

DIVISION OF WATER AND AUDITS

Advice Letter Cover Sheet

Utility Name: Del Oro Water Co. **Date Filed:** 10/ 25/ 2023
[District Name]: [River Island]
CPUC Utility #: WTB 61 **Protest Deadline (20th Day):** 11/ 14/ 2023
Advice Letter #: 543 **Review Deadline (30th Day):** 11/ 24/ 2023
Tier: 1
Req. Effective Date: 10/ 25/ 2023

Authorization for Filing:

Compliance Filing:

Description: Activate Stage 5 in Schedule No. 14.1 Water Shortage Contingency Plan

Utility Contact: Janice Hanna

Phone: (530) 809-3960

Email: jeh@corporatecenter.us

Alternate: Bob Fortino

Phone: (530) 809-3958

Email: corp.ceo@corporatecenter.us

DWA USE ONLY

Date

Staff

Comments

ACCEPTED

WITHDRAWN

REJECTED

Signature: _____

Comments: _____

Date: _____



October 25, 2023

Advice Letter No. 543

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Del Oro Water Company, Inc., hereby transmits for filing on behalf of its River Island District (DOWCRI), Advice Letter No. 543, requesting approval to activate Stage 5 in its Schedule No. 14.1 Water Shortage Contingency Plan.

PURPOSE

To request activation of a new stage, DOWC's Tariff Rule 14.1(F)(2) requires DOWC to meet one of the following:

- A. DOWC, the California Public Utilities Commission, wholesale water supplier, or other Government agency declares an emergency requiring mandatory water budgets, mandatory water rationing, or mandatory water allocations; or
- B. A government agency declares a state of emergency in response to severe drought conditions, earthquake, or other catastrophic event that severely reduces DOWC's water supply; or
- C. Water supplies are projected to be insufficient to meet normal customer demand by DOWC; or
- D. A water supply shortage or threatened shortage exists; or
- E. DOWC is unable to achieve water conservation targets set by itself or a governing agency; or
- F. Water conservation targets set by itself or a governing agency are insufficient; or
- G. DOWC chooses to subsequently activate a different stage of its Schedule No. 14.1 tariff.

DOWC's Tariff Rule 14.1 requires DOWC to include in its Tier 1 filing:

- Provide a justification for activating the particular stage of Staged Mandatory Reductions and Drought Surcharges, as well as the period during which the particular stage will be in effect. (Rule 14.1(F)(3)(A))
- Notify its customers and provide each customer with a summary of Schedule No. 14.1 by means of bill insert or direct mailing. (Rule 14.1(F)(5)(B))



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DISCUSSION

Schedule 14.1 provides information on mandatory restrictions, water allocations, enforcement measures and surcharges that will help to achieve reductions due to water supply shortages or to achieve identified water usage goals established by an authorized government agency or official.

On March 10, 2023, catastrophic flooding of the Tule River and creeks around the River Island District caused washout of land, mainlines on the north side of the bridge and the loss of five wells. Two wells were destroyed on state lands and cannot be replaced due to Success Dam Expansion.

With the loss of five wells and hotter temperature causing extra demand on the system as customers began watering outdoors, and DOWC requested conservation with a May 22, 2023 posting on our web site:

“May 22, 2023: Del Oro is asking all customers to voluntarily conserve to maintain adequate water service for all customers due to the damage to our water system sustained in this year's flooding combined with the hotter temperatures this year. Please refrain from outdoor watering as much as possible.”

On June 22, 2023, DOWC mailed out a voluntary Staged Restriction Notice requesting the customers' assistance in water conservation efforts.

Over the July 4th, 2023 weekend, all available wells were running at least twenty-one hours a day with a one hour break every seven hours during this time. It was becoming extremely difficult for the current sources to meet the demand without Stage 2 restrictions and Stage 3 activation to follow if outside demands were not reduced or curtailed.

To achieve the water conservation goals needed to ensure reliable supplies of water for necessary use, DOWC requested activation of Stage 2 in its Schedule No. 14.1 Water Shortage Contingency Plan on July 6, 2023.

Due to continued high usage, DOWC requested activation of Stage 4 in its Scheduled No. 14.1 Water Shortage Contingency Plan August 17, 2023. Immediately, the top users were mailed 1st Notice of Violation due to not achieving the 20% requested reduction. DOWC also contacted the customers that did conserve the requested 20% and thanked them for their help towards achieving its goal.



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DISCUSSION (Continued)

Despite moving the district to Stage 4 restrictions on August 17, 2023, many customers continue to water excessively. In addition, due to nitrates in Well 33, DOWC recently took that well offline for the maximum health and safety of its consumers. This reduction in capacity combined with customers' failure to comply with requested reductions has led to additional water outages. As of today, October 25, 2023, a portion of the district is under a boil notice due to loss of pressure overnight. This portion includes Deer Creek Dr., Spotted Fawn Ct., Silver Fox Ln., and Rabbit Hill Dr.

