GREAT OAKS WATER COMPANY

2020 Urban Water Management Plan

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2020 Urban Water Management Plan

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Chapter 1 – Urban Water Management Plan Introduction and Overview

1.1. Introduction

Great Oaks Water Company (Great Oaks) has prepared this 2020 Urban Water Management Plan (UWMP) in accordance with applicable provisions of the California Water Code (Water Code) and the 2020 UWMP Guidebook prepared by the California Department of Water Resources (DWR). This is an update to Great Oaks' 2015 UWMP and includes all information required by applicable laws and regulations. Since 2015, DWR has updated its UWMP Guidebook to include new information required by statute, including information to address changing conditions. Great Oaks has prepared this UWMP in coordination with and consistent with information provided by local government agencies and other urban water suppliers.

1.2. Overview of 2020 UWMP

This UWMP provides a reliable water management action plan Great Oaks can and will use to address changing water supply and demand conditions. In preparing this UWMP, Great Oaks focused on the following water-planning fundamentals:

- Preparation and assessment of current and future water use, including assessing the accuracy of baseline data and the examination of long-term planning documents, such as the City of San Jose's Climate Smart San Jose, which is a long-range plan to achieve urban sustainability in a changing world;
- Analysis of potable water supplies, including consideration of restrictions on water availability under certain regulatory and hydrological conditions and other limitations on water supplies;
- Analysis of water supply reliability under normal conditions, single dry-year conditions, and five consecutive dry years through 2045;
- Preparation of a realistic Drought Risk Assessment (DRA) by including water supplies and projected water use in a hypothetical five-year drought scenario; and
- Development of an effective Water Shortage Contingency Plan (WSCP) that identifies specific opportunities to reduce demand and augment supplies under numerous, often unpredictable, water shortage conditions.

Great Oaks' 2020 UWMP will be used as a long-range planning document for water supply and water system planning and as a source for data on population, demographics, water demands, and water supplies.

1.3. Urban Water Management Plans and the Water Code

Urban water suppliers, whether publicly or privately owned, that provide 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 are required to prepare and submit an UWMP every five years. Chapter 2 of this UWMP addresses Urban Water Management Planning and the Water Code.

1.4. Contents of Great Oaks' 2020 UWMP

This 2020 UWMP consists of ten (10) chapters, each of which is briefly summarized below.

Chapter 1 – Urban Water Management Plan Introduction and Overview.

The background and purpose of the UWMP is presented in Chapter 1 and includes this lay description of the UWMP document. Also included in Chapter 1 are discussions of various planning efforts, wholesale and retail agency coordination, public participation, and plan adoption.

Chapter 2 – Urban Water Management Planning and the Water Code

This chapter provides basic information about requirements of Urban Water Management Plans and the pertinent statutory requirements in the California Water Code.

Chapter 3 – Description of Great Oaks Water System.

Chapter 3 includes a map and basic description of the Great Oaks water system, together with information pertaining to climate, population and demographics, and historic water usage data.

Chapter 4 – System Water Use

This chapter provides information on water use by sector in 2020 and into the future, using five-year increments, through 2045. This chapter includes information on water demand from customers, including low income customers, and distribution system water losses. Estimated water savings are discussed as well. Finally, this chapter includes information on its water system capabilities in the context of climate change.

Chapter 5 – SB X7-7 Baselines and Targets

This chapter of the 2020 UWMP provides information showing Great Oaks' compliance with its per capita water use target for the year 2020. This information is provided pursuant to the Water Conservation Act of 2009 (Senate Bill X7-7), which required a 20 percent reduction in urban per capita water use by December 31, 2020. Previously UWMPs established water use targets for 2015 and 2020 using standard methodologies.

Chapter 6 – Water System Supplies

Chapter 6 provides an analysis of Great Oaks' water supplies and an estimate of water-related energy consumption. This comprehensive overview of Great Oaks' water supplies and estimates of available water supplies over the period of time covered by this UWMP shows that such water supplies are sufficient to meet projected demands under "normal" conditions.

Chapter 7 – Water Supply Reliability Assessment

In Chapter 6, Great Oaks provides an assessment of water supplies under various scenarios including an average water year, a single dry year, and multiple dry years. This assessment concludes that Great Oaks will be able to meet demand for water under each scenario presented.

Chapter 8 – Water Shortage Contingency Planning

Great Oaks' Water Shortage Contingency Plan (WSCP) is provided in this chapter. The WSCP is intended to serve as part of this UWMP and as a separate stand-alone planning document addressing actions to be taken at various water shortage levels.

Chapter 9 – Demand Management Measures

This chapter describes past and planned demand management (conservation) measures Great Oaks has and will rely upon to encourage (and sometimes require) customers to conserve and reduce water demand/usage during specific circumstances and over the period covered by the UWMP.

Chapter 10 – Plan Adoption, Submittal, and Implementation

Information on the public hearing, adoption process for the 2020 UWMP, and the submittal process for the UWMP and WSCP are provided in chapter 10. This chapter also confirms that the Great Oaks 2020 UWMP and WSCP were timely submitted.

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Chapter 2 – Urban Water Management Planning and the Water Code

2.1. Urban Water Management Planning and the Water Code

Water Code Section 10617 provides:

> *"Urban water supplier" means 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. An urban water supplier includes a supplier or contractor for water, regardless of the basis of right, which distributes or sells for ultimate resale to customers. This part applies only to water supplied from public water systems…*

Water Code Section 10621 provides, in part:

> *(a) Each urban water supplier shall update its plan at least once every five years on or before December 31, in years ending in five and zero, except as provided in subdivision (d).*
>
> *(d) Each urban water supplier shall update and submit its 2015 plan to the department by July 1, 2016.*

2.1.1. Discussion

Great Oaks is a retail "urban water supplier" under Water Code Section 10617, as Great Oaks provides water for municipal purposes to more than 3,000 customers and supplies more than 3,000 acre-feet of water annually.

Great Oaks is also a "public water system" as defined by California Health and Safety Code Section 116275(h), as it is a "system for the provision of water for human consumption through pipes or other constructed conveyances that has 15 or more service connections or regularly serves at least 25 individuals daily at least 60 days out of the year.

At the end of calendar year 2020, Great Oaks had an average of 21,372 active service connections providing continuous daily water service to a population estimated to be 106,450, as shown in Submittal Table 2-1 below.

Submittal Table 2-1 Retail Only: Public Water Systems			
Public Water System Number	Public Water System Name	Number of Municipal Connections 2020	Volume of Water Supplied 2020 *
Add additional rows as needed			
CA4310022	Great Oaks Water Co.	21,372	3,396
	TOTAL	21,372	3,396
**** Units of measure (AF, CCF, MG)*** *must remain consistent throughout the UWMP as reported in Table 2-3.*			
NOTES: The number of municipal connections in 2020 is the average of the connections at the end of 2019 and the end of 2020.			

Great Oaks is reporting individually on a calendar year basis, with all Units of Measure reported in MG (million gallons). See Submittal Tables 2-2 and 2-3, below.

Submittal Table 2-2: Plan Identification			
Select Only One	**Type of Plan**		**Name of RUWMP or Regional Alliance** *if applicable* (select from drop down list)
☑	**Individual UWMP**		
	☐	Water Supplier is also a member of a RUWMP	
	☐	Water Supplier is also a member of a Regional Alliance	
☐	**Regional Urban Water Management Plan (RUWMP)**		

Submittal Table 2-3: Supplier Identification	
Type of Supplier (select one or both)	
☐	Supplier is a wholesaler
☑	Supplier is a retailer
Fiscal or Calendar Year (select one)	
☑	UWMP Tables are in calendar years
☐	UWMP Tables are in fiscal years
If using fiscal years provide month and date that the fiscal year begins (mm/dd)	
Units of measure used in UWMP * (select from drop down)	
Unit	MG
**** Units of measure (AF, CCF, MG)*** *must remain consistent throughout the UWMP as reported in Table 2-3.*	

2.2. Relationship to Other Planning Efforts

Water Code Section 10620(d)(2) provides:

> *Each urban water supplier shall coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.*

Water Code Section 10631 (j) provides:

> *An urban water supplier that relies upon a wholesale agency for a source of water shall provide the wholesale agency with water use projections from that agency for that source of water in five-year increments to 20 years or as far as data is available. The wholesale agency shall provide information to the urban water supplier for inclusion in the urban water supplier's plan that identifies, to the extent practicable, the existing and planned sources of water as required by subdivision (b), available from the wholesale agency to the urban water supplier over the same five-year increments, and during various water-year types in accordance with subdivision (c). An urban water supplier*

may rely upon water supply information provided by the wholesale agency in fulfilling the plan informational requirements of subdivisions (b) and (c).

Water Code Section 10620(d)(2) provides:

Each urban water supplier shall coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.

Water Code Section 10642 provides:

Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of the plan. Prior to adopting a plan, the urban water supplier shall make the plan available for public inspection and shall hold a public hearing thereon. Prior to the hearing, notice of the time and place of hearing shall be published within the jurisdiction of the publicly owned water supplier pursuant to Section 6066 of the Government Code. The urban water supplier shall provide notice of the time and place of hearing to any city or county within which the supplier provides water supplies. A privately owned water supplier shall provide an equivalent notice within its service area. After the hearing, the plan shall be adopted as prepared or as modified after the hearing.

2.2.1. Discussion: Wholesale and Retail Coordination

The vast majority of Great Oaks' service area is within the City of San José, and the entire service area is located within the County of Santa Clara. Two other water utilities, San José Water Company (SJWC) and San José Municipal Water System (SJMWS), also provide water service within the City of San José and, to the extent SJWC and SJMWS utilize the Santa Clara Valley Groundwater Basin (Basin No. 2-09), Santa Clara Subbasin (Subbasin No. 2-09.02) as a source of supply, Great Oaks shares a source of supply with those utilities. Valley Water is the local government agency responsible for groundwater management; however, Valley Water is not a water utility or wholesale agency for Great Oaks. Valley Water does not supply water to Great Oaks. Instead, the Santa Clara Valley Water District (Valley Water) is responsible for the protection and augmentation of the water supplies for Santa Clara County.

Great Oaks, SJWC, and SJMWS are regular members of the Valley Water Retailer Committee and Water Supply, Water Conservation, Communications, Groundwater, and other Subcommittees. Great Oaks regularly attends and participates in these committee and subcommittee meetings and receives electronic

email updates on committee and subcommittee activities and reports throughout each year. UWMPs have been discussed in advance of the submission date for 2020 Urban Water Management Plans, and Great Oaks considers such discussions to be participation in the development of this UWMP. Great Oaks invited SJWC, SJMWS, SCVWD, and the County of Santa Clara to participate and comment upon Great Oaks' Urban Water Management Plan. Copies of the letters inviting such participation are included in the Appendix. See Submittal Table 2-4, below.

Submittal Table 2-4 Retail: Water Supplier Information Exchange
The retail Supplier has informed the following wholesale supplier(s) of projected water use in accordance with Water Code Section 10631.
Wholesale Water Supplier Name
Add additional rows as needed
NOTES: All water is sourced from Great Oaks Water Company-owned groundwater wells, so there is no wholesale water supplier. Great Oaks has advised Valley Water of its projected water use as part of the coordinated effort on water resource planning in Santa Clara County.

2.2.2. Discussion: Public Participation

Great Oaks has actively encouraged community participation in its urban water management planning efforts since the first plan was adopted in 1985. Public meetings were held for the 1985, 1990, 1995, 2000, 2005, 2010, 2015, and 2020 UWMPs.

For the 2020 UWMP, a public meeting was held on June 28, 2021 via Zoom due to pandemic-related restrictions on public gatherings. Public comments and opinions were solicited for review and comment on the draft plan before the plan was adopted by the company's Board of Directors.

Notice of the public meeting was published in the San Jose Mercury News on June 3, 2021 and also on June 10, 2021. Copies of the draft plan were made available on Great Oaks' website prior to the public meeting. A copy of the public meeting notice is included in the Appendix.

The following table shows Great Oaks' coordination with local agencies and the public.

Coordinating Agencies	Participated/Invited To Participate in Developing UWMP	Commented on Draft UWMP	Attended Public Meetings	Contacted For Assistance	Sent/Made Available Draft UWMP	Sent Notice of Intention to Adopt	Not Involved or No Information
SJMWS	X				X	X	
Valley Water	X			X	X	X	
General Public	X		X		X	X	

2.3. Plan Adoption

Great Oaks prepared its 2020 UWMP during the last quarter of 2020 and the first half of 2021. The 2020 UWMP was adopted by the Great Oaks Board of Directors on June 29, 2021. The 2020 UWMP is being timely submitted to DWR. The Appendix of this UWMP includes a true and accurate copy of the Unanimous Consent Resolution of the Great Oaks Board of Directors adopting this UWMP. This UWMP includes all information necessary to fulfill the requirements of the Water Code for 2020 UWMPs.

