

## **HHIA - Utility Report for Meeting on 2018.12.17**

Main San Gabriel Key Water Well Level updates:

**\*\* Historic Low: 169.4 ft. (on 2018.11.21)**

(Previous Historic Low: 170.20 ft. on 2018.10.31)

(Previous Historic Low: 170.70 ft. on 2018.10.19)

### **Related link:**

<http://www.watermaster.org/>

The Key Well level at the Main San Gabriel Groundwater Basin in Los Angeles County recently dropped to a historic low of 169.10 feet on 11/21/2018. Thanks to the rain last week, now stands at 171.40 ft as of 12/7/2018 due to the rain last week. **Pray for more!**

## **La Puente Valley County Water District**

### **The District Adopts New Water Rates & Service Charges**

A Public Hearing on Proposed Water Rate Adjustments was held on October 15, 2018. After the close of this hearing, the District's Board of Directors approved Resolution No. 254 adopting new water use rates and service charges. The adjustments/increases in rates will be implemented in five phases, beginning with the first billing cycle after October 15, 2018, and additional increases effective on the first billing cycle after October 15th of each succeeding year (i.e. October 15, 2019, October 15, 2020, October 15, 2021 and October 15, 2022).

As part of an ongoing commitment to responsible planning, the District completed a study of its rates and fees to ensure they are adequate to support the cost of providing service. This independent cost-of-service study determined that rate adjustments are necessary to generate additional revenue needed to offset increases in the cost of producing groundwater and the costs for operations, maintenance and improvements to the District's water system. As a result, the District's Board of Directors adopted a plan to adjust water rates over a five-year period. On August 25, 2018, a notice of proposed adjustment to water rates and charges were mailed to all property owners within the District's service area. The notice provided information on the Public Hearing that was held on October 15, 2018, on the proposed water rate adjustments. After complying with current laws governing the setting of water rates, including but not limited to, Article 13D, Section 6 of the California Constitution ("Proposition 218"), the Board of Directors approved Resolution No.254 adopting new water use rates and service charges. The main cost factors that necessitate the adjustments in water rates are provided below:

**COST OF WATER** – The District is fortunate to have rights to a local groundwater source in the Main San Gabriel Basin. Anything we pump over our allotment must be replaced to maintain healthy water levels in the basin – either by leasing rights or purchasing imported water. The cost of this water has increased by over 23 percent in the last four years.

**GROUNDWATER MANAGEMENT** – In addition to the cost of water increases, a new groundwater pumping assessment has been put into effect by the Main San Gabriel Watermaster in order to secure additional water resources to maintain water levels in the Basin. Although necessary, this assessment will have a large cost impact on all water providers that pump groundwater in the San Gabriel Valley.

**CAPITAL INVESTMENTS** – The District continuously invests in capital improvement projects that improve the performance of the water system or extend the life of existing facilities and equipment to

avoid more expensive emergency repairs. Recommended improvements have been identified in the District's recently updated 10-year Water Master Plan, which prioritizes projects based on their benefit.

**Related link:**

[https://www.lapuentewater.com/#Current\\_News](https://www.lapuentewater.com/#Current_News)

## **CA State Water Boards Press Releases**

### **State Water Board Launches Online Map Showing Which Community Water Systems Have Lead Fittings**

FOR IMMEDIATE RELEASE Contact: Blair Robertson

[blair.robertson@waterboards.ca.gov](mailto:blair.robertson@waterboards.ca.gov)

Dec. 7, 2018

SACRAMENTO – A new digital map that highlights which community water systems have reported the presence of lead pipes and fittings is the latest legislatively-mandated action to target the health risks of lead in drinking water and set a timetable to replace the potentially hazardous hardware.

Released today, the map uses data from nearly 3,000 community water systems throughout California and places the information on an easy-to-read, color-coded document that is expected to change as testing continues statewide.

Community water systems were required by Senate Bill 427 to submit the results of a lead user service line inventory to the State Water Board's Division of Drinking Water. The deadline was July 1, 2018.

