

Drought Response 101

Everything you need to know and more!

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Agenda

- San Jose Water At a Glance
- Water Supply Status
- Western Drought: an Overview
- Drought Response
- Conservation Efforts

“It never failed that during the dry years the people forgot about the rich years, and during the wet years they lost all memory of the dry years. It was always that way.”

— John Steinbeck, *East of Eden*, 1952

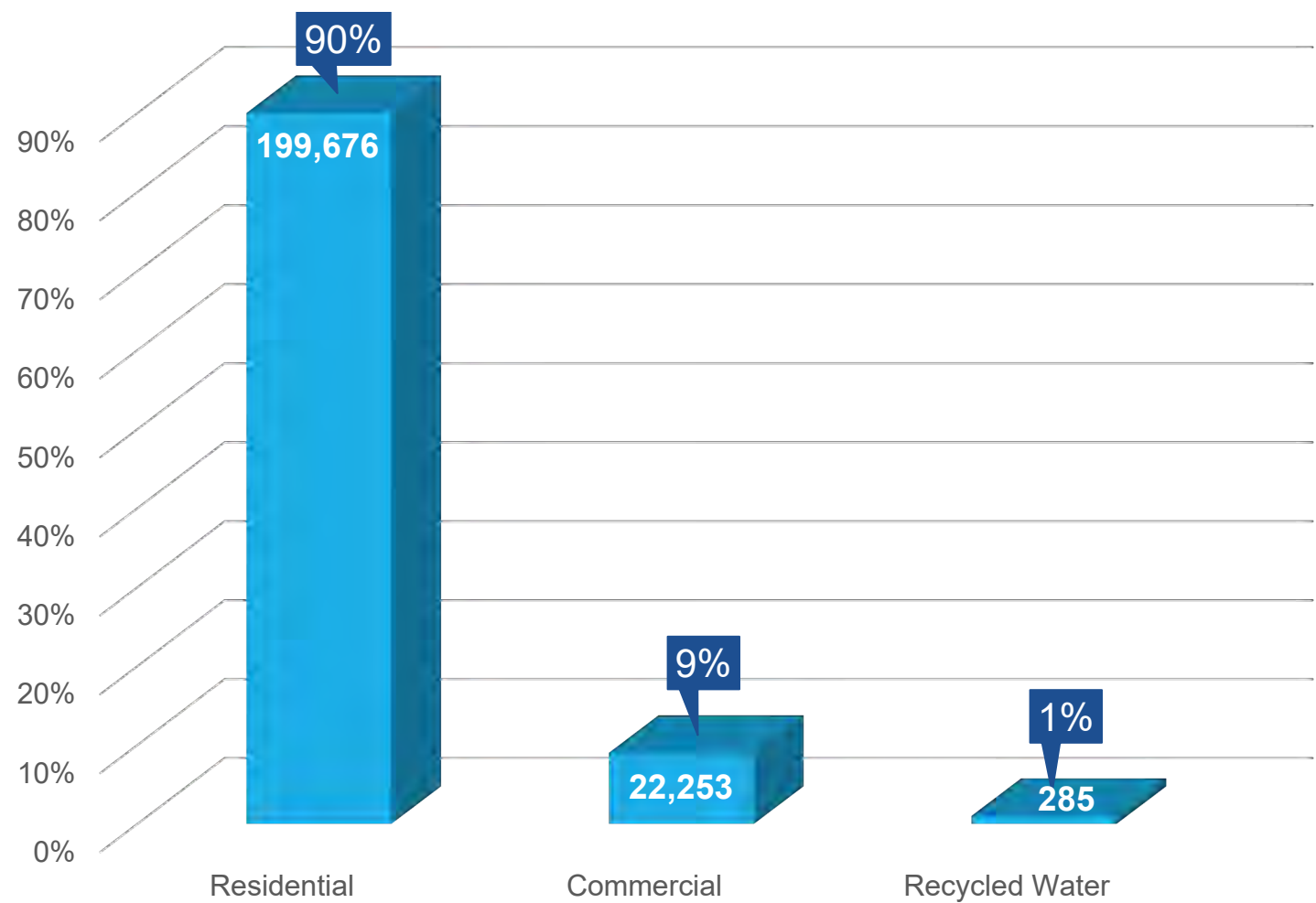


San Jose Water At a Glance



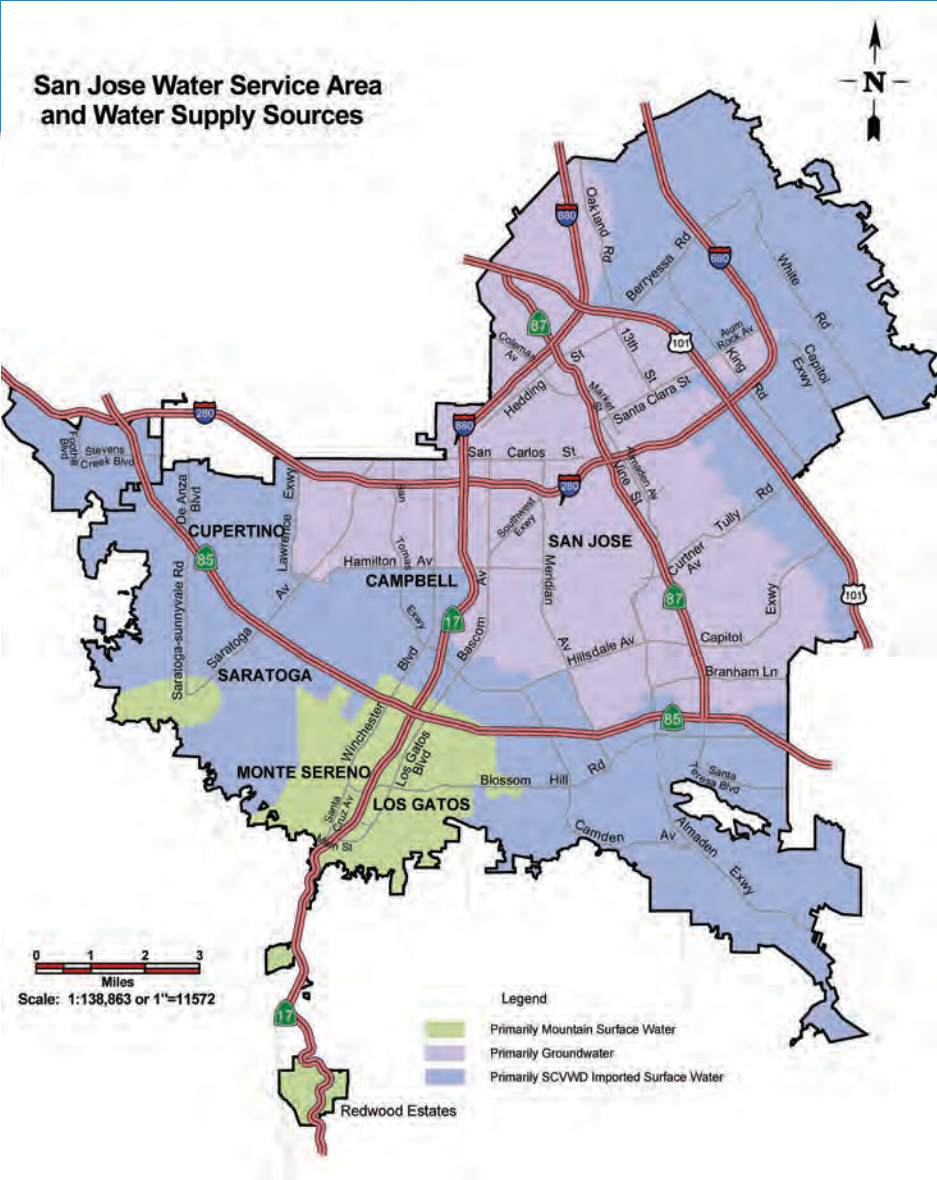
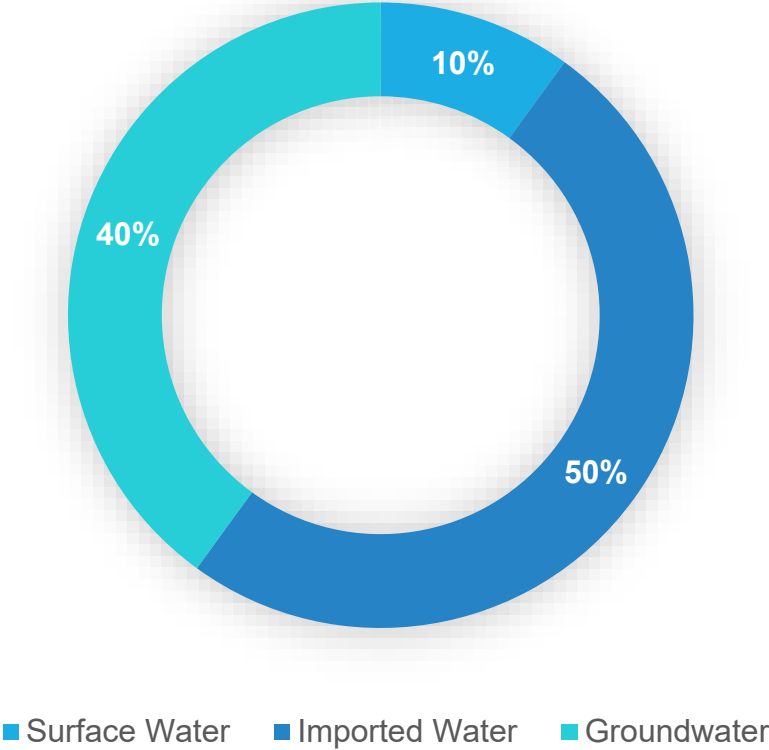
- Established in 1866, serves approximately one million people in the San Jose area
- Largest investor-owned water utility in California with a contiguous service area
- Service area
 - 138 square miles
 - 2,400 miles of mains
 - 235,000 customer accounts

