

EXCESS USE CHARGES FOR RETAIL POTABLE WATER CUSTOMERS REGULATIONS AND RESTRICTIONS

METHOD OF WATER ALLOCATION

As required by the Retail Water Shortage Allocation Plan (Plan), adopted by the San Francisco Public Utilities Commission as part of the City's Urban Water Management Plan, a system for allocating water to those customers subject to mandatory rationing must be implemented during a water shortage declared by the Commission. On August 12th, 2014, the Commission determined that all outdoor irrigation of ornamental landscapes or turf with potable water by retail customers should be reduced by at least 10%, and that the SFPUC will determine water allocations for each retail potable irrigation customer using the percentage allocation method. Allocations will be based on a percentage reduction of past use.

RESTRICTION PERIOD

- a. Customers with retail potable irrigation accounts are subject to a mandatory 10% reduction in overall outdoor water use, starting from October 2014.

WATER ALLOCATION PROCESS

- a. Customers with retail potable irrigation accounts will be assigned water allocations based on 90% of their water use from the corresponding billing month in 2013:
 1. From October 2014 – December 2014 monthly allocations will equal 90% of billed water use from the October – December 2013 billing periods.
 2. January 2015 – June 2015 monthly allocations will equal 90% of billed water use from the previous January – June.
 3. If water use from the corresponding billing month in 2013 is not available to establish the allocation, the following methodology by priority will be applied:
 - i. PRIORITY 2: Wet-Dry Allocation 2013 - Based on the same Service Account average billed consumption in the wet or dry months in 2013
 - ii. PRIORITY 3: Wet-Dry Allocation 2014 - Based on the same Service Accounts average billed consumption in the wet or dry months in 2014
 - iii. PRIORITY 4: Previous Customer Based Allocation - Based on the consumption in 2013 of the Service Agreement of the previous customer on the same Service Point as the current Service Account
 - iv. PRIORITY 5: Default allocation - Use a default value of zero (0) based on the month in question
- b. Dedicated irrigation account holders will be notified through a monthly letter included with their water bills about their water allocation and their progress toward meeting the required 10% reduction in use.

EXCESS USE CHARGES

- a. An excess use charge will be applied to the approximately 1,600 dedicated retail potable water irrigation accounts to enforce the outdoor use restrictions.
- b. The requirement to reduce water consumption by 10% will become effective on the October 2014 billing period for each account. Excess water use charges will be assessed to customers if they exceed their 90% allocation over the course of the restriction period.
- c. If the customer account(s) exceed the 90% allocation over the restriction period, the June 2015 bill will include a one-time excess use charge of 100% of the applicable water rate for each unit of excess water used.
- d. In the event that the customer closes the irrigation account prior to June 2015, the closing bill will include an excess use charge of 100% of the applicable water rate for each unit of excess water used during the allocation from October 2014 through the closing month bill period.

Excess water charges will remain in effect until such a time that the General Manager determines mandatory rationing for outdoor irrigation with potable water is no longer necessary. Excess water charges for periods beyond June 2015 will be calculated in the same manner for ensuing fiscal years.

EXCEPTIONS

- a. The General Manager, or his or her designee, upon application made in writing by a customer on a form provided by the San Francisco Public Utilities Commission and accompanied by supporting documentation, may issue an exception from the strict application of any restriction, regulation or prohibition enforced pursuant to this chapter, upon the customer's production of substantial evidence demonstrating the existence of one or more of the following circumstances that are particular to that customer and which are not generally shared by other water department customers:
 1. Circumstances concerning the customer's irrigation practices have changed during the baseline period or since the implementation of the subject restriction, warranting a modification to the customer's water use allocation;
 2. Irrigation demand consists of edible plantings for individual consumption or commercial purposes;
 3. Irrigation demand consists of community or public demonstration purposes;
 4. Irrigation demand is provided by recycled water;
 5. An irrigation account customer has already implemented water efficiency measures (such as high-efficiency irrigation systems, devices, equipment, and landscaping consisting exclusively of low-water-using plant materials using drip or similar high-efficiency irrigation systems) that have reduced water consumption by at least 10% from the previous consumption; or
 6. Failure to approve the requested exception would cause a condition having an adverse effect on the health, sanitation, fire protection, or safety of the irrigation account customer or members of the public served by the customer.

APPEALS PROCESS

In order to qualify for an exception, an irrigation account customer must first complete and submit the 10% Irrigation Allocation Appeals Form available at www.sfwater.org. SFPUC may conduct a water audit and/or review the customer's consumption history to verify the conditions for an exception. SFPUC will determine whether modifications or exceptions may apply to the customer account(s) on a case-by-case basis.

APPROVED:
SAN FRANCISCO PUBLIC UTILITIES COMMISSION

By: 
HARLAN L. KELLY, JR.
GENERAL MANAGER

Date: 11/25/14