A general overview of the first generation of the map shows plenty of good news – many water systems are entirely lead-free, indicated in gray – while also offering plenty of inconclusive information. In fact, upwards of 400 water systems have yet to provide enough complete data to provide an accurate picture of how much lead piping remains in the water supply infrastructure, indicated by large swaths of purple in many parts of the state map.

“The good news is that we only have four water systems that report having lead lines,” said Kurt Souza assistant deputy director for drinking water operations in Southern California. He added, another 31 water systems have lead fittings. “The State Water Board doesn't anticipate seeing much more lead found”, said Kurt Souza, “based on the data reviewed so far.”

According to the new map, many of the lead pipes and fittings are in the San Francisco Bay area and Sacramento, much of it installed during World War II and shortly afterward. Lead pipes were banned in the 1980s.

California has been addressing the issue in a multitude of ways, including passing legislation requiring testing for lead in the drinking water at schools and, most recently, daycare facilities. The State Water Board is also awarding millions in grants for schools in economically disadvantaged areas to replace lead fixtures or offer alternative ways to access safe drinking water.

The data for the new map were collected in a 2017 electronic annual report. Those water

systems with lead pipes and fixtures are required to provide the State Water Board with a schedule for replacement by July 1, 2020.

The online map is created in a such a way that any member of the public can click on a specific service area to open a pop-up window that provides inventory data. That way, viewers can glean information about the condition of pipes and fittings within their service area.

The law defines the lead hardware as anything that connects the main water line to individual water meters.

The map is divided into four categories: 1. Lead in the system, 2. No lead in system, 3. Unknown service lines or material and 4. Incomplete information.

Souza said the collected information included plenty of omissions, critical data fields left blank and errors, requiring State Water Board staff to spend months calling many water systems to confirm the data. Over 1000 water systems were considered incomplete following the first download of data. Details will continue to be filled in the coming months and the map will undergo updates to reflect changes.

**Related link:**

[https://www.waterboards.ca.gov/press\\_room/press\\_releases/2018.html](https://www.waterboards.ca.gov/press_room/press_releases/2018.html)

## **Rowland Water District**

### **ROWLAND WATER ANNOUNCES STRATEGIC PRIORITIES**

#### **Enhanced customer engagement and access to real-time water use information lead District's planning effort**

(November 20, 2018) – The Rowland Water District Board of Directors has released the details of its latest, comprehensive Strategic Plan, which allows the District to adapt to the ever-changing needs of customers while also addressing ongoing water availability concerns.

“Water districts across the state are nearing crisis mode, and how we respond to the tough challenges of today will undoubtedly affect our tomorrows and those of future generations. While we can’t predict the future, we can certainly plan for the consequences of what it may bring,” explains Tom Coleman, General Manager for Rowland Water District.

The third edition of “Effective Action for Sustainable Progress” focuses on seven major areas of interest and development: Communication, Value, Organizational Development, Water Supply Diversity, System Reliability, Capital Investment, and Financial Stewardship. Key initiatives laid out in the Plan include:

- Implementation of a real-time billing and water use information system to improve customer knowledge
- Continued development of additional local water supplies to support drought-proof reliability goals
- Pursuit of recycled water supply options to capture currently unused supplies and further diversity portfolio
- Advancement of internship programs, employee training and Board of Directors professional development

“We believe that this latest Plan is a fair and accurate representation of our core values: accountability, communication, and teamwork. We are so appreciative of the trust our customers place in us each and every day, and our goal is to serve them even more effectively as we move forward with our latest blueprint for success,” says Rowland Water Board President Szu Pei Lu- Yang.

In 2012, Rowland Water’s Board of Directors began an extensive strategic process from the inside out and since then has delivered on its promises through two comprehensive strategic plans adopted in 2013 and 2015. An overarching vision was identified and goals were established designed to address the challenges facing the water industry and Rowland’s service area in particular. Since then, “Effective Action for Sustainable Progress” has realized dozens of accomplishments through the hard work of Rowland Water’s dedicated team of professionals.