Customer Breakdown by Type

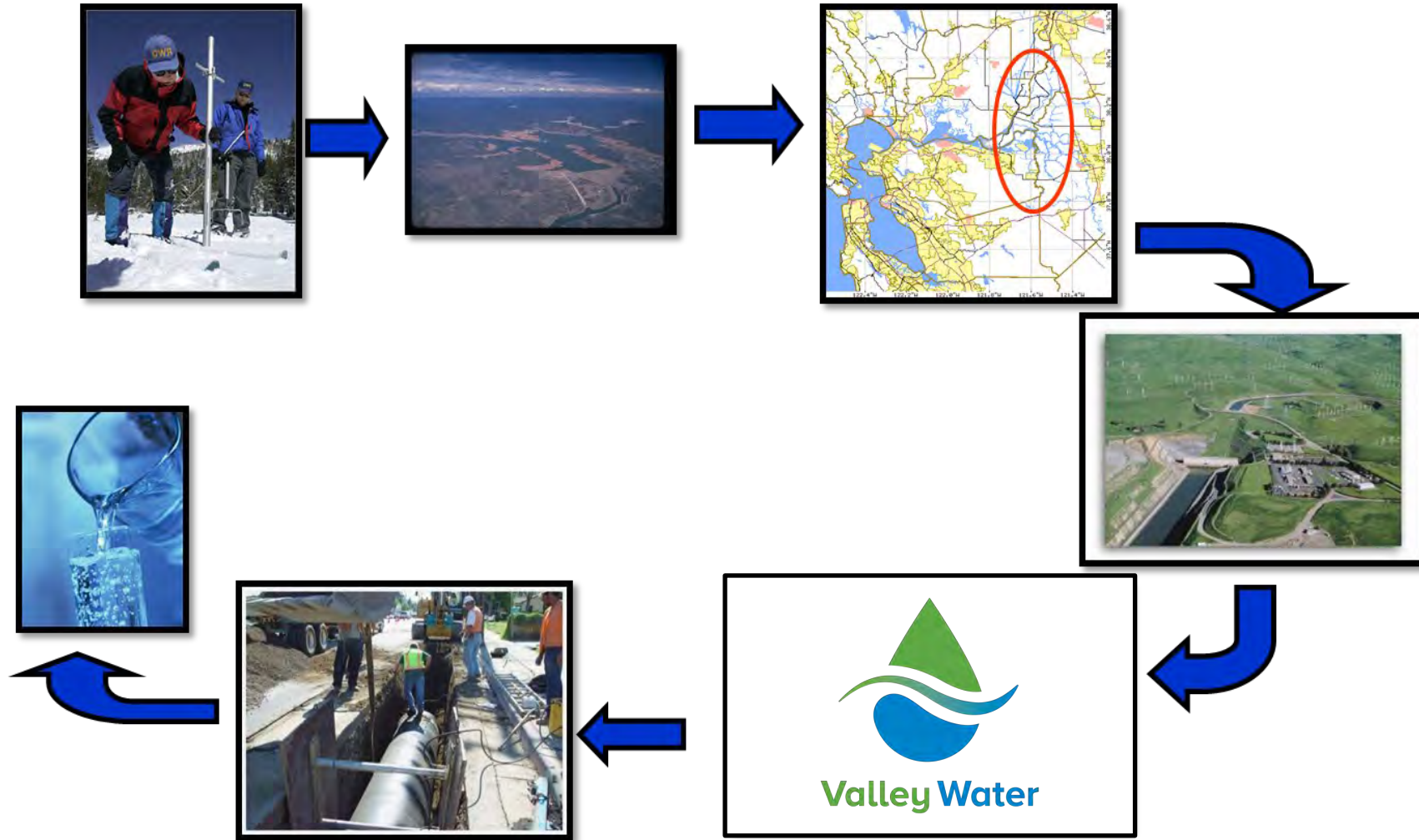


San Jose Water – Water Sources

Water Sources

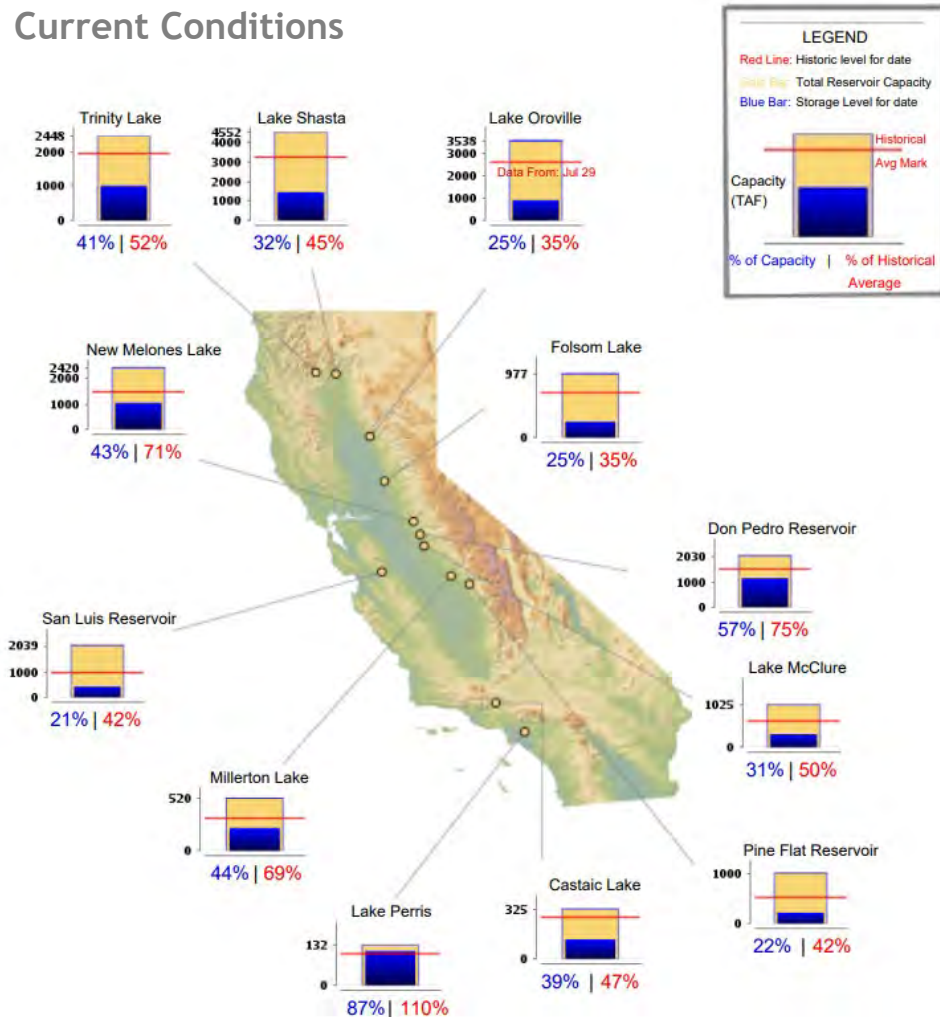


Imported Water to Your Tap

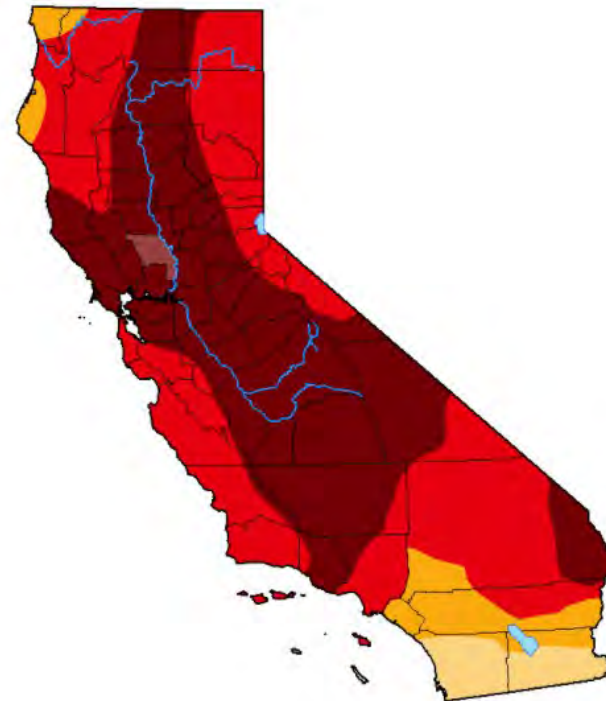


Current Reservoir Conditions & Drought Monitor

Current Conditions



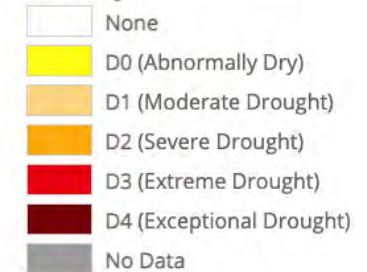
Drought Monitor



Map released: Thurs. August 26, 2021

Data valid: August 24, 2021 at 8 a.m. EDT

Intensity



Recent Conservation Regulations

- AB 1668 and SB 606 (2018) create Water Use Efficiency Standards
- Establishes Water Use Objective for Utilities:
 - Indoor use standards
 - 55 gallons per person per day (GPCD) in 2025
 - 47.5 GPCD by 2030
 - 42 GPCD going forward after 2030
 - Outdoor water use budgets determined by irrigable landscape areas.