2.4. Lay Description

Water Code Section 10630.5 provides:

> *Each plan shall include a simple lay description of how much water the agency has on a reliable basis, how much it needs for the foreseeable future, what the agency's strategy is for meeting its water needs, the challenges facing the agency, and any other information necessary to provide a general understanding of the agency's plan.*

This 2020 UWMP applies to the Great Oaks service area with a 2020 population of approximately 106,450. The UWMP is a foundational planning document and includes descriptions of past and projected water demands, water supplies, and water system reliability during a series of different water supply scenarios over a 20-year planning period. The UWMP also describes Great Oaks' actions that promote water conservation and includes a Water Shortage Contingency Plan (WSCP) to address potential water supply shortages due to droughts or other impacts to water supply. Great Oaks' UWMP is updated every five years in accordance with statutory requirements. Prior Great Oaks UWMPs are available on the California Department of Water Resources website: https://wuedata.water.ca.gov.

This 2020 UWMP concludes that Great Oaks has sufficient water supplies to meet demand under all of the various water supply scenarios, including the single dry year and multiple dry years scenarios. See Chapter 7 – Water Supply Reliability Assessment for the details supporting this conclusion.

More specifically, during a single dry year scenario, this UWMP concludes that Great Oaks will have 9,471 MG of supply to meet the projected demand of 3,363 MG, should that single dry year occur in 2025 (see Table 7-3 in Chapter 7, below). In a multiple dry year scenario, Great Oaks will have sufficient water supplies in each of the dry years (see Table 7-4 in Chapter 7 below). Moreover, the five-year Drought Risk Assessment performed for purposes of this UWMP shows that Great Oaks' water supplies are sufficient to meet expected demand in each of the five years (see Table 7-5 in Chapter 7, below).

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Chapter 3: - Description of the Great Oaks Water System

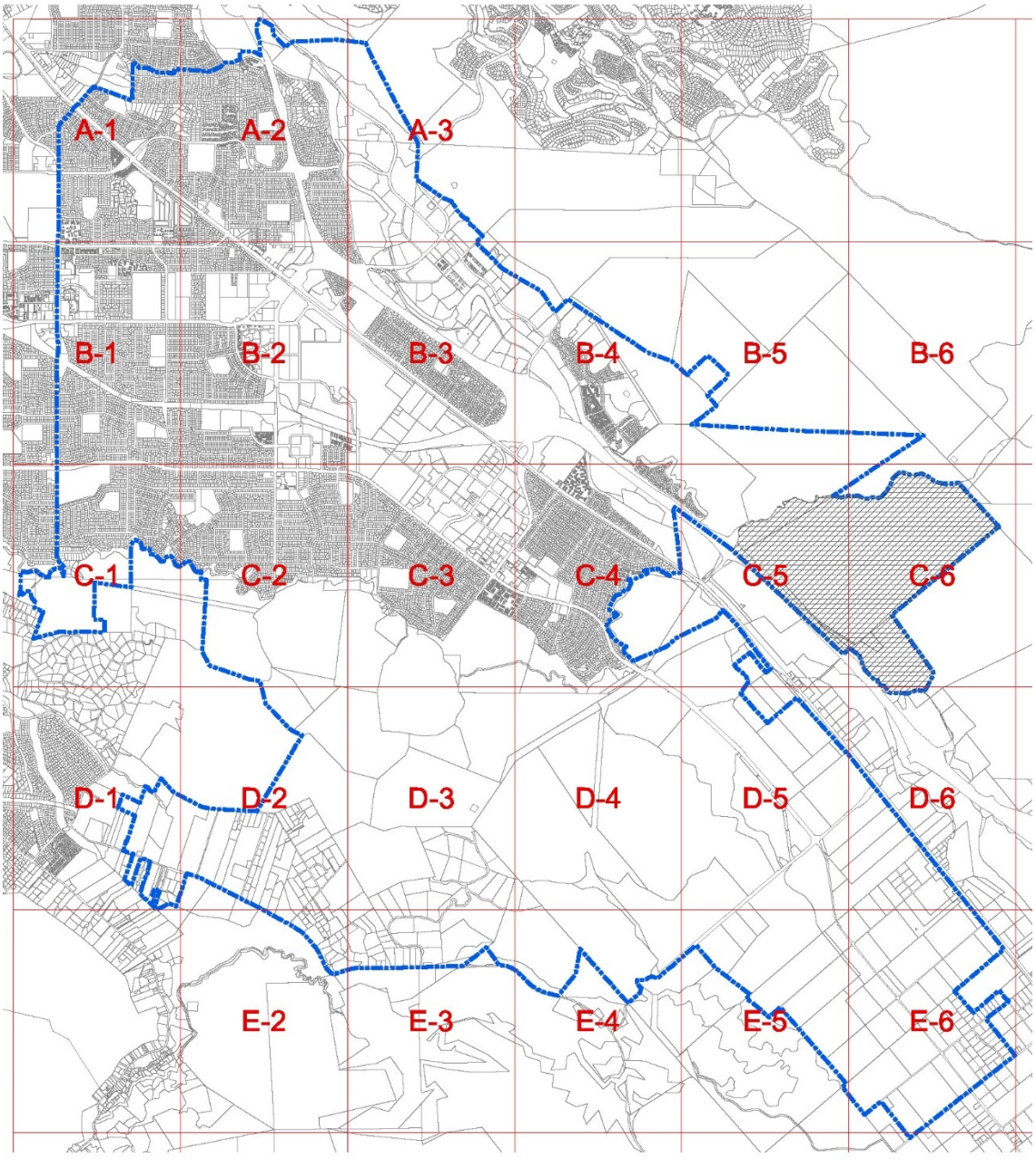
Water Code Section 10631 (a) provides:

> *Describe the service area of the supplier, including current and projected population, climate, and other social, economic, and demographic factors affecting the supplier's water management planning. The projected population estimates shall be based upon data from the state, regional, or local service agency population projections within the service area of the urban water supplier and shall be in five-year increments to 20 years or as far as data is available. The description shall include the current and projected land uses within the existing or anticipated service area affecting the supplier's water management planning. Urban water suppliers shall coordinate with local or regional land use authorities to determine the most appropriate land use information, including, where appropriate, land use information obtained from local or regional land use authorities, as developed pursuant to Article 5 (commencing with Section 65300) of Chapter 3 of Division 1 of Title 7 of the Government Code.*

3.1. Depiction of the Great Oaks Service Area.

The Great Oaks service area is as authorized by the California Public Utilities Commission (CPUC) and is depicted on the following page.

Great Oaks Water Company Service Area



3.2. General Description of the Great Oaks Service Area.

The Great Oaks service area includes a portion of the southern end of the City of San Jose known as Edenvale, Blossom Valley, SE Almaden Valley, and Coyote Valley. The western service area boundary is Snell Avenue and the eastern boundary is Silver Creek Ridge. The northern boundary is Riverview Drive and the southern boundary is in the area of Palm Avenue in Coyote Valley. Population estimates in this 2020 UWMP are based upon the assumption that the Great Oaks service area will not be infringed by any other water service provider and that Great Oaks will be the water service provider to its entire CPUC-authorized service area and the logical and approved extensions thereto.

3.3. Service Area Climate.

According to the United States Department of Commerce, National Oceanographic and Atmospheric Administration ("NOAA"):

> San José's latitude and location on the west coast of North America place the city in a Mediterranean type climate. This classification is mainly identified by sharply contrasting wet and dry seasons. The wet season runs from November through March. 82% of the yearly precipitation total falls within this period. Rainfall is sparse from May through October. Rain during the summer months of June, July and August normally totals only 0.20". Wet seasons are cool, but mild. Dry season weather is very consistent, with warm sunny days.

3.4. Service Area Population and Demographics

The 2020 population of Great Oaks' service area was estimated to be 106,450. Population estimates for the period covered by this UWMP are shown in the table below.

Submittal Table 3-1 Retail: Population - Current and Projected

Population Served	2020	2025	2030	2035	2040	2045*(opt)*
	106,450	112,582	119,168	126,115	133,367	141,036

NOTES: Population growth calculated using City of San Jose population growth factors (https://www.sanjoseca.gov/your-government/departments/planning-building-code-enforcement/planning-division/data-and-maps/demographics/population).

Great Oaks used census blocks within its authorized service area to estimate population of its service area for 2020. Then Great Oaks applied the rate of population growth for the City of San Jose, as noted in the table above for the period covered by this UWMP.

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Chapter 4 – Water System Use

4.1. 2020 Water Demand by Customer Class

The table below 2020 actual water demand per customer class. Note that the Institutional/Governmental class includes both public authorities and schools.

Submittal Table 4-1 Retail: Demands for Potable and Non-Potable[1] Water - Actual			
Use Type	2020 Actual		
Drop down list May select each use multiple times These are the only Use Types that will be recognized by the WUEdata online submittal tool	Additional Description (as needed)	Level of Treatment When Delivered Drop down list	Volume[2]
Add additional rows as needed			
Single Family		Drinking Water	1,892
Multi-Family		Drinking Water	698
Commercial	Business	Drinking Water	242
Industrial		Drinking Water	64
Institutional/Governmental	Includes Schools	Drinking Water	255
Landscape		Drinking Water	239
Agricultural irrigation		Drinking Water	5
Losses			238
		TOTAL	3,634

[1] *Recycled water demands are NOT reported in this table. Recycled water demands are reported in Table 6-4.*

[2] *Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.*

Agriculture water sales are included in this analysis even though such sales are *de minimus* and are expected to remain so. Great Oaks also provides water for public and private fire protection throughout its service area. Great Oaks does not provide raw water service. All Great Oaks customers have metered service.

4.2. Projected Demands for Potable Water

The tables below show projected potable water demand for each customer class in five-year increments from 2025 to 2045.

Submittal Table 4-2 Retail: Use for Potable and Non-Potable[1] Water - Projected

Use Type Drop down list May select each use multiple times These are the only Use Types that will be recognized by the WUEdata online submittal tool	Additional Description (as needed)	Projected Water Use[2] *Report To the Extent that Records are Available*				
		2025	2030	2035	2040	2045 (opt)
Add additional rows as needed						
Single Family		1,787	1,735	1,506	1,269	1,102
Multi-Family		604	604	584	548	530
Commercial	Business	276	216	204	188	179
Industrial		74	73	68	62	58
Institutional/Governmental	Includes Schools	275	208	173	141	117
Landscape		170	181	166	146	134
Agricultural irrigation		2	2	2	2	2
Losses		175	155	122	94	85
TOTAL		3,363	3,174	2,825	2,451	2,206

[1] *Recycled water demands are NOT reported in this table. Recycled water demands are reported in Table 6-4.* [2] *Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.*

NOTES: 2030 and 2040 Projections are calculated to comply with City of San Jose's Climate Smart San Jose plan. 2035 Projections are at the midway point between 2030 and 2040 Projections. 2045 Projections are based upon same rate of decline used to calculate 2040 projections. Losses are based upon the following percentages: 2025: 5.5%; 2030: 5.0%; 2035: 4.5%; 2040: 4.0%; 2045: 4.0%.

With respect to these projections, it should be noted that 2030 and 2040 Projections are calculated to comply with City of San Jose's Climate Smart San Jose Plan. 2035 Projections are at the midway point between 2030 and 2040 Projections. 2045 Projections are based upon same rate of decline used to calculate 2040 projections. Losses are based upon the following percentages: 2025: 5.5%; 2030: 5.0%; 2035: 4.5%; 2040: 4.0%; 2045: 4.0%.

Submittal Table 4-3 Retail: Total Water Use (Potable and Non-Potable)						
	2020	2025	2030	2035	2040	2045 (opt)
Potable Water, Raw, Other Non-potable *From Tables 4-1R and 4-2 R*	3,634	3,363	3,174	2,825	2,451	2,206
Recycled Water Demand[1] *From Table 6-4*	0	0	0	0	0	0
Optional Deduction of Recycled Water Put Into Long-Term Storage[2]						
TOTAL WATER USE	3,634	3,363	3,174	2,825	2,451	2,206

[1] Recycled water demand fields will be blank until Table 6-4 is complete *[2] Long term storage means water placed into groundwater or surface storage that is not removed from storage in the same year. Supplier **may** deduct recycled water placed in long-term storage from their reported demand. This value is manually entered into Table 4-3.*

4.3. Distribution System Water Losses

Water Code Section 10631(d)(3)(A) and (B) require the following:

> *(A) The distribution system water loss shall be quantified for each of the five years preceding the plan update, in accordance with rules adopted pursuant to Section 10608.34.*
>
> *(B) The distribution system water loss quantification shall be reported in accordance with a worksheet approved or developed by the department through a public process. The water loss quantification worksheet shall be based on the water system balance methodology developed by the American Water Works Association.*

The table below shows the results of water loss audits of the Great Oaks water system over the most recent five-year period, as required.