“Our Board of Directors has identified innovative strategies to move the district forward through this third edition of the planning process and prioritize the initiatives that will help the organization achieve its goals,” added Coleman.

The details of District’s latest Strategic Plan can be viewed in their entirety online at [www.rowlandwater.com](http://www.rowlandwater.com)

**For upcoming events**, please visit: <https://www.rowlandwater.com/rowland-water-announces-strategic-priorities/>

## **Southern California Gas**

### **SoCalGas Launches 35th Annual Gas Assistance Fund Donation Drive**

**- Income qualified individuals and families are eligible to get assistance paying their utility bills**

Dec 5, 2018

LOS ANGELES, Dec. 5, 2018 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) invites customers and employees to donate to the company's Gas Assistance Fund, which helps income-qualified customers pay their natural gas bill with a one-time grant of up to \$100 per household. Contributions to the fund will be matched by SoCalGas.

The Gas Assistance Fund helps veterans, seniors, people with disabilities, and families in need pay their natural gas bills. It is administered by United Way of Greater Los Angeles, which partners with nearly 90 nonprofit organizations throughout SoCalGas' service territory to manage and distribute the grants.

"We are continually amazed at the generosity of our customers and employees, who donate to help others," said Sharon Tomkins, vice president of customer solutions and strategy at SoCalGas.

"SoCalGas is grateful to everyone who has supported the Gas Assistance Fund over the last 35 years."

"SoCalGas is an important partner in ending poverty in Los Angeles County," said Elise Buik, President and CEO of United Way of Greater Los Angeles. "For a family struggling with financial hardship, this one-time gas assistance grant could be the difference in keeping them warm during the cold winter months," she added.

Contributions may be made online or by mailing a check to: Gas Assistance Fund, File 56826, United Way Inc., P.O. Box 746826, Los Angeles, CA 90074-6826. Donations are tax-deductible and accepted year-round.

Grant applications may be filled out at a participating United Way of Greater Los Angeles partner agency between Feb. 12th and May 31st (or until the fund is depleted). For additional information, including a list of partner agencies and income guidelines, [click here](#).

Last year, SoCalGas' Gas Assistance Fund benefitted nearly 2,600 households in Central and Southern California and received \$238,000 in donations. Since 1983, SoCalGas, the company's customers, and its employees have contributed nearly \$19 million to the Gas Assistance Fund, helping more than 226,000 individuals and families.

In addition to the Gas Assistance Fund, SoCalGas offers other programs and services that can help customers manage their home energy costs. [Click here](#) to learn more.

**Related link:**

<https://sempra.mediaroom.com/index.php?s=19080&item=137563>

**SoCalGas Statement in Support of New California Public Utilities Commission, Air Resources Board and Department of Food and Agriculture Dairy Biomethane Pilot Projects  
- Pilot projects will significantly reduce greenhouse gas emissions in the state by converting dairy waste into transportation fuel**

Dec 3, 2018

LOS ANGELES, Dec. 3, 2018 /PRNewswire/ -- The California Public Utilities Commission, Air Resources Board and the California Department of Food and Agriculture today announced the selection of six dairy biomethane projects that will significantly reduce greenhouse gas emissions from animal manure by putting dairy methane waste to use as a transportation fuel. SoCalGas offers the following statement in response to the announcement:

"SoCalGas applauds the California Public Utilities Commission, Air Resources Board (CARB), and Department of Food and Agriculture for today's announcement that the state will fund six pilot projects in the San Joaquin and Sacramento Valleys designed to harness methane emissions from dairy digesters and convert that energy into renewable natural gas.

"Renewable natural gas from other states has already begun to clean the air and reduce greenhouse gas emissions in California's transportation sector, which accounts for more than 80 percent of smog-forming emissions and about 40 percent of greenhouse gas emissions in the state.