 - Commercial, Industrial, and Institutional Best Management Practices
 - Accounting of water company system leaks.



2021 Drought Update

- **June 9th** : Valley Water calls for 15% conservation cutbacks from 2019 levels
- **July 8th** : Governor Newsom calls for statewide conservation efforts
- **July 12th** : Santa Clara County calls for drought emergency
- SJW asks customers to reduce water usage by 15% from 2019 levels
- Water use restrictions in place
- If targets are not met by August 31st, SJW may need to implement water contingency plan with allocations and drought surcharges.



SJW's Drought Response

- Activated our Stage 3 Drought Level according to our Water Shortage Contingency Plan
 - Outreach to customers on water use restrictions via social media, website, direct mail and media
- Filed Schedule 14.1 Water Shortage Contingency Plan UPDATE with California Public Utilities Commission
 - Outlines our updated plan but not an implementation schedule.



SJW's Drought Response

- Outreach to customers on water use restrictions and individual 2019 usage
- Continued best management practices to reduce water waste in our operations:
 - Quick leak response
 - Advanced leak detection
 - Flushing truck with closed loop system
 - Infrastructure investments



Water Use Rules and Water Waste Violations



Water only 2 days per week:

- Odd # addresses: Monday & Thursday
- Even # addresses: Tuesday & Friday



Limit filling of decorative fountains and ornamental lakes/ponds.



Water **no more than 15 minutes** per day.



Water in the **very early morning or late evening**.



Wash cars at a commercial car **washing facility that recycles water**.