Submittal Table 4-4 Retail: Last Five Years of Water Loss Audit Reporting	
Reporting Period Start Date (mm/yyyy)	Volume of Water Loss [1,2]
01/2015	115.057
01/2016	54.688
01/2017	232.467
01/2018	183.316
01/2019	235.965
[1] *Taken from the field "Water Losses" (a combination of apparent losses and real losses) from the AWWA worksheet.* [2] ***Units of measure (AF, CCF, MG)*** *must remain consistent throughout the UWMP as reported in Table 2-3.*	

4.4. Estimating Future Water Savings

Water Code Section 10631(d)(4) provides:

> *(A) Water use projections, where available, shall display and account for the water savings estimated to result from adopted codes, standards, ordinances, or transportation and land use plans identified by the urban water supplier, as applicable to the service area.*
>
> *(B) To the extent that an urban water supplier reports the information described in subparagraph (A), an urban water supplier shall do both of the following:*
>
> *(i) Provide citations of the various codes, standards, ordinances, or transportation and land use plans utilized in making the projections.*
>
> *(ii) Indicate the extent that the water use projections consider savings from codes, standards, ordinances, or transportation and land use plans. Water use projections that do not account for these water savings shall be noted of that fact.*

Great Oaks has incorporated future water savings and lower income residential demands in its projections.

Submittal Table 4-5 Retail Only: Inclusion in Water Use Projections	
Are Future Water Savings Included in Projections? (Refer to Appendix K of UWMP Guidebook) *Drop down list (y/n)*	Yes
If "Yes" to above, state the section or page number, in the cell to the right, where citations of the codes, ordinances, or otherwise are utilized in demand projections are found.	https://www.sanjoseca.gov/your-government/environment/climate-smart-san-jos
Are Lower Income Residential Demands Included In Projections? *Drop down list (y/n)*	Yes

As noted in Section 3.2., above, this 2020 UWMP incorporates projected water savings consistent with the City of San Jose's Climate Smart San Jose Plan (https://www.sanjoseca.gov/your-government/environment/climate-smart-san-jos). The full citation is also provided in submittal table 4-5.

Climate Smart San Jose is a community-wide commitment to address climate change, reduce air pollution, save water, and improve quality of life. Great Oaks is part of that community and is using the City's Plan as a guide for Great Oaks to achieve the water savings goals of the Plan.

The City of San Jose's Climate Smart San Jose Plan utilizes various methods to produce water savings, including building code and other planning requirements for water efficient appliances and landscapes.

Other potential, but not yet realized changes to building and zoning (land use) have not been incorporated into the UWMP. One often-discussed proposal is to allow multifamily residential construction in neighborhoods that are at this time zoned for exclusively single-family residential dwellings. Speculation would be required to use this information about a zoning change that may, but has not yet occurred, and Great Oaks has not engaged in that sort of speculation for this UWMP.

The 2020 Urban Water Management Plan Guidebook developed by DWR suggests that water supplies should use land use classifications and other very granular data when projecting future water demand. The methodologies suggested utilize data that is not easily or inexpensively available to Great Oaks and are not utilized in this UWMP.

4.4.1. Water Use by Lower Income Households

Great Oaks has included the projected water use for lower income residential customers in this UWMP as part of its projected water use for single-family residential customers. Great Oaks does not have or maintain records on the income

levels of its customers and provides water service to its customers regardless of income levels. Great Oaks has a Customer Assistance Program (CAP) authorized by the CPUC that provides eligible and participating customers a fifty percent (50%) discount off the monthly service charge. Eligibility for the CAP is based upon customer eligibility for Pacific Gas & Electric's (PG&E) low income program (CARE). If a Great Oaks customer qualifies for PG&E's CARE program, that customer is automatically eligible for Great Oaks' CAP. At the end of calendar year 2020, 2,431 out of a total of 19,990 single-family residential customers (12.2%) were enrolled in Great Oaks' CAP. Great Oaks receives data from PG&E for CAP enrollment purposes at least two times annually, although due to the pandemic, the data exchanges will be more often, as many as four times each year.

4.5. Characteristic Five Year Water Use

Water Code Section 10635(b) provides:

> *Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment for its water service to its customers as part of information considered in developing the demand management measures and water supply projects and programs to be included in the urban water management plan. The urban water supplier may conduct an interim update or updates to this drought risk assessment within the five-year cycle of its urban water management plan update. The drought risk assessment shall include each of the following:*
>
> *(1) A description of the data, methodology, and basis for one or more supply shortage conditions that are necessary to conduct a drought risk assessment for a drought period that lasts five consecutive water years, starting from the year following when the assessment is conducted.*
>
> *(2) A determination of the reliability of each source of supply under a variety of water shortage conditions. This may include a determination that a particular source of water supply is fully reliable under most, if not all, conditions.*
>
> *(3) A comparison of the total water supply sources available to the water supplier with the total projected water use for the drought period.*
>
> *(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.*

This is a new requirement for UWMPs and requires the preparation of a five-year Drought Risk Assessment (see Chapter 7, below). As a first step, water suppliers

are recommended to estimate expected water use for the next five years without drought conditions (also known as *unconstrained demand*, which does not factor in any water supply restrictions).

The concept of "unconstrained demand" requires a great deal of speculation, as water supply restrictions have been in place in Great Oaks' service area for quite some time and all prior estimates of future water use have factored such water supply restrictions into such estimates.

Great Oaks will estimate unconstrained demand beginning with 2020 actual water use, as during 2020 customers used water at greater volumes than in the recent past due to pandemic-related restrictions, resulting in more people at home using water. Table 4-1, above, serves as the starting point for estimating water usage from 2021 through 2025 with unconstrained demand. Customer projections for this five year period are also utilized for the calculations. Customer projections are based upon historic rates of customer growth.

Great Oaks will use the data in Table 4-7 when preparing its Drought Risk Assessment.

Table 4-6 Projected Customers 2021 - 2025

	2021	2022	2023	2024	2025
Single-Family Residential	19,979	19,990	20,050	20,110	20,170
Multi-Family Residential	626	629	645	661	677
Commercial	290	291	297	303	309
Industrial	54	55	56	57	58
Institutional/Governmental	190	191	189	187	183
Private Landscape	235	235	238	241	244
Agriculture	8	8	8	8	8

Table 4-7 Characteristic Five-Year Water Use (MG)

	2021	2022	2023	2024	2025
Single-Family Residential	1,892.7	1,893.7	1,899.4	1,905.1	1,910.8
Multi-Family Residential	698.3	701.7	719.5	737.4	755.2
Commercial	241.4	242.3	247.3	252.3	257.3
Industrial	64.1	65.3	66.5	67.7	68.9
Institutional/Governmental	255.2	256.2	254.3	252.5	248.9
Private Landscape	239.8	239.8	242.9	246.0	249.0
Agriculture	4.7	4.7	4.7	4.7	4.7
Losses	238.0	238.0	238.0	238.0	238.0
Totals	3,634.2	3,641.7	3,672.6	3,703.7	3,732.8

4.6. Climate Change Considerations

Water Code Section 10635(b) provides:

> *Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment for its water service to its customers as part of information considered in developing the demand management measures and water supply projects and programs to be included in the urban water management plan. The urban water supplier may conduct an interim update or updates to this drought risk assessment within the five-year cycle of its urban water management plan update. The drought risk assessment shall include each of the following:*
>
> …
>
> *(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.*

The climate in Great Oaks' service area certainly influences water usage, with higher usage patterns in warmer months. Great Oaks encourages conservation all year (consistent with California's goal to make conservation a way of life). WaterSmart reports are provided to customers year-round with information to help Great Oaks customers conserve, especially during historic higher-use months.

Increasing temperatures seem likely to increase demand for water, while extended drought periods will force the use of more effective conservation measures. Among the conservation measures that are most likely to have a beneficial effect on water supplies during times of warmer temperatures are landscape replacement programs. Great Oaks encourages its customer to take advantage of landscape/turf replacement programs offered by local government agencies.

GREAT OAKS WATER COMPANY

Chapter 5 – SB X7-7 Baselines and Targets

Water Code Section 10608.16(a) states:

> *The state shall achieve a 20-percent reduction in urban per capita water use in California on or before December 31, 2020.*

Water Code Section 10608.24(b) states:

> *Each urban retail water supplier shall meet its urban water use target by December 31, 2020.*

This chapter demonstrates Great Oaks' compliance with its SB X7-7 urban water use target.

5.1. Updates to 2015 Urban Water Management Plan Calculations

Great Oaks has not made any changes or updates to the data used to establish its SB X7-7 2020 water use target.

5.2. Service Area Population

The California Department of Water Resources reviewed and accepted Great Oaks' population estimation method as part of its review of Great Oaks' 2015 Urban Water Management Plan. Great Oaks has continued the use of that method for purposes of compliance with the SB X7-7 2020 water use target.

5.3. Baselines and Targets Summary for SB X7-7 Compliance

Great Oaks has not recalculated its baseline and target for this UWMP. There has been no change to Great Oaks' service area. There has been no change in the method by which Great Oaks classifies customers. The table below shows the baselines and targets established in Great Oaks' 2015 UWMP.

Submittal Table 5-1 Baselines and Targets Summary From SB X7-7 Verification Form
Retail Supplier or Regional Alliance Only

Baseline Period	Start Year *	End Year *	Average Baseline GPCD*	Confirmed 2020 Target*
10-15 year	*1999*	*2008*	*122*	*98*
5 Year	*2004*	*2008*	*80*	

**All cells in this table should be populated manually from the supplier's SBX7-7 Verification Form and reported in Gallons per Capita per Day (GPCD)*

5.4. Compliance with SB X7-7 Target

The population of Great Oaks' service area in 2020 was estimated to be 106,450. A total of 3,634 MG of water was used in 2020, resulting in a per capita water use of 93 GPCD, which is less than Great Oaks SB X7-7 target, as shown in the table below.

Submittal Table 5-2: 2020 Compliance
From SB X7-7 2020 Compliance Form
Retail Supplier or Regional Alliance Only

2020 GPCD			2020 Confirmed Target GPCD*	Did Supplier Achieve Targeted Reduction for 2020? Y/N
Actual 2020 GPCD*	2020 TOTAL Adjustments*	Adjusted 2020 GPCD* *(Adjusted if applicable)*		
93	*0*	*93*	*98*	*YES*

**All cells in this table should be populated manually from the supplier's SBX7-7 2020 Compliance Form and reported in Gallons per Capita per Day (GPCD)*

GREAT OAKS WATER COMPANY

Chapter 6 – Water System Supplies

Water Code Section 10631 provides:

> *(b) Identify and quantify, to the extent practicable, the existing and planned sources of water available to the supplier over the same five-year increments described in subdivision (a), providing supporting and related information, including all of the following:*
>
> *…*
>
> *(4) If groundwater is identified as an existing or planned source of water available to the supplier, all of the following information:*
>
> *(A) The current version of any groundwater sustainability plan or alternative adopted pursuant to Part 2.74 (commencing with Section 10720), any groundwater management plan adopted by the urban water supplier, including plans adopted pursuant to Part 2.75 (commencing with Section 10750), or any other specific authorization for groundwater management for basins underlying the urban water supplier's service area.*
>
> *(B) A description of any groundwater basin or basins from which the urban water supplier pumps groundwater. For basins that a court or the board has adjudicated the rights to pump groundwater, a copy of the order or decree adopted by the court or the board and a description of the amount of groundwater the urban water supplier has the legal right to pump under the order or decree. For a basin that has not been adjudicated, information as to whether the department has identified the basin as a high- or medium-priority basin in the most current official departmental bulletin that characterizes the condition of the groundwater basin, and a detailed description of the efforts being undertaken by the urban water supplier to coordinate with groundwater sustainability agencies or groundwater management agencies listed in subdivision (c) of Section 10723 to maintain or achieve sustainable groundwater conditions in accordance with a groundwater sustainability plan or alternative adopted pursuant to Part 2.74 (commencing with Section 10720).*
>
> *(C) A detailed description and analysis of the location, amount, and sufficiency of groundwater pumped by the urban water supplier for the past five years. The description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.*
>
> *(D) A detailed description and analysis of the amount and location of groundwater that is projected to be pumped by the urban water supplier. The*

description and analysis shall be based on information that is reasonably available, including, but not limited to, historic use records.

6.1. Groundwater Sustainability

The Santa Clara Valley Water District (Valley Water) is responsible for groundwater management in the areas where Great Oaks produces groundwater. Valley Water is the exclusive groundwater management agency within its statutory boundaries.

Valley Water submitted its Groundwater Management Plan pursuant to the Sustainable Groundwater Management Act in December of 2016. A copy of Valley Water's 2016 Groundwater Management Plan may be found on the Valley Water website at this location: https://www.valleywater.org/your-water/where-your-water-comes/groundwater/sustainable.

6.2. Basin Description

The Santa Clara Valley Groundwater Basin, Santa Clara Subbasin (Identified as Subbasin 2-9.02) is described in Bulletin 118 as follows:

> *The Santa Clara subbasin occupies a structural trough parallel to the northwest trending Coast Ranges. TheDiablo Range bounds it on the west and the Santa Cruz Mountains form the basin boundary on the east. It extends from the northern border of Santa Clara County to the groundwater divide near the town of Morgan Hill. The dominant geohydrologic feature is a large inland valley (Fio and Leighton 1995). The valley is drained to the north by tributaries to San Francisco Bay including Coyote Creek, the Guadalupe River, and Los Gatos Creek. Annual precipitation for the Santa Clara basin ranges from less than 16 inches in the valley to more than 28 inches in the upland areas.*

The Santa Clara Valley Groundwater Basin, Santa Clara Subbasin is not an adjudicated basin. In 2019, the California Department of Water Resources determined that the Santa Clara Valley Groundwater Basin, Santa Clara Subbasin is not in a condition of critical overdraft and designated it as low priority.[1]

6.3. Historical Groundwater Pumping

The amount of groundwater produced by Great Oaks over the past five years is shown in Table 6-1, below.