"Heavy duty trucks are a significant source of air pollution and greenhouse gas emissions in California. When those trucks are fueled with renewable natural gas, greenhouse gas emissions can be cut by 80 percent or more. Already, about 70 percent of natural gas trucks in California are fueled by renewable gas delivered by SoCalGas pipelines.

"Renewable natural gas is also a cost-effective way to reduce greenhouse gas emissions in residential and commercial buildings. According to a recent study by Navigant Consulting, Inc., replacing a fraction of the traditional natural gas supply with renewable gas can achieve greenhouse gas reductions equivalent to converting 100 percent of buildings to electric-only energy by 2030.

"Estimates by researchers at the University of California, Davis suggest more than 20 percent of California's current residential natural gas use can be provided by renewable gas made from the state's existing organic waste.

"Today's announcement is an important step in helping decarbonize the natural gas system, while protecting Californians' rights for affordable energy options."

**Related link:**

<https://sempra.mediaroom.com/index.php?s=19080&item=137562>

**SoCalGas Launches New "Dial It Down" Alert, Encouraging Customers to Conserve Natural Gas Use During Winter**

**- New initiative calls on consumers to take steps to conserve natural gas during peak periods**

Dec 3, 2018

LOS ANGELES, Dec. 3, 2018 /PRNewswire/ -- To help lower the risk of possible natural gas and electricity shortages this winter, Southern California Gas Co. (SoCalGas) today announced the launch of a new energy conservation alert program designed to raise awareness about ways Southern Californians can reduce their natural gas use during periods of cold weather this winter. Beginning December 1, SoCalGas will issue a "Dial It Down" Alert during periods of cold weather when local demand for natural gas for home heating, hot water, and cooking can increase rapidly and put a strain on the natural gas system. Dial It Down Alerts are similar to the Flex Alerts issued by the California Independent System Operator (CAISO) that call on customers to conserve electricity for a specific period of time. If a Dial It Down Alert is issued this winter, SoCalGas will determine the duration of the conservation effort and will announce when the alert has ended.

"SoCalGas has helped pioneer conservation efforts for decades, and our efforts to date have saved our customers more than \$670 million in energy costs and have reduced emissions equal to removing 700,000 cars from the road," said Dan Rendler, director of customer programs and assistance at SoCalGas. "The new Dial It Down Alerts and our ongoing work to deploy more smart thermostats across our service territory will help promote energy reliability, save customers money, and reduce emissions linked to climate change."

To initiate a Dial It Down Alert, the utility will release a media statement and deploy messages through social media and on the radio calling on customers to reduce their natural gas use during peak usage periods. When a Dial It Down Alert is called, customers can take simple steps to reduce their natural gas use, such as:

- Setting their thermostat to 68 degrees when home and 55 degrees when not home;
- Taking shorter hot showers;
- Washing clothes with cold water;
- Running only full loads of dishes and clothes;
- Using low-flow shower heads;
- Keeping windows and doors closed when the heater is on; and
- Dressing warmer.

To further encourage energy conservation this winter, SoCalGas will launch the SoCalGas Smart Therm Program later this month. The Smart Therm Program is a partnership between the utility and participating ENERGY STAR® Certified Smart Thermostat providers. Customers who enroll in the Smart Therm Program agree to allow their smart thermostat to be automatically adjusted by up to four degrees when energy conservation is needed. In addition to the energy savings associated with the lower thermostat setting, customers who enroll in the program will receive a \$50 incentive, plus an

additional \$25 for staying enrolled through April 1, 2019. To enroll in the program, customers register their smart thermostats through the manufacturer's website. They are then sent notifications through their smart thermostat, smart phone app, or over email ten to 12 hours before a Dial It Down Alert is issued, letting them know that their thermostats will be automatically adjusted.

In addition to the SoCalGas Smart Therm Program incentive, customers who purchase a smart thermostat can save an additional \$75 by applying for a smart thermostat rebate from SoCalGas. The rebate covers models from Nest, ecobee, Honeywell, and others. To learn more or to participate in SoCalGas' Residential Rebate Program, visit [socialgas.com/rebates](http://socialgas.com/rebates).