Water Conservation Programs

- SJW - Free Water Conservation Inspections
- Valley Water
 - Landscape Rebate Program
 - Free Conservation Items
 - www.watersavings.org



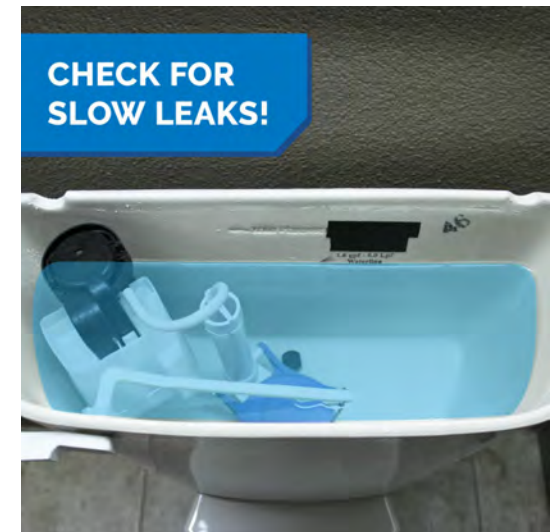
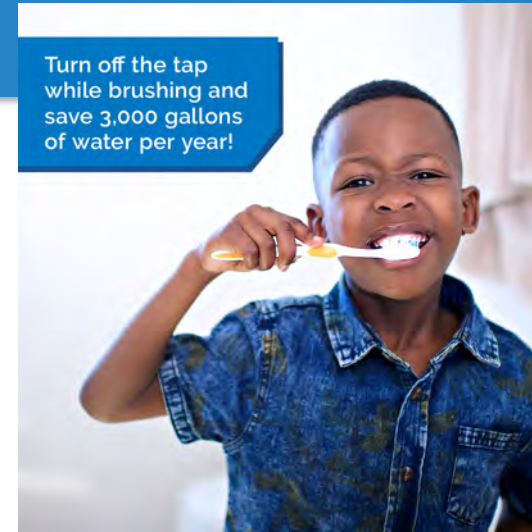
Water Conservation Inspection in Action



- Focus on outdoor water conservation
- Provide customized watering schedules
- Adjust irrigation timers, if needed
- Provide tools to find toilet leaks
- Educate homeowner on tools to find leaks

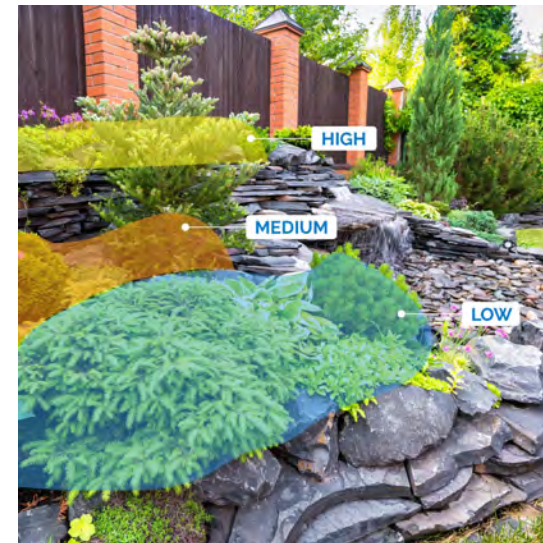
Water Saving Tips: Indoor

- Fix or report leaks
- Check toilets for leaks as they are the #1 cause of leaks on a property
- Take 5 minute showers
- Turn off water when brushing teeth
- Wash only full loads of clothes and use a front loading or other water efficient washing machine
- When replacing washing machines purchase the most efficient model



Water Saving Tips: Outdoor

- Check irrigation system periodically for leaks and breaks
- Check controller clocks have functioning batteries to prevent loss of schedules
- Use mulch and cut grass to higher lengths to prevent water loss
- Run irrigation systems (pop-up sprayheads) no more than 5 minutes at a time to prevent runoff



How to Report Water Waste or Leaks

Report a Leak:

sjwater.com/form/report-leak

Report Water Waste:

sjwater.com/form/report-water-waste

Report a Leak Where is the Leak

Address *

1265 S Bascom Ave or Bascom Ave/Hamilton Ave

City *

Cross Street or Nearest Landmark ?

How bad is the leak?

Please select from the options below *



☐ Drip



☐ Flowing



☐ Flowing Down Street



☐ Major Burst

How We Respond to Leaks

1. Water Leak is Reported
2. SJW Identifies & Categorizes the Leak
3. Call 811 Before You Dig
4. Leak Repair

sjwater.com/leak-repairs



Questions?

More drought information can be found at:

sjwater.com/drought

beheard.valleywater.org

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**For any additional comments or questions,
email us at conservation@sjwater.com**