[1] DWR, 2019. Sustainable Groundwater Management Act 2018 Basin Prioritization, State of California, dated January 2019.

Submittal Table 6-1 Retail: Groundwater Volume Pumped						
☐	Supplier does not pump groundwater. The supplier will not complete the table below.					
☐	All or part of the groundwater described below is desalinated.					
Groundwater Type ***Drop Down List*** *May use each category multiple times*	Location or Basin Name	2016*	2017*	2018*	2019*	2020*
Add additional rows as needed						
Alluvial Basin	Santa Clara Valley Groundwater Basin, Santa Clara Subbasin	2903.7321	3257.2989	3348.6337	3386.5006	3627.9839
TOTAL		2,904	3,257	3,349	3,387	3,628
**** Units of measure (AF, CCF, MG)*** *must remain consistent throughout the UWMP as reported in Table 2-3.*						

6.3.1. Other Sources of Water.

Great Oaks does not purchase treated water or utilize surface water in its service area. Great Oaks also does not utilize stormwater within its system. Valley Water is responsible for flood control within its jurisdiction.

Great Oaks also does not utilize wastewater or recycled water within its system, however, Great Oaks will supply recycled water when supply and infrastructure for doing so is available. Great Oaks has and will continue to encourage recycled water use within its service area, although none is available at this time. If or when recycled water becomes available for use within the Great Oaks service area, Great Oaks will include recycled water in its future water supply planning.

Submittal Table 6-2 Retail: Wastewater Collected Within Service Area in 2020

☑	There is no wastewater collection system. The supplier will not complete the table below.
	Percentage of 2020 service area covered by wastewater collection system *(optional)*
	Percentage of 2020 service area population covered by wastewater collection system *(optional)*

Wastewater Collection			Recipient of Collected Wastewater			
Name of Wastewater Collection Agency	Wastewater Volume Metered or Estimated? *Drop Down List*	Volume of Wastewater Collected from UWMP Service Area 2020 *	Name of Wastewater Treatment Agency Receiving Collected Wastewater	Treatment Plant Name	Is WWTP Located Within UWMP Area? *Drop Down List*	Is WWTP Operation Contracted to a Third Party? *(optional)* *Drop Down List*
Total Wastewater Collected from Service Area in 2020:		0				

**** Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3 .*

Submittal Table 6-3 Retail: Wastewater Treatment and Discharge Within Service Area in 2020

☑ **No wastewater is treated or disposed of within the UWMP service area.** The supplier will not complete the table below.

Wastewater Treatment Plant Name	Discharge Location Name or Identifier	Discharge Location Description	Wastewater Discharge ID Number *(optional)* [2]	Method of Disposal *Drop down list*	Does This Plant Treat Wastewater Generated Outside the Service Area? *Drop down list*	Treatment Level *Drop down list*	2020 volumes [1] Wastewater Treated	Discharged Treated Wastewater	Recycled Within Service Area	Recycled Outside of Service Area	Instream Flow Permit Requirement
						Total	0	0	0	0	0

[1] **Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.
[2] If the **Wastewater Discharge ID Number** is not available to the UWMP preparer, access the SWRCB CIWQS regulated facility website at https://ciwqs.waterboards.ca.gov/ciwqs/readOnly/CiwqsReportServlet?inCommand=reset&reportName=RegulatedFacility

Submittal Table 6-4 Retail: Recycled Water Direct Beneficial Uses Within Service Area

☑ Recycled water is not used and is not planned for use within the service area of the supplier. The supplier will not complete the table below.

Name of Supplier Producing (Treating) the Recycled Water:	
Name of Supplier Operating the Recycled Water Distribution System:	
Supplemental Water Added in 2020 (volume) *Include units*	
Source of 2020 Supplemental Water	

Beneficial Use Type *Insert additional rows if needed.*	**Potential** Beneficial Uses of Recycled Water (Describe)	Amount of **Potential** Uses of Recycled Water (Quantity) *Include volume units* [1]	General Description of 2020 Uses	Level of Treatment *Drop down list*	2020 [1]	2025 [1]	2030 [1]	2035 [1]	2040 [1]	2045 [1] (opt)
Agricultural irrigation										
Landscape irrigation (exc golf courses)										
Golf course irrigation										
Commercial use										
Industrial use										
Geothermal and other energy production										
Seawater intrusion barrier										
Recreational impoundment										
Wetlands or wildlife habitat										
Groundwater recharge (IPR)										
Reservoir water augmentation (IPR)										
Direct potable reuse										
Other (Description Required)										
				Total:	0	0	0	0	0	0
				2020 Internal Reuse						

[1] ***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*

Submittal Table 6-5 Retail: 2015 UWMP Recycled Water Use Projection Compared to 2020 Actual	
☑	Recycled water was not used in 2015 nor projected for use in 2020. The supplier will not complete the table below. If recycled water was not used in 2020, and was not predicted to be in 2015, then check the box and do not complete the table.

Beneficial Use Type	2015 Projection for 2020 [1]	2020 Actual Use[1]
Insert additional rows as needed.		
Agricultural irrigation		
Landscape irrigation (exc golf courses)		
Golf course irrigation		
Commercial use		
Industrial use		
Geothermal and other energy production		
Seawater intrusion barrier		
Recreational impoundment		
Wetlands or wildlife habitat		
Groundwater recharge (IPR)		
Reservoir water augmentation (IPR)		
Direct potable reuse		
Other (Description Required)		
Total	0	0

[1] **Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.

Submittal Table 6-6 Retail: Methods to Expand Future Recycled Water Use	
☑	Supplier does not plan to expand recycled water use in the future. Supplier will not complete the table below but will provide narrative explanation.
	Provide page location of narrative in UWMP

Name of Action	Description	Planned Implementation Year	Expected Increase in Recycled Water Use *
Add additional rows as needed			
		Total	0

***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*

NOTES: Should recycled water become available in Great Oaks' service area, Great Oaks will be the supplier of recycled water to customers in its service area.

Great Oaks does not plan or anticipate any future water exchanges or transfers.

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Great Oaks does expect to add at least one groundwater well that is expected to increase available water supply by an estimated 841 MG. The new well would be installed in the 2025 – 2026 time frame.

Submittal Table 6-7 Retail: Expected Future Water Supply Projects or Programs						
☐	No expected future water supply projects or programs that provide a quantifiable increase to the agency's water supply. Supplier will not complete the table below.					
☐	Some or all of the supplier's future water supply projects or programs are not compatible with this table and are described in a narrative format.					
	Provide page location of narrative in the UWMP					
Name of Future Projects or Programs	Joint Project with other suppliers?		Description (if needed)	Planned Implementation Year	Planned for Use in Year Type *Drop Down List*	Expected Increase in Water Supply to Supplier* *This may be a range*
	Drop Down List (y/n)	*If Yes, Supplier Name*				
Add additional rows as needed						
Groundwater Well(s)	No			2025 or 2026	Average Year	841
***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*						

6.4. Summary of Existing and Planned Sources of Water

Projected water supplies are based upon combined total safe yields from Great Oaks' existing and projected groundwater wells and are shown in the tables below.

Submittal Table 6-8 Retail: Water Supplies — Actual				
Water Supply	Additional Detail on Water Supply	2020		
Drop down list May use each category multiple times.These are the only water supply categories that will be recognized by the WUEdata online submittal tool		Actual Volume*	Water Quality Drop Down List	Total Right or Safe Yield* (optional)
Add additional rows as needed				
Groundwater (not desalinated)	20 Groundwater Wells	3,628	Drinking Water	
Total		3,628		0
***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*				

Submittal Table 6-9 Retail: Water Supplies — Projected											
Water Supply		Projected Water Supply * Report To the Extent Practicable									
Drop down list May use each category multiple times. These are the only water supply categories that will be recognized by the WUEdata online submittal tool	Additional Detail on Water Supply	2025		2030		2035		2040		2045 (opt)	
		Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)	Reasonably Available Volume	Total Right or Safe Yield (optional)
Add additional rows as needed											
Desalinated Water - Groundwater	Groundwater Wells	11,839		12,680		12,680		12,680		12,680	
Total		11,839	0	12,680	0	12,680	0	12,680	0	12,680	0
*Units of measure (AF, CCF, MG) must remain consistent throughout the UWMP as reported in Table 2-3.											

6.5. Energy Use

Water Code Section 10631.2(a) provides:

> *In addition to the requirements of Section 10631, an urban water management plan shall include any of the following information that the urban water supplier can readily obtain:*
>
> *(1) An estimate of the amount of energy used to extract or divert water supplies.*
>
> *(2) An estimate of the amount of energy used to convey water supplies to the water treatment plants or distribution systems.*
>
> *(3) An estimate of the amount of energy used to treat water supplies.*
>
> *(4) An estimate of the amount of energy used to distribute water supplies through its distribution systems.*
>
> *(5) An estimate of the amount of energy used for treated water supplies in comparison to the amount used for nontreated water supplies.*
>
> *(6) An estimate of the amount of energy used to place water into or withdraw from storage.*
>
> *(7) Any other energy-related information the urban water supplier deems appropriate.*

Great Oaks' energy usage estimates are based upon the amount of energy used to extract water from the groundwater basin and distribute that water through its distribution system.

The following table, using the "Total Utility Approach," shows energy usage in 2020.

Urban Water Supplier: *Great Oaks Water Company*

Water Delivery Product (If delivering more than one type of product use Table O-1C)

Retail Potable Deliveries

Table 6-10: Recommended Energy Reporting - Total Utility Approach				
Enter Start Date for Reporting Period	1/1/2020	**Urban Water Supplier Operational Control**		
End Date	12/31/2020			
☐ Is upstream embedded in the values reported?		**Sum of All Water Management Processes**	**Non-Consequential Hydropower**	
Water Volume Units Used	*MG*	Total Utility	Hydropower	Net Utility
Volume of Water Entering Process (volume unit)		*3628*		*3628*
Energy Consumed (kWh)		*4562731.063*		*4562731.063*
Energy Intensity (kWh/vol. converted to MG)		*1257.6*	*0.0*	*1257.6*

Quantity of Self-Generated Renewable Energy

0 kWh

Data Quality *(Estimate, Metered Data, Combination of Estimates and Metered Data)*

Metered Data

Data Quality Narrative:

Each well and pump is metered for energy usage.

Narrative:

All water entering the distribution system comes from groundwater wells, each of which utilizes an electric pur

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Chapter 7 – Water Service Reliability and Drought Risk Assessment

Water Code Section 10635(a) provides:

> *Every urban water supplier shall include, as part of its urban water management plan, an assessment of the reliability of its water service to its customers during normal, dry, and multiple dry water years. This water supply and demand assessment shall compare the total water supply sources available to the water supplier with the long-term total projected water use over the next 20 years, in five-year increments, for a normal water year, a single dry water year, and a drought lasting five consecutive water years. The water service reliability assessment shall be based upon the information compiled pursuant to Section 10631, including available data from state, regional, or local agency population projections within the service area of the urban water supplier.*

Assessing water service reliability is one of the fundamental purposes of Urban Water Management Plans. Water service reliability reflects the water supplier's ability to meet the water needs of its customers under varying conditions.

The Drought Risk Assessment is a new addition to UWMPs and provides the opportunity for water suppliers to test the near-term reliability by assuming the next five years will be dry years.

7.1. Constraints on Water Sources

Whether Valley Water adequately or responsibly manages the groundwater in the Santa Clara Valley Groundwater Basin will always be an issue that must be considered when assessing the reliability of water supplies. Valley Water delayed necessary work on Anderson Dam until it was forced to take action in 2020. Now and for at least the next ten years, Valley Water's largest reservoir – Anderson Reservoir – will be out of service while Anderson Dam is reconstructed. Since Valley Water has never been in this situation before, how Valley Water reacts to dry conditions without its largest reservoir will be a determinative factor in the reliability of water supplies, especially groundwater supplies in Great Oaks' service area. Valley Water offers assurance that it will manage the water supplies and conduct managed recharge operations appropriately so as not to negatively impact water supply reliability. Whether this is true will be determined over the time period Anderson Reservoir is out of service. Great Oaks' Drought Risk Assessment is based upon current information, including Valley Water's assurances that it will manage groundwater resources appropriately. Information on Valley Water's water supply reliability assessments may be found in Valley Water's 2020 Urban Water Management Plan.

7.2. Water Supply Reliability

The following table shows the basis for Great Oaks' water reliability assessment.