Thanks to energy efficiency measures and new innovative technologies, residential buildings account for only about 5 percent of greenhouse gas emissions statewide, according to the California Air Resources Board. SoCalGas offers more than 90 energy efficiency programs that have delivered \$161 million in cost savings directly to its customers over the past five years.

SoCalGas is a leader in researching and developing new technologies that improve energy efficiency, reduce emissions, and keep bills affordable for customers. The utility is also working to increase the production and use of renewable natural gas, which turns methane emissions into a source of clean and renewable energy to fuel homes and businesses. Learn more about the environmental and cost-saving benefits of renewable natural gas by viewing the utility's latest video, *Digesting the Facts About Renewable Natural Gas*, on SoCalGas' YouTube Channel.

Natural gas is the most affordable, reliable, clean, and increasingly renewable energy choice for home and water heating and cooking in Southern California and is used by more than 90 percent of residents in the region. According to the American Gas Association (AGA), across the country, households that use natural gas for water and space heating, cooking, and clothes drying save an average of \$874 per year compared to homes using electricity for those applications.

More information on SoCalGas' Dial It Down Alert energy conservation program can be found at [www.socialgas.com/dialitdown](http://www.socialgas.com/dialitdown)

**Related link:**

<https://sempra.mediaroom.com/index.php?s=19080&item=137561>

**SoCalGas Takes Part in "Utilities United Against Scams Day" To Help Protect Customers from Fraud**

**- UUAS and its member companies have helped to shut down nearly 2,500 Toll-Free Numbers used by scammers against utility customers since March 2017**

Nov 14, 2018

LOS ANGELES, Nov. 14, 2018 /PRNewswire/ -- Southern California Gas Co. (SoCalGas) and other natural gas water and electric utilities across the United States and Canada are joining forces today to protect their customers from scammers impersonating utility employees, either on the phone or in-person. A coalition of utilities called Utilities United Against Scams (UUAS) designated November 14 as the third annual "Utilities United Against Scams Day," which will also be supported by a week-long campaign focused on exposing the tricks criminals use to steal money from customers. Through increased awareness and reports of possible scams, UUAS and its member companies have helped to shut down nearly 2,500 Toll-Free Numbers used by scammers against utility customers since March 2017.

"We take the privacy and security of our SoCalGas customers very seriously and are proud to take part in this campaign to help raise awareness," said Paul Goldstein, vice president of customer services at SoCalGas. "We encourage customers to look for the warning signs associated with this latest scam and to call the police as well as our customer call center number to report it to us. We also want to reiterate that we do not call our customers who are late on their payments but will instead send an email or a notice in the mail."

Going from November 11-17, this year's campaign "7 Scams in 7 Days" focuses on scams involving unsolicited phone calls from individuals who falsely claim to be SoCalGas or other utility representatives. The scammer warns the customer that SoCalGas will disconnect the customer's natural gas service if the customer fails to make a payment, usually within a short timeframe. It is important that customers call SoCalGas directly to check on the status of their accounts if they are ever unsure about the authenticity of a caller or the identity of a service worker, or if they suspect any fraudulent activity. SoCalGas representatives do not call customers demanding payments by phone. In some cases, recorded messages remind customers that payments are due to avoid service interruptions, but SoCalGas will never demand payments be made by phone.

**Bill payment options include:**

- Online payment via SoCalGas' My Account, where enrolled customers can make secure online payments, access account balance, schedule automatic payments, get email bill reminders, and pay by text.
- Pay by Credit or Debit through an independent service provider, BillMatrix online.
- Pay by Phone or Pay by Direct Debit with check or savings account.
- Customers can pay by mail, sending a check or money order with their bill stub to: SoCalGas, P.O. Box C, Monterey Park, CA 91756.
- For information, visit [socalgas.com/pay-bill/ways-to-pay](http://socalgas.com/pay-bill/ways-to-pay) or Call: 800-427-2200.