Therefore, Del Oro Water River Island District is requesting activation of its Stage 5 in its Scheduled No. 14.1 Water Shortage Contingency Plan.

SUMMARY OF STAGE 5 LIMITATIONS

In Stage 4, "Irrigating ornamental landscape with potable water is limited to no more than two (2) days per week" as well as prohibited during the hours of 8:00 a.m. and 6:00 p.m. For Stage 5, the restriction is more stringent stating "Irrigating ornamental landscapes with potable water is limited to no more than one (1) day per week" as well as prohibited during the hours of 8:00 a.m. and 6:00 p.m. The irrigation day restrictions are based on street address number where even-numbered addresses may irrigate on Saturdays only; odd-numbered addresses may irrigate Sundays only; and locations without a street address may irrigate on Saturdays only. Mandatory water usage budgets will be calculated and may be enforced.

REQUESTED EFFECTIVE DATE

DOWC is submitting this as a Tier 1 Advice Letter pursuant to Rule 14.1(F)(2) effective immediately upon approval.

NOTICE AND SERVICE

By way of mail and electronic submission, all customers and interested parties will be notified of the requested Scheduled 14.1, Stage 5 imposed restrictions. **[Exhibit A]**

FILE A PROTEST:

A protest is a document stating that you object to the utility receiving all or some part of its request. If you wish to file a protest, you must state the facts constituting the grounds for the protest, how the advice letter affects you, and the reasons why you believe the whole advice letter, or part of it, is not justified. If the protest requests an evidentiary hearing (an evidentiary hearing is a legal proceeding held before an administrative law judge at the Commission to obtain evidence), your protest must state the facts you would present at the evidentiary hearing to support your request for a complete or a partial denial of the advice letter. The filing of a protest does not ensure that an evidentiary hearing will be held. The decision whether or not to hold an evidentiary hearing will be based on the contents of the protest.

DRAWER 5172 CHICO, CALIFORNIA 95927 – WWW.DELOROWATER.COM

PARADISE PINES – LIME SADDLE – MAGALIA – STIRLING BLUFFS – FERNDALE – JOHNSON PARK – COUNTRY ESTATES – BLACK BUTTE – CALIFORNIA PINES
ARBUCKLE – STRAWBERRY – RIVER ISLAND – MT LASSEN – TULARE – METROPOLITAN – TRAVER – BUZZTAIL – LARKSPUR MEADOWS – BENBOW – HAT CREEK



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FILE A RESPONSE:

A response is a document that does not object to the request sought in the application, but nevertheless, presents information you believe would be useful to the Commission in acting on the application.

Whether you wish to file a PROTEST or send a RESPONSE you must:

- Send a copy of your document to the utility.
- Mail both one copy to the utility and one copy to CPUC within twenty (20) days of the date you received this notice.

The utility must respond to your protest or response within five (5) days. All protests or responses to this filing should be sent to:

California Public Utilities Commission *and*
Water Division
505 Van Ness Avenue
San Francisco, California 94102
E-Mail: water.division@cpuc.ca.gov

DOWC, Director of Community Relations
Del Oro Water Company, Inc.
Drawer 5172
Chico, California 95928
Telephone 530-717-2514
Facsimile 530-717-2639
E-Mail: communityrelatons@corporatecenter.us

If you have not received a reply to your protest within ten (10) business days, contact Del Oro Water Company at 1-530-717-2514.

This filing will not cause withdrawal of service nor conflict with any other schedule or rule.

A copy of Del Oro Water Company's filing may be inspected in its business office: 426 Broadway, Suite 301, Chico, California 95928, or by visiting its website at www.delorowater.com. Further information may be obtained from the utility at its business office or from the Commission at the above address.

Del Oro Water Company, Inc.

Stephanie Sprague for
JANICE HANNA
Director Corporate Accounting & Regulatory Affairs
Attachments

Exhibit A

Del Oro Water Company

Schedule 14.1 Notice to Customers

DEL ORO WATER COMPANY – River Island District
WATER EMERGENCY

Notice of STAGE 5 MANDATORY Water Conservation and Restrictions
Including Restricted Watering Days

Del Oro Water filed an Advice Letter No. 543 with the California Public Utilities Commission (CPUC) to activate Stage 5 in its Schedule 14.1 Water Shortage Contingency Plan with Staged Mandatory Reductions and Drought Surcharges.

Del Oro Water River Island District is moving to Stage 5 restrictions as Stage 4 restrictions did not produce the desired outcome during the month of September to October. Usage did not meet the 20% reduction required to maintain continuous service. Del Oro Water is REQUIRING its customers' assistance in water conservation efforts below. Failure to comply will result in continued outages and mandatory water usage budgets will be issued in future days.

Del Oro Water Company, River Island District is required to observe **Schedule 14.1 Stage 5** restrictions:

- **Customers are limited to outside watering one (1) day a week. Irrigation is prohibited during the hours between 8:00 am and 6:00 pm.** Please see the back of this notice for your watering days.

