



General Manager's Report – Item 26:

Report on Non-Revenue Water: Update on Water Waste Enforcement




Meeting Date: June 19, 2017
Staff contact: David J. Stoldt


Still State Law after the Governor's Emergency Cancelled


The prohibitions on water waste include:


- Using potable water to wash sidewalks and driveways;
- Allowing runoff when irrigating with potable water;
- Irrigation with potable water of ornamental turf on public street medians;
- Irrigating outdoors during and within 48 hours following measurable rainfall;
- Using hoses with no automatic shutoff nozzles to wash cars;
- Restaurants serving water to their customers unless the customer requests it.
- Hotels and motels must offer their guests the option to not have their linens and towels laundered daily and prominently display this option in each guest room.

Public Can Still Report Water Waste

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Report Water Waste

Thank you for visiting the Monterey Peninsula Water Management District's Water Waste page!

We encourage the responsible reporting of water waste and have provided a form for you to use.






[Click here to report waste](#)

You may also call our Water Waste Hotline at (831) 658-5653.

The State Water Resources Control Board has implemented emergency action measures due to the drought that require agencies such as ours to help curb water waste. One method is for the citizens of our district to help by reporting water waste if they see it.

Examples of water waste include:

- Water leaks
- Washing driveways and sidewalks
- Using a hose without a nozzle
- Sprinklers operating on non-approved days (other than Wednesday, or Saturday)
- Runoff into adjacent property or into the street

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District Continues to Enforce Water Waste

Date	Water Waste	Follow-up
1/7/2017	power washing side walk in the rain	Sent letter to property owner 1/9/17
1/6/2017	Serving water without request	Sent letter to property owner and business owner 1/9/17
1/25/2017	Serving water without request	Sent letter to property owner and Rob Schinnerer Gm and Mark Hanson BM. 1/25/17
1/25/2017	Serving water without request	Letter sent 1/26/17 to property owner and to business owner.
1/30/2017	power washing stonework/decks for last three days/3 hours per day	Inspector visit the site
3/31/2017	power washing	Letter sent 3/31/2017
3/17/2017	Wrong Day	Letter Sent 3/17/17
17-Mar	Wrong Day	Letter Sent 3/17/17
3/17/2017	Wrong Day	Letter sent 3/17/17
3/17/2017	Wrong Day	Letter sent 3/17/17
4/4/2017	Wrong Day	Letter Sent 4/4/17
5/3/2017	Excessive irrigation	letter sent 5/5/17
5/4/2017	Excessive irrigation	letter sent 5/5/17
5/6/2017	Leak or break on the street	Faxed to City and letter sent 5/8/17
5/15/2017	Broken Irrigation	Letter sent asked for a response with receipts.
5/15/2017	leak in meter box	Emailed Joe and Called the property manager Ross
5/16/2017	No hose nozzle	Called Rob Culver public works super Carmel-by-the-Sea 831-620-2074
5/14/2017	runoff	letter sent 5/16/2017
5/19/2017	Wrong Day	Letter sent 5/22/17
5/19/2017	Wrong Day	Letter Sent 5/22/17
5/19/2017	Hosing off drive way	Letter Sent 5/22/17
5/25/2017	will be doing power washing in the next month (june 2017)	

Cal-Am Continues to Report to the State

Supplier Name	Reporting Month	Complaints Received	Follow-up Actions	Warnings Issued	Rate Penalties Assessed (starting Dec-15)	Penalties Assessed
California-American Water Company Monterey District	Mar-17	4	4	4	0	0
California-American Water Company Monterey District	Feb-17	0	0	0	0	0
California-American Water Company Monterey District	Jan-17	6	6	6	0	0
California-American Water Company Monterey District	Dec-16	1	1	1	0	0
California-American Water Company Monterey District	Nov-16	2	2	2	0	0
California-American Water Company Monterey District	Oct-16	2	2	2	0	0
California-American Water Company Monterey District	Sep-16	7	7	7	0	0
California-American Water Company Monterey District	Aug-16	3	3	3	0	0
California-American Water Company Monterey District	Jul-16	5	5	5	0	0
California-American Water Company Monterey District	Jun-16	8	8	8	0	0
California-American Water Company Monterey District	May-16	4	4	4	0	0
California-American Water Company Monterey District	Apr-16	7	7	7	0	1
California-American Water Company Monterey District	Mar-16	10	10	10	0	1
California-American Water Company Monterey District	Feb-16	4	4	4	0	0
California-American Water Company Monterey District	Jan-16	2	2	2	0	0
California-American Water Company Monterey District	Dec-15	7	7	7	0	0
California-American Water Company Monterey District	Nov-15	4	4	4	0	0
California-American Water Company Monterey District	Oct-15	27	27	27	0	0
California-American Water Company Monterey District	Sep-15	33	28	28	0	2
California-American Water Company Monterey District	Aug-15	27	27	27	0	0
California-American Water Company Monterey District	Jul-15	20	20	20	0	1
California-American Water Company Monterey District	Jun-15	28	28	28	0	0
California-American Water Company Monterey District	May-15	41	41	41	0	1
California-American Water Company Monterey District	Apr-15	27	27	27	0	0
California-American Water Company Monterey District	Mar-15	16	16	7	0	0
California-American Water Company Monterey District	Feb-15	0	0	0	0	0
California-American Water Company Monterey District	Jan-15	0	0	0	0	0
California-American Water Company Monterey District	Dec-14	0	0	0	0	0
California-American Water Company Monterey District	Nov-14	0	0	0	0	0
California-American Water Company Monterey District	Oct-14	0	0	0	0	0
California-American Water Company Monterey District	Sep-14	0	0	0	0	0
California-American Water Company Monterey District	Aug-14	0	0	0	0	0
California-American Water Company Monterey District	Jul-14	0	0	0	0	0
California-American Water Company Monterey District	Jun-14	0	0	0	0	0

Example: The Inn at Spanish Bay – June 9, 2017



Example: Broken Main June 18, 2017



Follow-Up: Main Replacement Card Received Last Week

California American Water recently completed a main replacement project in your area.

We made a capital investment of approximately \$1.4M to replace 4,825 linear feet of water main in Carmel with 8-inch PVC pipe.

Based on historically high leak rates, the following mains were replaced to improve reliability and service:

- 1st Ave - Valley Way - Lopez Ave
- 3rd Ave - Camino Real - Palou Ave

We apologize for any inconvenience and appreciate your understanding and patience during this project. **Thank you.**



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A logo featuring a stylized white star above the company name.
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AMERICAN WATER