

EXCESS USE CHARGES FOR RETAIL POTABLE WATER CUSTOMERS REGULATIONS AND RESTRICTIONS

AMENDED MAY 2015

METHOD OF WATER ALLOCATION

As required by the Retail Water Shortage Allocation Plan (Plan), adopted by the San Francisco Public Utilities Commission (SFPUC) 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 12, 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. On May 26, 2015, the Commission increased the mandatory reduction on outdoor irrigation from 10% to 25% due to continuing, severe drought conditions.

RESTRICTION PERIOD

- a. Customers with retail potable or raw water¹ irrigation accounts are subject to a mandatory 25% reduction in overall outdoor water use, starting from July 1, 2015.

WATER ALLOCATION PROCESS

- a. Customers with retail potable or raw water irrigation accounts will be assigned water allocations based on 75% of their water use from the corresponding billing month in 2013:
 1. From July 2015 – December 2015 monthly allocations will equal 90% of billed water use from the July – December 2013 billing periods.
 2. January 2016 – February 2016 monthly allocations will equal 75% of billed water use from January – February 2013 billing periods.
 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's average billed consumption in the wet or dry months in 2013
 - ii. PRIORITY 3: Wet-Dry Allocation 2014 - Based on the same Service Account's 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

¹ Raw water accounts receive untreated water from the Regional Water System to serve non-potable purposes. As of May 2015, existing raw water customers are Western Star Nursery, Sunol Valley Golf Course, and Crystal Springs Golf Course.

- 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 message included on their water bills about their water allocation and their progress toward meeting the required 25% reduction in use.
- c. At the discretion of the General Manager, an account that is not classified as an irrigation account, but is identified to be serving irrigation for the majority of its water use may be assigned water allocations in accordance with items (a) and (b) above.

EXCESS USE CHARGES

- a. An excess use charge will be applied to the approximately 1,600 dedicated retail potable and raw water irrigation accounts to enforce the outdoor use restrictions.
- b. The requirement to reduce water consumption by 25% will become effective on the July 2015 billing period for each account. Excess water use charges will be assessed to customers if they exceed their 75% allocation for any given billing period.
- c. If the customer account(s) exceed the 75% allocation for any given billing period, the corresponding bill will include an excess use charge of 100% of the applicable water rate for each unit of excess water used.

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 February 2016 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 or revision of 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:

Criteria for exception:

1. Irrigation demand consists of 100% edible plantings for individual consumption or commercial purposes;
2. Irrigation demand served by raw water consists of 100% plantings grown for commercial sales, such as nurseries and tree farms;
3. Irrigation demand consists of community gardens or demonstration projects that are accessible or beneficial to the community and public; or
4. Irrigation demand is provided by recycled water.

Criteria for revision:

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. The customer has multiple irrigation accounts that are subject to mandatory reductions and opts to redistribute the account-level allocations among the irrigation accounts to achieve the same overall reduction. Each of the following criteria must be met:
 - a. The properties must be owned by one entity;
 - b. The customer must request redistribution of their allocations within 15 days of receipt of the initial allocation schedule or no later than 15 days of receipt of the most recent bill; only the most recent bill will be retroactively adjusted; and no more than two appeals will be granted within the restricted period;
 - c. Each account in the group must serve a hospital, university, cemetery, State or Federal governmental facility, or otherwise serve a space that is accessible or beneficial to the community and public; and
 - d. Each account in the group must comply with applicable outdoor water use restrictions.

APPEALS PROCESS

In order to qualify for an exception, an irrigation account customer must first complete and submit the Irrigation Allocation Appeals Form available at www.sfwater.org. SFPUC may conduct a site inspection, 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: _____