Submittal Table 7-1 Retail: Basis of Water Year Data (Reliability Assessment)			
Year Type	Base Year If not using a calendar year, type in the last year of the fiscal, water year, or range of years, for example, water year 2019-2020, use 2020	Available Supplies if Year Type Repeats	
		☐ Quantification of available supplies is not compatible with this table and is provided elsewhere in the UWMP. Location _____	
		☑ Quantification of available supplies is provided in this table as either volume only, percent only, or both.	
		Volume Available *	% of Average Supply
Average Year	2013	11839	100%
Single-Dry Year	1977	9471	80%
Consecutive Dry Years 1st Year	2012	9234	78%
Consecutive Dry Years 2nd Year	2013	9826	83%
Consecutive Dry Years 3rd Year	2014	9116	77%
Consecutive Dry Years 4th Year	2015	9234	78%
Consecutive Dry Years 5th Year	2016	9116	77%

Supplier may use multiple versions of Table 7-1 if different water sources have different base years and the supplier chooses to report the base years for each water source separately. If a Supplier uses multiple versions of Table 7-1, in the "Note" section of each table, state that multiple versions of Table 7-1 are being used and identify the particular water source that is being reported in each table.

***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*

NOTES: Great Oaks has used Santa Clara Valley Water District planning data for the percentages of Average Supply available during the five consecutive dry years from its 2020 Urban Water Management Plan. Santa Clara Valley Water District is responsible for management of the groundwater supplies from which Great Oaks' wells draw water for the Great Oaks water system. The volume available for the average year (2013) is the total volume available from all Great Oaks wells in operation in 2020. % of Average Supply for the Single Dry Year (1977) is based upon the volume available in the Average Year, using Santa Clara Valley Water District's value of 80% of available supplies being available in such a year.

Great Oaks' water service reliability assessment combines the details of its water use analysis in Chapter 4 with its water supply analysis in Chapter 6. This is intended to provide a complete picture of both short-term and long-term water service reliability.

The following tables summarize water service/water supply reliability for normal (average), single dry year, and five consecutive dry years through 2045.

Table 7-2 compares data in Tables 6-9 and 4-3. For more information about those tables, please see Chapters 6 and 4, respectively.

Submittal Table 7-2 Retail: Normal Year Supply and Demand Comparison					
	2025	2030	2035	2040	2045 *(Opt)*
Supply totals *(autofill from Table 6-9)*	11,839	12,680	12,680	12,680	12,680
Demand totals *(autofill from Table 4-3)*	3,363	3,174	2,825	2,451	2,206
Difference	8,475	9,506	9,854	10,228	10,474

Table 7-3 provides the single dry year supply and demand comparison.

Submittal Table 7-3 Retail: Single Dry Year Supply and Demand Comparison					
	2025	2030	2035	2040	2045 (Opt)
Supply totals*	9,471	9,471	9,471	9,471	9,471
Demand totals*	3,363	3174	2,825	2,451	2,206
Difference	6,108	6,297	6,646	7,020	7,265
***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*					

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Table 7-4 provides the multiple dry years supply and demand comparison.

Submittal Table 7-4 Retail: Multiple Dry Years Supply and Demand Comparison						
		2025*	2030*	2035*	2040*	2045* (Opt)
First year	Supply totals	9,234	9,234	9,234	9,234	9,234
	Demand totals	3,363	3,174	2,825	2,451	2,206
	Difference	5,871	6,060	6,409	6,783	7,028
Second year	Supply totals	9,826	9,826	9,826	9,826	9,826
	Demand totals	3,363	3,174	2,825	2,451	2,206
	Difference	6,463	6,652	7,001	7,375	7,620
Third year	Supply totals	9,116	9,116	9,116	9,116	9,116
	Demand totals	3,363	3,174	2,825	2,451	2,206
	Difference	5,753	5,942	6,291	6,665	6,910
Fourth year	Supply totals	9,234	9,234	9,234	9,234	9,234
	Demand totals	3,363	3,174	2,825	2,451	2,206
	Difference	5,871	6,060	6,409	6,783	7,028
Fifth year	Supply totals	9,116	9,116	9,116	9,116	9,116
	Demand totals	3,363	3,174	2,825	2,451	2,206
	Difference	5,753	5,942	6,291	6,665	6,910
Sixth year *(optional)*	Supply totals					
	Demand totals					
	Difference	0	0	0	0	0
***Units of measure (AF, CCF, MG)** must remain consistent throughout the UWMP as reported in Table 2-3.*						

7.3. Drought Risk Assessment

Water Code Section 10635(b) provides:

> *Every urban water supplier shall include, as part of its urban water management plan, a drought risk assessment for its water service to its customers as part of information considered in developing the demand management measures and water supply projects and programs to be included in the urban water management plan. The urban water supplier may conduct an interim update or updates to this drought risk assessment within the five-year cycle of its urban water management plan update. The drought risk assessment shall include each of the following:*
>
> *(1) A description of the data, methodology, and basis for one or more supply shortage conditions that are necessary to conduct a drought risk assessment for a drought period that lasts five consecutive water years, starting from the year following when the assessment is conducted.*
>
> *(2) A determination of the reliability of each source of supply under a variety of water shortage conditions. This may include a determination that a particular source of water supply is fully reliable under most, if not all, conditions.*
>
> *(3) A comparison of the total water supply sources available to the water supplier with the total projected water use for the drought period.*
>
> *(4) Considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.*

Table 7-5, below, is based upon projected water usage shown in Table 4-2 and projected water demands in Table 6-8 during a five-year consecutive dry year period. Projected water supplies meet projected demands throughout the five-year dry period.

Submittal Table 7-5: Five-Year Drought Risk Assessment Tables to address Water Code Section 10635(b)	
2021	**Total**
Total Water Use	3,363
Total Supplies	3,628
Surplus/Shortfall w/o WSCP Action	265
Planned WSCP Actions (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	
WSCP - use reduction savings benefit	
Revised Surplus/(shortfall)	265
Resulting % Use Reduction from WSCP action	0%

2022	Total
Total Water Use	3,174
Total Supplies	3,628
Surplus/Shortfall w/o WSCP Action	454
Planned WSCP Actions (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	
WSCP - use reduction savings benefit	
Revised Surplus/(shortfall)	454
Resulting % Use Reduction from WSCP action	0%

2023	Total
Total Water Use	2,825
Total Supplies	3,628
Surplus/Shortfall w/o WSCP Action	803
Planned WSCP Actions (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	
WSCP - use reduction savings benefit	
Revised Surplus/(shortfall)	803
Resulting % Use Reduction from WSCP action	0%

2024	Total
Total Water Use	2,451
Total Supplies	3,628
Surplus/Shortfall w/o WSCP Action	1,177
Planned WSCP Actions (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	
WSCP - use reduction savings benefit	
Revised Surplus/(shortfall)	1,177
Resulting % Use Reduction from WSCP action	0%

2025	Total
Total Water Use	2,206
Total Supplies	3,628
Surplus/Shortfall w/o WSCP Action	1,422
Planned WSCP Actions (use reduction and supply augmentation)	
WSCP - supply augmentation benefit	
WSCP - use reduction savings benefit	
Revised Surplus/(shortfall)	1,422
Resulting % Use Reduction from WSCP action	0%

7.3.1. Discussion

Based upon the analysis above, Great Oaks concludes that it has sufficient water supplies to meet projected water demands during a five-year consecutive dry year scenario. As noted above, much depends upon Valley Water's groundwater management activities, especially during the time period the Anderson Reservoir is out of commission.

In the event Valley Water's actions with respect to groundwater management and recharge during the time period Anderson Reservoir is not in service prove inadequate, Great Oaks will implement its Water Shortage Contingency Plan stage-by-stage, if necessary, to retain water service/water supply reliability. Such measures would be supported by activation of Great Oaks' Schedule No. 14.1 Mandatory Water Conservation tariff, which includes specific unauthorized water uses and mechanisms to adopt and enforce allocations (rationing).

GREAT OAKS WATER COMPANY

Chapter 8 – Water Shortage Contingency Planning

Water Code Section 10632 requires that each Urban Water Management Plan include a Water Shortage Contingency Plan (WSCP). The WSCP must include a written decision-making process to be used by the water supplier to determine water supply reliability.

8.1. WSCP Stages of Action

As Great Oaks relies upon the groundwater supplies managed by Valley Water, Great Oaks utilizes Valley Water's WSCP as its own for decision-making. Valley Water's WSCP is detailed in the table below.

Submittal Table 8-1
Water Shortage Contingency Plan Levels

Shortage Level	Percent Shortage Range	Shortage Response Actions (*Narrative description*)
1	0%	Normal Conditions
2	0 - 10%	Alert Conditions - stage meant to warn customers that current water use is tapping groundwater reserves. This stage is triggered when the Santa Clara Valley Water District (Valley Water) projects groundwater storage to drop below 300,000 AF. The Board of Valley Water may request the public and retailers to reduce water usage by up to 10 percent.
3	10 - 20%	Severe Conditions - shortage conditions are worsening, requiring close coordination between Valley Water, retailers (including Great Oaks), and cities to enact ordinances and water use restrictions. This stage is triggered when Valley Water determines that groundwater storage falls below 250,000 AF. The Board of Valley Water may pass a resolution requesting the public and retailers to reduce water usage by 20 percent.
4	20 - 40%	Critical conditions - This is typically the most severe stage in a multi-year drought. This stage is triggered when Valley Water projects that groundwater storage will fall below 200,000 AF. The Board of Valley Water may increase the demand reduction request up to 40 percent.
5	Up to 50%	Emergency Situations - This stage is meant to address an immediate crisis such as a major infrastructure failure when water supply may only be available to meet health and safety needs. Stage 5 can also be triggered in a deep drought when groundwater levels are projected to fall below 150,000 AF. Water restrictions may need to exceed 40 percent.

8.2. Shortage Response Actions

Water Shortage Contingency Plans are required to include water shortage response actions listed in Water Code Section 10632(a)(4), which provides:

> *Shortage response actions that align with the defined shortage levels and include, at a minimum, all of the following:*
>
> *(A) Locally appropriate supply augmentation actions.*
>
> *(B) Locally appropriate demand reduction actions to adequately respond to shortages.*
>
> *(C) Locally appropriate operational changes.*
>
> *(D) Additional, mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions and appropriate to the local conditions.*
>
> *(E) For each action, an estimate of the extent to which the gap between supplies and demand will be reduced by implementation of the action.*

The following table provides the water shortage response actions, including restrictions and prohibitions on end use.

Submittal Table 8-2: Demand Reduction Actions

Shortage Level	Demand Reduction Actions ***Drop down list*** *These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.*	How much is this going to reduce the shortage gap? *Include units used (volume type or percentage)*	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement? ***For Retail Suppliers Only*** *Drop Down List*
Add additional rows as needed				
2	Landscape - Restrict or prohibit runoff from landscape irrigation	0 - 10%	Pursuant to Tariff Rule No. 14.1: Prohibits all use of potable water that results in flooding or runoff in gutters or streets.	Yes
2	Other - Prohibit use of potable water for washing hard surfaces	0 - 10%	Pursuant to Tariff Rule No. 14.1: Prohibits use of potable water for washing buildings, sructures, driveways, patios, parking lots, tennis courts, or other hard-surfaced areas, except in cases where health and safety are at risk.	Yes
2	Other - Require automatic shut of hoses	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits individual private washing of cars with a hose except with the use of a positive action shut-off nozzle.	Yes

Submittal Table 8-2: Demand Reduction Actions				
Shortage Level	Demand Reduction Actions ***Drop down list*** *These are the only categories that will be accepted by the WUEdata online submittal tool. Select those that apply.*	How much is this going to reduce the shortage gap? *Include units used (volume type or percentage)*	Additional Explanation or Reference *(optional)*	Penalty, Charge, or Other Enforcement? ***For Retail Suppliers Only*** *Drop Down List*
Add additional rows as needed				
2	Other - Prohibit use of potable water for construction and dust control	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits use of potable water for construction purposes, such as consolidation of backfill, dust control, or other uses unless no other sources of water or other method can be used.	Yes
2	Landscape - Restrict or prohibit runoff from landscape irrigation	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits use of water for more than minimal landscaping in connection with any new construction.	Yes
2	Landscape - Limit landscape irrigation to specific days	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits use of water for outside plants, lawn, landscape, and turf areas more often than every other day, with even numbered addresses watering on even numbered days of the month and odd numbered addresses watering on the odd numbered days of the month, exccept that this provision shall not apply to commercial nurseries, golf courses, and other water-dependent industries.	Yes
2	Water Features - Restrict water use for decorative water features, such as fountains	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits use of water for decorative fountains or the fillig or topping off of decorative lakes or ponds. Exceptions are made for those decorative fountains, lakes, or ponds which utilize recycled water.	Yes
2	CII - Restaurants may only serve water upon request	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits service of water by any restaurant except upon the request of the patron.	Yes
2	Other water feature or swimming pool restriction	0 - 10%	Pursuant to Tariff Rule 14.1: Prohibits use of water for the filling or refilling of swimming pools.	Yes

8.3. Communications Protocols and Procedures

Water Code Section 10632(a)(5) requires that a WSCP include:

> *Communication protocols and procedures to inform customers, the public, interested parties, and local, regional, and state governments, regarding, at a minimum, all of the following:*
>
> *(A) Any current or predicted shortages as determined by the annual water supply and demand assessment described pursuant to Section 10632.1.*
>
> *(B) Any shortage response actions triggered or anticipated to be triggered by the annual water supply and demand assessment described pursuant to Section 10632.1.*
>
> *(C) Any other relevant communications.*

Great Oaks communicates with its customers on a regular basis on water conservation issues. In the event Great Oaks is to implement certain mandatory water conservation measures under its Rule No. 14.1 and Schedule No. 14.1 (including the declaration of water shortage emergency), Water Standard Practice (adopted by the California Public Utilities Commission in its Resolution W-4976) requires a public hearing. Water Standard Practice U-40-W may be accessed through this link:

https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Water/Standard_Practice_U40W_2014_wo.pdf.

