this Schedule are subject to the reimbursement fee set forth on Schedule No. UF.

4. All amounts collected by the Utility through drought surcharges shall not be accounted for as income, but shall be recorded to the Utility's authorized Conservation Lost Revenue and Expense Memorandum Account to offset either revenues lost due to conservation or conservation expenses incurred by the Utility. All expenses incurred by the Utility to activate

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GREAT OAKS WATER COMPANY
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Schedule No. 14.1
SUPPLEMENT MANDATORY WATER CONSERVATION
(continued)

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Rule No. 14.1 and Schedule No. 14.1 that have not been considered in a General Rate Case or other proceeding, shall be recorded in an appropriate memorandum account for disposition as authorized by the Commission. Lost revenues associated with reduced sales as a result of activation of either Tariff Rule No. 14.1 or Schedule No. 14.1 for the Utility shall be tracked and recorded in a memorandum account as authorized by the Commission.

5. No customer shall use Utility-supplied water for non-essential or unauthorized uses, including but not limited to:

- a. Use of potable water for more than minimal landscaping, as defined in the landscaping regulations of the jurisdiction or as described in Article 10.8 of the California Government Code in connection with new construction;
- b. Excessive use of water: When a utility has notified the customer in writing to repair a broken or defective plumbing, sprinkler, watering, or irrigation system and the customer has failed to effect such repairs within five business days, the utility may install a flow restriction device;
- c. Use of potable water that results in flooding or runoff in gutters or streets;
- d. Individual private washing of cars with a hose except with the use of a positive action shut-off nozzle. Use of potable water for washing commercial aircraft, cars, buses, boats, trailers, or other commercial vehicles at any time, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use;
- e. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas, except in the cases where health and safety are at risk;
- f. Use of potable water to irrigate turf, lawns, gardens, or ornamental landscaping in violation of local ordinances or government-imposed outdoor watering restrictions;
- g. Use of potable water for street cleaning with trucks, except for initial wash-down for constr purposes (if street sweeping is not feasible), or to protect the health and safety of the public;
- h. Use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other source of water or other method can be used;
- i. Use of potable water for street cleaning, unless for reasons of health and safety;

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GREAT OAKS WATER COMPANY
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Schedule No. 14.1
SUPPLEMENT MANDATORY WATER CONSERVATION
(continued)

- j. Operation of commercial car washes without recycling at least 50% of the potable water used per cycle;
- k. Use of potable water for watering outside plants, lawn, landscape, and turf areas in violation of applicable state or local ordinances when this Schedule is in effect;
- l. Use of potable water for decorative fountains or the filling or topping off of decorative lakes or ponds in violation of applicable state or local ordinances. Exceptions are made for those decorative fountains, lakes, or ponds that utilize recycled water;
- m. Use of potable water for the filling or refilling of swimming pools in violation of applicable state or local ordinances;
- n. Service of water by any restaurant except upon the request of a patron; and
- o. Use of potable water to flush hydrants, except where required for public health or safety.

I. APPEAL PROCEDURE

1. Any customer who seeks a variance from any of the provisions of this Schedule No. 14.1 shall notify the Utility in writing, explaining in detail all reasons for the requested variance and submitting any evidence the customer wants the Utility to consider related to the requested variance. The Utility shall respond to any such request in writing.
2. If the customer disagrees with the Utility's decision on the requested variance, the customer may file a complaint with the California Public Utilities Commission.
3. Except as set forth in this section, no person shall have any right or claim in law or in equity against the Utility or any of its employees or the California Public Utilities Commission for any action taken or threatened under the provisions of this Schedule No. 14.1.

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