**Warning signs of a scam:**

- A customer receives a phone call from someone claiming to be a utility employee, saying that their account is past due and threatening disconnection if a large sum of money isn't received within a short time frame.
- Often, scammers instruct customers to purchase a pre-paid debit, credit card, or cryptocurrency (such as bitcoin) and then call him or her back to make a payment to "SoCalGas" to avoid disconnection.
- The scammer then asks the customer for the pre-paid card's or cryptocurrency receipt number and PIN number which will then give the thief access to the funds.

**How to protect yourself:**

- SoCalGas representatives never ask a customer with a delinquent account to purchase a pre-paid debit, credit card, or cryptocurrency to avoid disconnection. Customers can make online payments by phone, automatic bank draft, mail or in person at an authorized SoCalGas payment center.
- Customers with delinquent accounts always receive an advance disconnection notification with the regular monthly billing and never a single notification one hour before service disconnection.
- Customers who suspect or experience fraud or feel threatened during contact with one of these thieves, should contact local authorities, and then SoCalGas at 1-800-427-2200 Call: 1-800-427-2200.

SoCalGas continues its efforts to protect its customers in a variety of ways including: bill messages and alerts, working with the media, and partnering with local law enforcement and officials.

Customers are also encouraged to enroll in My Account for free tracking alerts and other online tools. It's an easy way to monitor natural gas use each week — instead of waiting until the monthly bill arrives — and it can help customers use less natural gas to lower their bills. Once enrolled, they can easily access their gas usage information, pay bills, schedule service orders and sign up for Bill Tracker Alerts.

### **Get Social to #StopScams**

Help us spread awareness about utility scams on social media by sharing stories, articles and tips using #StopScams. Follow the official UUAS channels on **Twitter**: @U\_U\_A\_S and **Facebook**: <https://www.facebook.com/UtilitiesUnited/> for the latest updates. For more information, visit <http://www.utilitiesunited.org>.

### **Related link:**

<https://sempra.mediaroom.com/index.php?s=19080&item=137552>

## **Southern California Edison**

### **Still Time to Reap the Rewards of \$1.2 Million Edison Scholarship Program**

November 19, 2018

Media Contact: Susan Cox, (626) 302-2255

ROSEMEAD, Calif., Nov. 19, 2018 — The clock's ticking but there's still time to apply for one of Edison International's \$40,000 scholarships awarded to high school seniors who want to make a difference in the world through science, technology, engineering or math (STEM) studies.

Edison International, the parent company of Southern California Edison, invites students to apply for its \$1.2 million **Edison Scholars Program**. Each scholar receives a \$40,000 scholarship, paid over four years, to 30 high school seniors planning to major in STEM fields at four-year accredited U.S. colleges and universities. Scholarship applications are now being accepted through Dec. 14.

Applicants must live in **SCE's service territory** and plan to be a full-time undergraduate college freshman majoring in a STEM field in fall 2019. Eligible students must be a high school senior, have at least a cumulative 3.0 GPA and demonstrate financial need. Students from underserved communities and ethnic minorities are encouraged to apply. Dependents of Edison International and SCE employees and retirees are not eligible for the Edison Scholars Program.

To apply and get additional eligibility information, visit: [www.edisonscholars.com](http://www.edisonscholars.com) .

Scholarship recipients will be announced next spring. They may also be **eligible for summer internships** at SCE after completing their second year of college.

Since 2006, Edison International has awarded more than \$8.7 million in scholarships to 610 students' higher education through the Edison Scholars Program.

Edison International's support of charitable causes, including the Edison Scholars Program, is funded entirely by Edison International shareholders. SCE customers' utility bill payments do not fund company donations.

**Related link:**

<https://newsroom.edison.com/releases/still-time-to-reap-the-rewards-of-1-2-million-edison-scholarship-program>

Report by *Ted Chang*

HHIA Board Director, Utility