Standard Practice U-40-W authorizes, under certain prescribed circumstances, the ability to address revenue reductions and expense increases resulting from water shortage emergency conditions.

CPUC Resolution W-5000 also requires Great Oaks to coordinate its actions in the event demand management and other measures are insufficient, including with respect to declarations of local emergencies.

GREAT OAKS WATER COMPANY

Chapter 9 – Demand Management Measures

This chapter describes past and planned demand management (conservation) measures Great Oaks has and will rely upon to encourage (and sometimes require) customers to conserve and reduce water demand/usage during specific circumstances and over the period covered by the UWMP.

9.1. Existing Demand Management Measures

Water Code Section 10631(e) states:

> *Provide a description of the supplier's water demand management measures. This description shall include all of the following:*
>
> *(1) (A) For an urban retail water supplier, as defined in Section 10608.12, a narrative description that addresses the nature and extent of each water demand management measure implemented over the past five years. The narrative shall describe the water demand management measures that the supplier plans to implement to achieve its water use targets pursuant to Section 10608.20.*
>
> *(B) The narrative pursuant to this paragraph shall include descriptions of the following water demand management measures:*
>
> *(i) Water waste prevention ordinances.*
>
> *(ii) Metering.*
>
> *(iii) Conservation pricing.*
>
> *(iv) Public education and outreach.*
>
> *(v) Programs to assess and manage distribution system real loss.*
>
> *(vi) Water conservation program coordination and staffing support.*
>
> *(vii) Other demand management measures that have a significant impact on water use as measured in gallons per capita per day, including innovative measures, if implemented.*

9.1.1. Demand Management Measures Implemented Over Past Five Years.

In 2015, Great Oaks updated and activated its Schedule No. 14.1 tariff in response to the declared drought emergency. The current version of Tariff Schedule No. 14.1 is provided below. This provides a comprehensive approach to mandatory water conservation/demand management measures.

Additional demand management measures implemented by Great Oaks are summarized following Tariff Schedule No. 14.1.

SLIP/SUB SHEET

GREAT OAKS WATER COMPANY (Original) Cal. P.U.C. Sheet No. 768-W
San Jose, California Canceling _____ Cal. P.U.C. Sheet No. _____

Schedule No. 14.1
MANDATORY WATER CONSERVATION

SUPPLEMENT

(N)

A. APPLICABILITY

1. This schedule applies to all metered water service. For purposes of this tariff, the term "customer" is defined as a service connection. It is only effective in times of mandatory rationing, as required by Rule No. 14.1, and only for the period noted in the Special Conditions section below.

2. This schedule shall remain dormant until a specific stage is activated by Commission authorization of a Tier 2 advice letter.

3. When a particular stage of this schedule is activated, the period over which it shall be effective will be added to the tariff language.

B. TERRITORY

1. This Schedule is applicable within the entire territory served by the utility.

C. STAGES OF MANDATORY CONSERVATION MEASURES

1. Stage 1: When mandatory conservation measures are ordered or otherwise declared by an authorized government agency or official, the conservation measures pertaining to non-essential or unauthorized water use listed in Rule No. 14.1 become mandatory. The Utility shall also provide notice to its customers by newspaper publication or bill insert, and such notice shall provide the effective date of such mandatory conservation measures.

   When such conservation measures pertaining to non-essential or unauthorized water uses listed in Rule No. 14.1 become mandatory pursuant to this Stage, such non-essential or unauthorized water uses are deemed to be a waste of water and shall be subject to the provisions of Rule No. 11 for waste of water.

2. Stage 2: Water supply is reduced 10.01% - 20.00%, water conservation of 10.01% - 20.00% has been ordered by an authorized government agency or official, or water restrictions at Stage 1 have not been effective in reducing water usage to the prescribed level.

3. Stage 3: Water supply is reduced 20.01% or more, water conservation of 20.01% or more has been ordered by an authorized government agency or official, or water restrictions at Stage 2 have not been effective in reducing water usage to the prescribed level.

(N)

(To be inserted by utility) *Issued by* (To be inserted by Cal. P.U.C.)
Advice Letter No. 245-W-A Timothy S. Guster Date Filed MAY 22 2015
NAME
Decision No. Res. W-4976; Res. W-5034 Vice President and General Counsel Effective JUN 12 2015
TITLE
Decision/Resolution No. _____

GREAT OAKS WATER COMPANY
San Jose, California

Canceling

Revised Cal. P.U.C. Sheet No. 814-W
Original Cal. P.U.C. Sheet No. 769-W

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. (C) | (C)

(To be inserted by utility)
Advice Letter No. 254-W
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Vice President and General Counsel
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GREAT OAKS WATER COMPANY
San Jose, California

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Revised Cal. P.U.C. Sheet No. 815-W
Original Cal. P.U.C. Sheet No. 770-W

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. (C) | (C)

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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Vice President and General Counsel
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SLIP/SUB SHEET

GREAT OAKS WATER COMPANY
San Jose, California

Original Cal. P.U.C. Sheet No. 771-W
Canceling Cal. P.U.C. Sheet No.

SUPPLEMENT

Schedule No. 14.1
MANDATORY WATER CONSERVATION
(continued)

(N)

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 ½-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 (N)

(To be inserted by utility)
Advice Letter No. 245-W-A
Decision No. Res. W-4976; Res. W-5034

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San Jose, California Canceling Cal. P.U.C. Sheet No.

SUPPLEMENT

Schedule No. 14.1
MANDATORY WATER CONSERVATION
(continued)

(N)

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;

(N)

(To be inserted by utility)
Advice Letter No. 245-W-A
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SLIP/SUB SHEET

GREAT OAKS WATER COMPANY Original Cal. P.U.C. Sheet No. 773-W
San Jose, California Canceling Cal. P.U.C. Sheet No.

Schedule No. 14.1
SUPPLEMENT MANDATORY WATER CONSERVATION
(continued)

(N)

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. (N)

(To be inserted by utility)
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9.1.2. Additional Demand Management Measures

Great Oaks does not have the authority to adopt or implement water waste prevention ordinances, but Great Oaks did work with the City of San Jose during the last five years to ensure that Great Oaks' demand management measures were consistent with the City's ordinances pertaining to water waste prevention.

Great Oaks' Tariff Schedule No. 1 General Metered Service Tiered Rates has been in effect in various forms since 2010. The current version of this tariff schedule is provided below. Tiered rates are considered a method of demand management that sends price signals to water users to reduce consumption before usage reaches a higher-priced tier. This tariff schedule is updated/revised on a fairly regular basis.

GREAT OAKS WATER COMPANY — Revised — Cal. P.U.C. Sheet No. 878-W
San Jose, California — Canceling — Revised — Cal. P.U.C. Sheet No. 857-W

Schedule No. 1
GENERAL METERED SERVICE
Tiered Rates
Designed and Ordered by the California Public Utilities Commission

APPLICABILITY
Applicable to all single-family residential services only.

TERRITORY
The area is Southeast San Jose, East of Snell Road and South of Hellyer Park.

RATES

Quantity Rates (Tiered Rates): For all water delivered, per 100 Cu. Ft.	Per Meter/Per Month	
For total bi-monthly usage from 0 to 6 Ccf.	$ 1.3024	(C)(R)
For total bi-monthly usage from 7 to 24 Ccf.	2.6048	(C)(R)
For total bi-monthly usage over 24 Ccf.	3.9723	(C)(I)
Service Charge (Conservation Rates):		
For 5/8x3/4-inch meter	$ 14.91	(I)
For 3/4x3/4-inch meter	22.36	(I)
For 1-inch meter	37.26	(I)
For 1 ½-inch meter	74.53	(I)
For 2-inch meter	119.25	(I)
For 3-inch meter	223.59	(I)
For 4-inch meter	372.65	(I)
For 6-inch meter	745.29	(I)
For 8-inch meter	1,192.47	(I)
For 10-inch meter	1,714.17	(I)
For 12-inch meter	2,459.46	(I)

The Service Charge is a readiness-to-serve charge which is applicable to all metered service and to which is added the charge for water used computed at the Quantity Rates.

(Continued)

(To be inserted by utility) — *Issued by* — (To be inserted by Cal. P.U.C.)
Advice Letter No. 277-W — Timothy S. Guster (NAME) — Date Filed 09/20/2019
Decision Nos. D.18-12-002; D.19-09-010 — General Counsel (TITLE) — Effective Date: 09/19/2019
Resolution No. _____

9.1.3. Public Education and Outreach.

In 2015, Great Oaks began a partnership with WaterSmart Software (WaterSmart) to provide Water Reports to 10,000 of Great Oaks' single-family residential customers on a pilot-program basis. The WaterSmart program helps Great Oaks engage customers to save water and money. The program goals are to reduce water demand, increase customer satisfaction, awareness, and engagement, simplify program planning, tracking, and analysis, and increase participation in conservation programs. Great Oaks utilizes the WaterSmart program to communicate with customers and provide useful information to help customers conserve/reduce demand.

9.1.4. Programs to Assess and Manage Distribution System Real Loss.

Great Oaks has replaced nearly all of its meters over the past eight (8) years, providing reasonable assurances that its meters are accurately recording water delivered. This significantly reduces meter error as a source of "system loss."

Great Oaks also utilizes leak detection equipment to locate known and unknown leaks. The technology for leak detection equipment has improved, but still fails to locate even known leaks. As the technology improves, Great Oaks will acquire and utilize leak detection equipment to reduce "system loss."

9.1.5. Water Conservation Program Coordination and Staffing Support.

All of Great Oaks' legal, regulatory, and conservation programs designed to reduce water usage, including customer outreach and engagement and coordination with local government agencies, State agencies, and the California Public Utilities Commission, are directed through the office of Great Oaks' Vice President and General Counsel, Legal and Regulatory Affairs, Timothy S. Guster. Mr. Guster has no staff and no budget for conservation programs.

9.1.6. Additional Information on Demand Management Measures.

Great Oaks participates in numerous local government water retailer committees and subcommittees pertaining to conservation communications, demand management measures, landscaping, finance, and retailer relations. Great Oaks encourages its customers to utilize existing programs offered by local government agencies with jurisdictions that encompass Great Oaks' service area, including the following:

- Interior and Exterior Water Audits for Single Family and Multi-Family Customers: Great Oaks advises residential customers regarding Valley Water's free water auditing services. Valley Water communicates with Great Oaks' customers directly through print, television, movie screen and radio

advertising. Valley Water provides customers participating in Valley Water's water auditing services, and Great Oaks, receive a report upon completion.

- Plumbing Retrofit: Great Oaks distributes sink faucet aerators and, when available, low-flow showerheads, provided by Valley Water.
- Distribution System Water Audits, Leak Detection and Repair: Great Oaks constantly monitors its distribution system for leaks.
- Metering with Commodity Rates: All of Great Oaks' accounts are metered.
- Large Landscape Water Audits and Incentives: Valley Water provides irrigation surveys for large landscape customers.
- Landscape Water Conservation Requirements: Most of Great Oaks' service area is within the City of San Jose, which has landscape water conservation requirements for new construction.
- Public Information: Valley Water distributes public information to Great Oaks' customers through its media and outreach programs. Great Oaks' water bills provide year-to-year consumption comparisons alerting customers to any changes in usage patterns.
- School Education: On occasion, Great Oaks provides information to schools within its service area for use in discussing and promoting water conservation and water quality.
- Commercial and Industrial Water Conservation: Valley Water makes water use audits available to commercial and industrial accounts in Great Oaks' service area upon request.
- New Commercial and Industrial Water Use Review: The City of San Jose Building Department and Great Oaks coordinate activities for new commercial and industrial water uses. Great Oaks provides the City of San Jose (or the County of Santa Clara) with a "will serve letter," representing that Great Oaks has reviewed the new construction plans and agrees with the proposed water use of the new commercial or industrial customer.
- Conservation Pricing, Water Service and Sewer Service: Great Oaks has tiered water pricing for single-family residential customers.
- Landscape Water Conservation for New and Existing Single-Family Homes: The City of San Jose maintains a demonstration garden and works with landscape maintenance companies to promote efficient landscaping practices within Great Oaks' service area.
- Water Waste Prohibition: Great Oaks prohibits water waste under CPUC rules and regulations. Great Oaks is authorized to discontinue service to any customer wasting water.
- Water Conservation Coordinator: Great Oaks has not been authorized funding for a water conservation coordinator.

- Financial Incentives: Tiered water rates authorized by the CPUC may provide financial incentives or disincentives to single-family residential customers of Great Oaks, although the extent of such incentives or disincentives is unknown.
- Ultra-low Flush Toilet Replacement: Great Oaks' customers may participate in the Valley Water program for ultra-low flush toilet replacement.