Customers are required to observe the Schedule 14.1 Stage 5 restrictions as shown on the back of this notice. Schedule 14.1 is available on DOWC's website at:
www.delorowater.com/schedule14.1.html

Please remember that the following are ALWAYS prohibited:

- The application of potable water to landscapes in a manner that causes runoff to other areas
- The use of a hose that dispenses potable water to wash any vehicles, aircraft, or trailers, except where the hose is fitted with a shut-off nozzle
- Using broken or defective plumbing or irrigation after DOWC has notified you to repair it
- Using outdoor irrigation during and 48 hours following measurable precipitation
- Using potable water in decorative water features that do not recirculate the water
- Using potable water to wash sidewalks & driveways

Del Oro will continue to notify customers (usually via a door tag) as soon as we are aware of any leaks that are the customer's responsibility to repair. As per drought requirements, customers will have only **one (1) business day to repair leaks**, unless other arrangements are made with DOWC.

Please visit **www.delorowater.com/drought.html** to report waste of water, and for the most current information about prohibited water uses, other unauthorized water uses, and mandatory outdoor irrigation restrictions, as well as conservation resources. We encourage you to take advantage of the many conservation resources available on our website to save water.

MOBILE HOME PARKS and OTHER PROPERTY MANAGEMENT: Please share this information with residents who may not have received this notice directly. You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Esto es la información importante. Por favor encuentre a alguien que puede traducirlo para usted, o llamar al Representante de Servicio al Cliente de Del Oro que habla español en (530) 717-2500.

DOWC recommends posting the restrictions list somewhere you will see it daily (such as your refrigerator).

Schedule 14.1 Stage 5 Water Restrictions



1. Outdoor Irrigation Restrictions

Irrigating ornamental landscapes with potable water is limited to no more than **one (1) day per week** as follows:

- a. Customers with **even-numbered addresses** may irrigate on **Saturdays**
- b. Customers with **odd-numbered addresses** may irrigate on **Sundays**
- c. Customers **without** a street address may irrigate on **Saturdays**
- d. Hand and drip watering may be done at any time.

2. Irrigation is prohibited during the hours between 8:00 am and 6:00 pm.

3. Obligation to Fix Leaks, Breaks or Malfunctions

All leaks, breaks, or other malfunctions in the customer's plumbing fixtures and/or irrigation system must be repaired within **one (1) business day** of written notification by DOWC, unless other arrangements are made with DOWC. "Written notification" includes door tags.

4. Prohibited Uses of Water

- a. The application of potable water to driveways and sidewalks
- b. The use of potable water in a water feature, except where the water is part of a recirculating system
- c. The application of potable water to outdoor landscapes during and within forty-eight (48) hours after measurable rainfall
- d. The serving of drinking water other than upon request in eating or drinking establishments
- e. Irrigation outside of newly constructed buildings with potable water in a manner inconsistent with regulations
- f. Filling/refilling ornamental lakes or ponds with potable water
- g. Covers are required for all pools and spas
- h. Car washing is only permitted at commercial car washes with recirculation systems or high pressure/low volume wash systems

- 5. Other duly adopted restrictions on the use of potable water as prescribed from time to time by the Commission or other authorized government agencies may be added at any time.

My Irrigation Plan

My sprinklers **ONLY** run on:

(Circle your schedule, see left to determine your days)

Saturday

Sunday

My sprinklers come on at:

_____ AM / PM

(Select a time between
6PM and 8AM.)

Make sure to start your timer early enough that the entire watering cycle will be done before 8AM.

I will **hand water** my houseplants & other container plants on:

M Tu W Th F Sa Su

(Circle no more than 2 days)

Use a bucket to capture water from baths, rinsing dishes, warming up the shower, etc., and use that to irrigate container plants while conserving water.



CERTIFICATE OF SERVICE

I certify that I have by electronic mail this day served a true copy of Advice Letter No. 543 on all interested persons and organizations in these filings or their attorneys as shown on the attached list.

Dated: October 25, 2023 at Chico, California

Stephanie Sprague
Stephanie Sprague

NOTICE

Interested Persons and Organizations should notify the Water Division, Public Utilities Commission, 505 Van Ness Avenue, Room 4002 San Francisco, CA 94102, of any change of address to ensure that they continue to receive documents. You must indicate the Resolution number on the service list on which your name appears.

Del Oro Water Company
Service List for Advice Letter No. 543

California Public Utilities Commission

Division of Water and Audits

water.division@cpuc.ca.gov

State Water Resources Control Board

Eli McFarland, PE

Division of Drinking Water – Visalia District

Eli.McFarland@waterboards.ca.gov

Tulare County Board of Supervisors

Tulare County Administrator

Dennis Townsend

2800 West Burrel Avenue

Visalia, CA 93291-4582

dtownsend@co.tulare.ca.us

Springville Public Utility District (SPUD)

P.O. Box 434

Springville, CA 93265

Spud@springvillewireless.com

Del Oro Water Company, Inc.

servicelist@delorowater.com