GREAT OAKS WATER COMPANY

Chapter 10 – Plan Adoption, Submittal, and Implementation

This chapter contains information on the public hearing, adoption process for the 2020 UWMP, as well as the submittal process for the UWMP and WSCP. This chapter also confirms that the Great Oaks 2020 UWMP and WSCP were timely submitted.

10.1. Compliance with Water Code Section 10621(b).

Water Code Section 10621(b) provides:

> *Every urban water supplier required to prepare a plan pursuant to this part shall, at least 60 days before the public hearing on the plan required by Section 10642, notify any city or county within which the supplier provides water supplies that the urban water supplier will be reviewing the plan and considering amendments or changes to the plan. The urban water supplier may consult with, and obtain comments from, any city or county that receives notice pursuant to this subdivision.*

Great Oaks' public hearing on its 2020 UWMP was held on June 28, 2021. On March 26, 2021 – more than 60 days before the public hearing on the plan – Great Oaks sent notices to the City of San Jose and Santa Clara County (a city and the county within which Great Oaks provides water supplies) that Great Oaks was reviewing and making revisions to its 2015 UWMP. Copies of the notices are provided in the Appendix to this 2020 UWMP.

Submittal Table 10-1 Retail: Notification to Cities and Counties

City Name	60 Day Notice	Notice of Public Hearing
Add additional rows as needed		
City of San Jose	Yes	Yes
County Name *Drop Down List*	60 Day Notice	Notice of Public Hearing
Add additional rows as needed		
Santa Clara County	Yes	Yes

10.2. Notice of Public Hearing

Water Code Section 10642 provides:

> *Each urban water supplier shall encourage the active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of both the plan and the water shortage contingency plan. Prior to adopting either, the urban water supplier shall make both the plan and the water shortage contingency plan available for public inspection and shall hold a public hearing or hearings thereon. Prior to any of these hearings, notice of the time and place of the hearing shall be published within the jurisdiction of the publicly owned water supplier pursuant to Section 6066 of the Government Code. The urban water supplier shall provide notice of the time and place of a hearing to any city or county within which the supplier provides water supplies. Notices by a local public agency pursuant to this section shall be provided pursuant to Chapter 17.5 (commencing with Section 7290) of Division 7 of Title 1 of the Government Code. A privately owned water supplier shall provide an equivalent notice within its service area. After the hearing or hearings, the plan or water shortage contingency plan shall be adopted as prepared or as modified after the hearing or hearings.*

Great Oaks published notice of its public hearing in the San Jose Mercury News on June 3, 2021 and June 10, 2021. A copy of the notice and proof of publication is provided in the Appendix.

10.3. Public Hearing

The public hearing on Great Oaks' 2020 UWMP was conducted on June 28, 2021. Tim Guster, Great Oaks' Vice President and General Counsel conducted the hearing via Zoom Video Conference. Written comments received by Great Oaks before and during the public hearing are included in the Appendix.

10.4. Adoption of 2020 UWMP

Following the public hearing on Great Oaks' 2020 UWMP, the Great Oaks Board of Directors adopted the 2020 UWMP via Unanimous Consent Resolution, a copy of which is included in the Appendix.

10.5. Submission of Great Oaks Water Company's 2020 Urban Water Management Plan to the California Department of Water Resources

Water Code Section 10621(f) provides:

> *Each urban water supplier shall update and submit its 2020 plan to the department by July 1, 2021.*

Water Code Section 10635(c) provides:

> *The urban water supplier shall provide that portion of its urban water management plan prepared pursuant to this article to any city or county within which it provides water supplies no later than 60 days after the submission of its urban water management plan.*

Water Code Section 10644(a) provides:

> *(1) An urban water supplier shall submit to the department, the California State Library, and any city or county within which the supplier provides water supplies a copy of its plan no later than 30 days after adoption. Copies of amendments or changes to the plans shall be submitted to the department, the California State Library, and any city or county within which the supplier provides water supplies within 30 days after adoption.*
>
> *(2) The plan, or amendments to the plan, submitted to the department pursuant to paragraph (1) shall be submitted electronically and shall include any standardized forms, tables, or displays specified by the department.*

Great Oaks submitted its 2020 UWMP to California Department of Water Resources by July 1, 2021 electronically through the Water Use Efficiency (WUE) Portal. Great Oaks also submitted its 2020 UWMP to the City of San Jose and Santa Clara County within the time frame specified in Water Code Sections 10635(c) and 10644(a)(1). Finally, in compliance with Water Code Section 10644(b), Great Oaks timely submitted its 2020 UWMP to the California State Library.

10.6. Public Availability

Water Code Section 10645 provides:

> *(a) Not later than 30 days after filing a copy of its plan with the department, the urban water supplier and the department shall make the plan available for public review during normal business hours.*

> *(b) Not later than 30 days after filing a copy of its water shortage contingency plan with the department, the urban water supplier and the department shall make the plan available for public review during normal business hours.*

An electronic version of Great Oaks Water Company's 2020 Urban Water Management Plan was made available for review by the public on its website: www.greatoakswater.com.

10.7. Notification to California Public Utilities Commission

Water Code Section 10621(c) provides:

> *An urban water supplier regulated by the Public Utilities Commission shall include its most recent plan and water shortage contingency plan as part of the supplier's general rate case filings.*

Great Oaks is including its 2020 UWMP and WSCP in its 2021 General Rate Case filings in compliance with Water Code Section 10621(c).

10.8 Amending an Adopted UWMP or WSCP

In the event Great Oaks' 2020 UWMP or WSCP is amended, Great Oaks will comply with the previously cited procedures for notification, public hearing, adoption, and submittal.

GREAT OAKS WATER COMPANY

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Retail	Wholesale	2020 Guidebook Location	Water Code Section	Summary as Applies to UWMP	Subject	2020 UWMP Location (Optional Column for Agency Review Use)
x	x	Chapter 1	10615	A plan shall describe and evaluate sources of supply, reasonable and practical efficient uses, reclamation and demand management activities.	Introduction and Overview	Chapter 1
x	x	Chapter 1	10630.5	Each plan shall include a simple description of the supplier's plan including water availability, future requirements, a strategy for meeting needs, and other pertinent information. Additionally, a supplier may also choose to include a simple description at the beginning of each chapter.	Summary	Section 2.4
x	x	Section 2.2	10620(b)	Every person that becomes an urban water supplier shall adopt an urban water management plan within one year after it has become an urban water supplier.	Plan Preparation	Section 2.1: Table 2-1
x	x	Section 2.6	10620(d)(2)	Coordinate the preparation of its plan with other appropriate agencies in the area, including other water suppliers that share a common source, water management agencies, and relevant public agencies, to the extent practicable.	Plan Preparation	Section 2.2
x	x	Section 2.6.2	10642	Provide supporting documentation that the water supplier has encouraged active involvement of diverse social, cultural, and economic elements of the population within the service area prior to and during the preparation of the plan and contingency plan.	Plan Preparation	Section 2.2
x		Section 2.6, Section 6.1	10631(h)	Retail suppliers will include documentation that they have provided their wholesale supplier(s) - if any - with water use projections from that source.	System Supplies	Section 2.2.1; Table 2-4
	x	Section 2.6	10631(h)	Wholesale suppliers will include documentation that they have provided their urban water suppliers with identification and quantification of the existing and planned sources of water available from the wholesale to the urban supplier during various water year types.	System Supplies	N/A
x	x	Section 3.1	10631(a)	Describe the water supplier service area.	System Description	Sections 3.1, 3.2
x	x	Section 3.3	10631(a)	Describe the climate of the service area of the supplier.	System Description	Section 3.3

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x	x	Section 3.4	10631(a)	Provide population projections for 2025, 2030, 2035, 2040 and optionally 2045.	System Description	Section 3.4; Table 3-1
x	x	Section 3.4.2	10631(a)	Describe other social, economic, and demographic factors affecting the supplier's water management planning.	System Description	Sections 4.2, 4.4
x	x	Sections 3.4 and 5.4	10631(a)	Indicate the current population of the service area.	System Description and Baselines and Targets	Section 3.4; Table 3-1
x	x	Section 3.5	10631(a)	Describe the land uses within the service area.	System Description	Sections 4.1, 4.2
x	x	Section 4.2	10631(d)(1)	Quantify past, current, and projected water use, identifying the uses among water use sectors.	System Water Use	Sections 4.1, 4.2; Tables 4-1, 4-2
x	x	Section 4.2.4	10631(d)(3)(C)	Retail suppliers shall provide data to show the distribution loss standards were met.	System Water Use	Section 4.3; Table 4-4
x	x	Section 4.2.6	10631(d)(4)(A)	In projected water use, include estimates of water savings from adopted codes, plans and other policies or laws.	System Water Use	Section 4.4; Table 4-5
x	x	Section 4.2.6	10631(d)(4)(B)	Provide citations of codes, standards, ordinances, or plans used to make water use projections.	System Water Use	Section 4.4
x	optional	Section 4.3.2.4	10631(d)(3)(A)	Report the distribution system water loss for each of the 5 years preceding the plan update.	System Water Use	Section 4.3; Table 4-4
x	optional	Section 4.4	10631.1(a)	Include projected water use needed for lower income housing projected in the service area of the supplier.	System Water Use	Section 4.4.1
x	x	Section 4.5	10635(b)	Demands under climate change considerations must be included as part of the drought risk assessment.	System Water Use	Section 4.6
x		Chapter 5	10608.20(e)	Retail suppliers shall provide baseline daily per capita water use, urban water use target, interim urban water use target, and compliance daily per capita water use, along with the bases for determining those estimates, including references to supporting data.	Baselines and Targets	Chapter 5
x		Chapter 5	10608.24(a)	Retail suppliers shall meet their water use target by December 31, 2020.	Baselines and Targets	Section 5.4; Table 5-2
	x	Section 5.1	10608.36	Wholesale suppliers shall include an assessment of present and proposed future measures, programs, and policies to help their retail water suppliers achieve targeted water use reductions.	Baselines and Targets	N/A

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x		Section 5.2	10608.24(d)(2)	If the retail supplier adjusts its compliance GPCD using weather normalization, economic adjustment, or extraordinary events, it shall provide the basis for, and data supporting the adjustment.	Baselines and Targets	Section 5.1
x		Section 5.5	10608.22	Retail suppliers' per capita daily water use reduction shall be no less than 5 percent of base daily per capita water use of the 5 year baseline. This does not apply if the suppliers base GPCD is at or below 100.	Baselines and Targets	Section 5.4
x		Section 5.5 and Appendix E	10608.4	Retail suppliers shall report on their compliance in meeting their water use targets. The data shall be reported using a standardized form in the SBX7-7 2020 Compliance Form.	Baselines and Targets	Section 5.4; Table 5-2
x	x	Sections 6.1 and 6.2	10631(b)(1)	Provide a discussion of anticipated supply availability under a normal, single dry year, and a drought lasting five years, as well as more frequent and severe periods of drought.	System Supplies	Chapters 6 and 7
x	x	Sections 6.1	10631(b)(1)	Provide a discussion of anticipated supply availability under a normal, single dry year, and a drought lasting five years, as well as more frequent and severe periods of drought, *including changes in supply due to climate change.*	System Supplies	Section 7.2
x	x	Section 6.1	10631(b)(2)	When multiple sources of water supply are identified, describe the management of each supply in relationship to other identified supplies.	System Supplies	N/A
x	x	Section 6.1.1	10631(b)(3)	Describe measures taken to acquire and develop planned sources of water.	System Supplies	Section 6.4
x	x	Section 6.2.8	10631(b)	Identify and quantify the existing and planned sources of water available for 2020, 2025, 2030, 2035, 2040 and optionally 2045.	System Supplies	Section 6.4; Tables 6-8, 6-9
x	x	Section 6.2	10631(b)	Indicate whether groundwater is an existing or planned source of water available to the supplier.	System Supplies	Section 6.4; Tables 6-8, 6-9
x	x	Section 6.2.2	10631(b)(4)(A)	Indicate whether a groundwater sustainability plan or groundwater management plan has been adopted by the water supplier or if there is any other specific authorization for groundwater management. Include a copy of the plan or authorization.	System Supplies	Section 6.1
x	x	Section 6.2.2	10631(b)(4)(B)	Describe the groundwater basin.	System Supplies	Section 6.2

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x	x	Section 6.2.2	10631(b)(4)(B)	Indicate if the basin has been adjudicated and include a copy of the court order or decree and a description of the amount of water the supplier has the legal right to pump.	System Supplies	Section 6.2
x	x	Section 6.2.2.1	10631(b)(4)(B)	For unadjudicated basins, indicate whether or not the department has identified the basin as a high or medium priority. Describe efforts by the supplier to coordinate with sustainability or groundwater agencies to achieve sustainable groundwater conditions.	System Supplies	Section 6.2
x	x	Section 6.2.2.4	10631(b)(4)(C)	Provide a detailed description and analysis of the location, amount, and sufficiency of groundwater pumped by the urban water supplier for the past five years	System Supplies	Section 6.3; Table 6-1
x	x	Section 6.2.2	10631(b)(4)(D)	Provide a detailed description and analysis of the amount and location of groundwater that is projected to be pumped.	System Supplies	Section 6.4; Chapter 7
x	x	Section 6.2.7	10631(c)	Describe the opportunities for exchanges or transfers of water on a short-term or long-term basis.	System Supplies	Section 6.3.1
x	x	Section 6.2.5	10633(b)	Describe the quantity of treated wastewater that meets recycled water standards, is being discharged, and is otherwise available for use in a recycled water project.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.5	10633(c)	Describe the recycled water currently being used in the supplier's service area.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.5	10633(d)	Describe and quantify the potential uses of recycled water and provide a determination of the technical and economic feasibility of those uses.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.5	10633(e)	Describe the projected use of recycled water within the supplier's service area at the end of 5, 10, 15, and 20 years, and a description of the actual use of recycled water in comparison to uses previously projected.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.5	10633(f)	Describe the actions which may be taken to encourage the use of recycled water and the projected results of these actions in terms of acre-feet of recycled water used per year.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.5	10633(g)	Provide a plan for optimizing the use of recycled water in the supplier's service area.	System Supplies (Recycled Water)	Section 6.3.1
x	x	Section 6.2.6	10631(g)	Describe desalinated water project opportunities for long-term supply.	System Supplies	Section 6.3.1

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x	x	Section 6.2.5	10633(a)	Describe the wastewater collection and treatment systems in the supplier's service area with quantified amount of collection and treatment and the disposal methods.	System Supplies (Recycled Water)	Section 6.3.1; Tables 6-2, 6-3
x	x	Section 6.2.8, Section 6.3.7	10631(f)	Describe the expected future water supply projects and programs that may be undertaken by the water supplier to address water supply reliability in average, single-dry, and for a period of drought lasting 5 consecutive water years.	System Supplies	Section 6.3.1; Table 6-7
x	x	Section 6.4 and Appendix O	10631.2(a)	The UWMP must include energy information, as stated in the code, that a supplier can readily obtain.	System Suppliers, Energy Intensity	Section 6.5; Table 6-10
x	x	Section 7.2	10634	Provide information on the quality of existing sources of water available to the supplier and the manner in which water quality affects water management strategies and supply reliability	Water Supply Reliability Assessment	Section 7.1
x	x	Section 7.2.4	10620(f)	Describe water management tools and options to maximize resources and minimize the need to import water from other regions.	Water Supply Reliability Assessment	Section 7.1
x	x	Section 7.3	10635(a)	Service Reliability Assessment: Assess the water supply reliability during normal, dry, and a drought lasting five consecutive water years by comparing the total water supply sources available to the water supplier with the total projected water use over the next 20 years.	Water Supply Reliability Assessment	Section 7.3; Table 7-5
x	x	Section 7.3	10635(b)	Provide a drought risk assessment as part of information considered in developing the demand management measures and water supply projects.	Water Supply Reliability Assessment	Section 7.3; Table 7-5
x	x	Section 7.3	10635(b)(1)	Include a description of the data, methodology, and basis for one or more supply shortage conditions that are necessary to conduct a drought risk assessment for a drought period that lasts 5 consecutive years.	Water Supply Reliability Assessment	Section 7.3.1
x	x	Section 7.3	10635(b)(2)	Include a determination of the reliability of each source of supply under a variety of water shortage conditions.	Water Supply Reliability Assessment	Section 7.3.1
x	x	Section 7.3	10635(b)(3)	Include a comparison of the total water supply sources available to the water supplier with the total projected water use for the drought period.	Water Supply Reliability Assessment	Table 7-5

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x	x	Section 7.3	10635(b)(4)	Include considerations of the historical drought hydrology, plausible changes on projected supplies and demands under climate change conditions, anticipated regulatory changes, and other locally applicable criteria.	Water Supply Reliability Assessment	Section 7.3; Table 7-5
x	x	Chapter 8	10632(a)	Provide a water shortage contingency plan (WSCP) with specified elements below.	Water Shortage Contingency Planning	Chapter 8
x	x	Chapter 8	10632(a)(1)	Provide the analysis of water supply reliability (from Chapter 7 of Guidebook) in the WSCP	Water Shortage Contingency Planning	Section 7.3
x	x	Section 8.10	10632(a)(10)	Describe reevaluation and improvement procedures for monitoring and evaluation the water shortage contingency plan to ensure risk tolerance is adequate and appropriate water shortage mitigation strategies are implemented.	Water Shortage Contingency Planning	Section 7.3.1
x	x	Section 8.2	10632(a)(2)(A)	Provide the written decision-making process and other methods that the supplier will use each year to determine its water reliability.	Water Shortage Contingency Planning	Section 8.1; Table 8-1
x	x	Section 8.2	10632(a)(2)(B)	Provide data and methodology to evaluate the supplier's water reliability for the current year and one dry year pursuant to factors in the code.	Water Shortage Contingency Planning	Section 8.2
x	x	Section 8.3	10632(a)(3)(A)	Define six standard water shortage levels of 10, 20, 30, 40, 50 percent shortage and greater than 50 percent shortage. These levels shall be based on supply conditions, including percent reductions in supply, changes in groundwater levels, changes in surface elevation, or other conditions. The shortage levels shall also apply to a catastrophic interruption of supply.	Water Shortage Contingency Planning	Section 8.1; Table 8-1
x	x	Section 8.3	10632(a)(3)(B)	Suppliers with an existing water shortage contingency plan that uses different water shortage levels must cross reference their categories with the six standard categories.	Water Shortage Contingency Planning	N/A
x	x	Section 8.4	10632(a)(4)(A)	Suppliers with water shortage contingency plans that align with the defined shortage levels must specify locally appropriate supply augmentation actions.	Water Shortage Contingency Planning	Section 8.2; Table 8-2; Section 9.1
x	x	Section 8.4	10632(a)(4)(B)	Specify locally appropriate demand reduction actions to adequately respond to shortages.	Water Shortage Contingency Planning	Section 8.2; Table 8-2; Section 9.1

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x	x	Section 8.4	10632(a)(4)(C)	Specify locally appropriate operational changes.	Water Shortage Contingency Planning	Section 8.2; Table 8-2; Section 9.1
x	x	Section 8.4	10632(a)(4)(D)	Specify additional mandatory prohibitions against specific water use practices that are in addition to state-mandated prohibitions are appropriate to local conditions.	Water Shortage Contingency Planning	Section 8.2; Table 8-2; Section 9.1
x	x	Section 8.4	10632(a)(4)(E)	Estimate the extent to which the gap between supplies and demand will be reduced by implementation of the action.	Water Shortage Contingency Planning	Sections 8.2, 8.3
x	x	Section 8.4.6	10632.5	The plan shall include a seismic risk assessment and mitigation plan.	Water Shortage Contingency Plan	Section 8.2
x	x	Section 8.5	10632(a)(5)(A)	Suppliers must describe that they will inform customers, the public and others regarding any current or predicted water shortages.	Water Shortage Contingency Planning	Section 8.3
x	x	Section 8.5 and 8.6	10632(a)(5)(B) 10632(a)(5)(C)	Suppliers must describe that they will inform customers, the public and others regarding any shortage response actions triggered or anticipated to be triggered and other relevant communications.	Water Shortage Contingency Planning	Section 8.3
x		Section 8.6	10632(a)(6)	Retail supplier must describe how it will ensure compliance with and enforce provisions of the WSCP.	Water Shortage Contingency Planning	Section 9.1.1
x		Section 8.7	10632(a)(7)(A)	Describe the legal authority that empowers the supplier to enforce shortage response actions.	Water Shortage Contingency Planning	Section 9.1.2
x	x	Section 8.7	10632(a)(7)(B)	Provide a statement that the supplier will declare a water shortage emergency Water Code Chapter 3.	Water Shortage Contingency Planning	Section 8.3
x	x	Section 8.7	10632(a)(7)(C)	Provide a statement that the supplier will coordinate with any city or county within which it provides water for the possible proclamation of a local emergency.	Water Shortage Contingency Planning	Section 8.3
x	x	Section 8.8	10632(a)(8)(A)	Describe the potential revenue reductions and expense increases associated with activated shortage response actions.	Water Shortage Contingency Planning	Section 8.3
x	x	Section 8.8	10632(a)(8)(B)	Provide a description of mitigation actions needed to address revenue reductions and expense increases associated with activated shortage response actions.	Water Shortage Contingency Planning	Section 8.3
x		Section 8.8	10632(a)(8)(C)	Retail suppliers must describe the cost of compliance with Water Code Chapter 3.3: Excessive Residential Water Use During Drought	Water Shortage Contingency Planning	Section 9.1.1

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x		Section 8.9	10632(a)(9)	Retail suppliers must describe the monitoring and reporting requirements and procedures that ensure appropriate data is collected, tracked, and analyzed for purposes of monitoring customer compliance.	Water Shortage Contingency Planning	Section 9.1.1
x		Section 8.11	10632(b)	Analyze and define water features that are artificially supplied with water, including ponds, lakes, waterfalls, and fountains, separately from swimming pools and spas.	Water Shortage Contingency Planning	Section 9.1.1
x	x	Sections 8.12 and 10.4	10635(c)	Provide supporting documentation that Water Shortage Contingency Plan has been, or will be, provided to any city or county within which it provides water, no later than 30 days after the submission of the plan to DWR.	Plan Adoption, Submittal, and Implementation	Section 10.5
x	x	Section 8.12	10632(c)	Make available the Water Shortage Contingency Plan to customers and any city or county where it provides water within 30 after adopted the plan.	Water Shortage Contingency Planning	Section 10.6
	x	Sections 9.1 and 9.3	10631(e)(2)	Wholesale suppliers shall describe specific demand management measures listed in code, their distribution system asset management program, and supplier assistance program.	Demand Management Measures	N/A
x		Sections 9.2 and 9.3	10631(e)(1)	Retail suppliers shall provide a description of the nature and extent of each demand management measure implemented over the past five years. The description will address specific measures listed in code.	Demand Management Measures	Section 9.1.1
x		Chapter 10	10608.26(a)	Retail suppliers shall conduct a public hearing to discuss adoption, implementation, and economic impact of water use targets (recommended to discuss compliance).	Plan Adoption, Submittal, and Implementation	Section 10.2; Appendix C
x	x	Section 10.2.1	10621(b)	Notify, at least 60 days prior to the public hearing, any city or county within which the supplier provides water that the urban water supplier will be reviewing the plan and considering amendments or changes to the plan. Reported in Table 10-1.	Plan Adoption, Submittal, and Implementation	Section 10.1; Table 10-1
x	x	Section 10.4	10621(f)	Each urban water supplier shall update and submit its 2020 plan to the department by July 1, 2021.	Plan Adoption, Submittal, and Implementation	Section 10.5

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x	x	Sections 10.2.2, 10.3, and 10.5	10642	Provide supporting documentation that the urban water supplier made the plan and contingency plan available for public inspection, published notice of the public hearing, and held a public hearing about the plan and contingency plan.	Plan Adoption, Submittal, and Implementation	Chapter 10; Appendicies A and B
x	x	Section 10.2.2	10642	The water supplier is to provide the time and place of the hearing to any city or county within which the supplier provides water.	Plan Adoption, Submittal, and Implementation	Section 10.2; Appendix C
x	x	Section 10.3.2	10642	Provide supporting documentation that the plan and contingency plan has been adopted as prepared or modified.	Plan Adoption, Submittal, and Implementation	Section 10.4; Appendix D
x	x	Section 10.4	10644(a)	Provide supporting documentation that the urban water supplier has submitted this UWMP to the California State Library.	Plan Adoption, Submittal, and Implementation	Section 10.5
x	x	Section 10.4	10644(a)(1)	Provide supporting documentation that the urban water supplier has submitted this UWMP to any city or county within which the supplier provides water no later than 30 days after adoption.	Plan Adoption, Submittal, and Implementation	Section 10.5
x	x	Sections 10.4.1 and 10.4.2	10644(a)(2)	The plan, or amendments to the plan, submitted to the department shall be submitted electronically.	Plan Adoption, Submittal, and Implementation	Section 10.5
x	x	Section 10.5	10645(a)	Provide supporting documentation that, not later than 30 days after filing a copy of its plan with the department, the supplier has or will make the plan available for public review during normal business hours.	Plan Adoption, Submittal, and Implementation	Section 10.5; see also www.greatoakswater.com
x	x	Section 10.5	10645(b)	Provide supporting documentation that, not later than 30 days after filing a copy of its water shortage contingency plan with the department, the supplier has or will make the plan available for public review during normal business hours.	Plan Adoption, Submittal, and Implementation	Section 10.5; see also www.greatoakswater.com
x	x	Section 10.6	10621(c)	If supplier is regulated by the Public Utilities Commission, include its plan and contingency plan as part of its general rate case filings.	Plan Adoption, Submittal, and Implementation	Section 10.7
x	x	Section 10.7.2	10644(b)	If revised, submit a copy of the water shortage contingency plan to DWR within 30 days of adoption.	Plan Adoption, Submittal, and Implementation	Section 10.8